

B2B SERVICE ORDER SPECIFICATIONS PT 1: JOB ENQUIRY CODES – DATA ELEMENTS

For the SA and WA Gas Retail Markets

Version: 2.4
Last Update: 29 November 2021

Version History

Version	Date	Author(s)	Changes and Comments
Draft	14/1/04	B. Eaves	Draft for comment
1.0	183/04	B. Eaves	<p>First formal release.</p> <p>Changed to Word format</p> <p>Service Order Request Elements – South Australia</p> <ul style="list-style-type: none"> • Change to general usage notes for NMI. • ContactDetail/PersonName and ContactDetail/Phone Number are Required for SCR unless the Plumber’s or Builder’s details are provided in the SORDSpecialComments/CommentLine • CustomerCharacterisation changed to Optional for MCH not Required • General usage notes for COCNumber, PlumberLicenceNumber and StartWorkNoticeNumber aligned with notes in BSB SID. <p>Service Order Response Elements – South Australia</p> <ul style="list-style-type: none"> • Removed/MeterRead/Current/IndexValue is Optional for SDR (the meter would have been removed previously) • New meter details are optional for MDO and MDM – but must be provided if a new meter is fitted as part of service order completion. <p>Service Order Request Elements – Western Australia</p> <ul style="list-style-type: none"> • Modifications to general usage notes for LoadDetails/PerHour, MeterInletPressure and COCNumber to align with B2B SID • Modifications to PlumberLicenceNumber for RML, MTN and RSD both general usage notes and change from Required to Optional. <p>Service Order Response Elements – Western Australia</p> <ul style="list-style-type: none"> • Modifications to NMI in relation to DFC – general usage notes and change from Required to Optional • Changes to Network Operator’s Work Request Number now Mandatory for RML, MTN and RSD and optional for DFC and OTH • Removed/MeterSerialNumber and Removed/MeterRead/Current/IndexValue changed to Required for SDR and MRT • New meter information changed to Required for MRT • Current/MeterRead/Current/ IndexValue changed to Optional for SDR and Not Required for MRT.

Version	Date	Author(s)	Changes and Comments
			<ul style="list-style-type: none"> Usage for new elements AccessDetails, Dog Code and Meter Position added. MRT added to Read Reason Codes INI and REM “Estimate if no access” deleted from SRF.
2.0	3/5/04	B. Eaves	<p>Service Order Request and Response Elements – South Australia</p> <ul style="list-style-type: none"> OTH added as a job Enquiry Code <p>Service Order Response Elements – South Australia</p> <ul style="list-style-type: none"> Current/MeterRead/Current/ IndexValue and New /MeterRead/Current/ IndexValue changed to Not Required for SDR (B2B WG – 28/4/04) <p>Service Order Request Elements – Western Australia</p> <ul style="list-style-type: none"> Changes to COCNumber, PlumberLicenceNumber and StartWorkNoticeNumber. (CR 9) <p>Service Order Response Elements – Western Australia</p> <ul style="list-style-type: none"> ServiceProviderReference changed to mandatory for DSC and OTH (CR13) Current/MeterRead/Current/ IndexValue changed to Not Required for SDR (CR12) AccessDetails for MCH changed to Optional (CR14) Modifications to LoadDetailsPerHour to reflect the constraints of the aseXML schema. Usage notes amended and also LoadDetailsPerHour made optional for RML,MTN and RSD (in lines with PlumberLicenceNumber) PlumberLicenceNumber made NR for AML,MRM,DSD and also SDR.
2.1	1/6/05	REMCo	<p>Service Order Response Elements – Western Australia</p> <ul style="list-style-type: none"> Updates to General Usage Notes for New/BasicMeter/NextScheduledReadDate and New/BasicMeter/ScheduledReadingDayNumber in accordance with change request C33/04R (WA Only). Updates in accordance with parts 1, 3 and 4 of rule change C22/04S (WA Only).
2.2	1/10/10	T Sheridan	Updated to reflect the relevant Market Operator requirements following the transfer of REMCo’s SA retail market operations to AEMO.
2.3	31/10/16	D. McGowan	<p>Update to include:</p> <p>WA</p> <ul style="list-style-type: none"> C02/16C – REMCo to AEMO transition changes. <p>SA</p> <ul style="list-style-type: none"> IN029/16 – REMCo to AEMO transition

