

CERTIFICATE OF TRIAL WAIVER

This certificate records, for the purposes of clause 8.16.6(a) of the National Electricity Rules, that the Australian Energy Regulator has granted a trial waiver to the proponent for the approved trial project identified below as required by the National Electricity Rules.

Certificate reference: CTW 0001 **Date issued:** 14 July 2026

Trial waiver proponent	Endeavour Energy
ABN	11 247 365 823
Trial project name	Endeavour Energy - Off Peak Plus trial
Innovative project description	Upgrade around 5,600 smart meters in various parts of NSW to implement a trial to improve the delivery of load management services that reduce electricity consumption at peak periods and lower electricity network costs for consumers.
Regulatory framework	National Energy framework
Waived obligation(s)	NER cl.7.8.10 & cl. 7.8.6(a)(2)
Waiver commencement date	September 2023
Waiver end date	February 2026
Decision authority	Delegated AER Board member

Certification statement. The Australian Energy Regulator certifies that, following assessment of the application and relevant supporting material, a trial waiver has been granted to the proponent identified above for the approved trial project, subject to the scope, duration, conditions (attached below) and any reporting requirements set out in the AER's written decision and associated instruments.

Decision record and conditions. This certificate is evidence of the grant of the trial waiver only. It must be read together with the AER's final decision, any notice of decision, waiver instrument, approved conditions (attached below), reporting requirements and any subsequent variation, revocation, or replacement instrument.

Final decision reference	Final Decision - Endeavour Energy September 2023
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Important note: This certificate does not certify that the proponent or the trial project complies with all applicable regulatory requirements. The proponent remains responsible for compliance with all obligations that have not been expressly waived or modified by the AER's decision.

In accordance with clause 8.16.6(a) of the National Electricity Rules, this trial waiver is certified on behalf of the AER Board by Board member:

Name: Jarrod Ball

Signed:



Date: 14 July 2026

Conditions

AER has imposed a number of conditions on Endeavour as part of the trial waiver. These include conditions that impact:

- **Opt-out provisions.** As a condition of the trial affected customers will be able to decline the installation of a type 4 smart meter and receive a non-communicating type 4A meter, a time clock, or to opt out of the trial and its associated meter upgrade entirely.
- **Genuine meter failures.** We have set a condition ensuring that the waiver will not apply in the case of a genuine metering fault, which would be remedied under existing replacement provisions.
- **Competition.** To ensure that the trial does not negatively impact the competitive market, we have included a condition requiring Endeavour to report to the AER on any request by a retailer of Trial Customers to engage metering coordinators appointed by those retailers via competitive processes. Endeavour must also agree to appoint these metering coordinators, provided they can provide services within the timeframes planned and for a cost agreed between parties, to be paid by Endeavour to participating retailers.
- **Trial Reporting.** Endeavour must provide regular reports to the AER at the following intervals and containing the following information set out at Table 1 on page 26 below.
- **The notice provided to customers.** Endeavour must submit a draft of the notice to be provided by retailers to trial customers to the AER for our approval, prior to the granting of such notice. The notice will contain key information about the trial, including opt out provisions, contact details for Endeavour, times and dates for metering swaps, and additional information for life support customers. The notice will also include a link to a web page hosted by the AER containing a fuller discussion of the trial's risks, benefits, the role of the AER in administering the trial, and how to Endeavour Energy Trial Waiver: Final Decision – Energy Innovation Toolkit contact the AER to discuss complaints or trial experience directly. Additionally, the notice will discuss the potential for some customers to access time of use tariffs and will include a link to the Energy Made Easy guide to tariffs.

We have also included expectations for Endeavour and participating retailers in regard to customer engagement and life support customer support, to protect consumers and the energy network. This includes complying with life support provisions under the National Energy Retail Rules (NERR) cl. 124B(1) and cl. 124B(2). The AER reserves all powers to take enforcement action against any breaches of existing notice and life support provisions not expressly covered by the waiver.