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Version	Date	Author(s)	Changes and Comments
2.4	29/11/2021	D. McGowan & A. Pathy	SA IN026/15 WA IN002/15W

Service Order Response Elements - South Australia		92 – Meter Fix Complete	93 – No Access to Complete Meter Fix	104 – No Access to Complete Meter Change	108 – Meter Change Completed	"125 – Meter Upgrade Completed & 321 Upgrade Meter Size Complete"	154 – No Access to Complete Meter Removal	157 – Meter Removal Complete	311 - Service Connection Complete	313 - Service Disconnection Complete	317 - Relocate Service Complete	319 - Upgrade Service Size Complete	315 - Service Orders Completed for Priority A -K	"Meter Damaged, Meter Defective Ordinary Operation"	Meter Refix	Meter Refix and Reight (With Gas)
Data Elements	General Usage Notes	MFx	MFx	MCH	MCH	UMS	MRM	MRM	SCR	SDR	RSR	USR	AML, DFC, DSD, MAP, MHA, MRC, MRR, MRT, MST, MTE, MTJ, MTN, OTH, RML, RSD, SBS, SNG, MRT, SPN, UEF	MDO MDM	MRF	MRG
responseType	"Initial" for initial response "Closure" when Service Order is closed. Implemented as an attribute of the ServiceOrderResponse aseXML element.	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
NMI	Required when supplied by the User in the Service Order Request. Required on completion of a Meter Fix (Job Enquiry Code = ""MFx"") regardless of whether provided in the Service Order Request or not. Required when the Service Order work affected a specific NMI regardless of whether provided in the Service Order Request or whether the Service Order was initiated by the Network Operator. Optional for Service Connection (Job Enquiry Code = ""SCR""). Otherwise not required.	R	R	R	R	R	R	R	O	R	R	R	R	R	R	R
checksum	Required if MIRN is populated. Implemented as an attribute of the MIRN aseXML element	R	R	R	R	R	R	R	O	R	R	R	R	R	R	R
Address	Required if MIRN not populated. Implemented in the aseXML ""Address"" structured format	O	O	O	O	O	O	O	O	O	R	R	O	O	O	O
JobEnquiryCode	Used by Network Operator to determine work requirement and priority	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
ServiceOrderNumber	User's RB Reference Number. Required when Service Order was initiated by a User and the ServiceOrderNumber was provided in the original request	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
ServiceProviderReference	Network Operator's Work Request Number	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
AppointmentDetail/ Preferred/ Date	Required for Initial response for Service Connection Request (Job Enquiry Code = SCR) and No Access response to all Service Order Requests.	O	R	R	O	O	R	O	R	O	O	O	O	O	O	O
AppointmentDetail/ Preferred/ Time	Required for No Access response if supplied in request transaction	O	O	O	O	O	O	O	R	O	O	O	O	O	O	O
DateServiceOrderCompleted	Required if Service Order completed	R	O	O	R	R	O	R	R	R	R	R	R	R	R	R
TimeServiceOrderCompleted	Optional if Service Order completed	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
Removed/ MeterSerialNumber	Required whenever a meter is removed as part of the Service Order completion	O	O	O	R	R	O	R	O	O	O	O	O	O	O	O
Removed/ MeterRead/ Current/ IndexValue	Required whenever a meter is removed as part of the Service Order completion. If supplied will result in the provision of energy data for this MIRN via a MeterDataNotification transaction.	O	O	O	R	R	O	R	O	O	O	O	O	O	O	O
New/ MeterSerialNumber	Required whenever a new meter is fitted as part of the Service Order completion. Eg required for an MRF or MRG if emulating an MFx	R	O	O	R	R	O	O	O	O	O	O	O	O	R	R
New/ PressureCorrectionFactor	Required whenever a new meter is fitted as part of the Service Order completion	R	O	O	R	R	O	O	O	O	O	O	O	O	R	R
New/ MeterTypeSizeCode	Required whenever a new meter is fitted as part of the Service Order completion	R	O	O	R	R	O	O	O	O	O	O	O	O	R	R
New/ MeterRead/ Current/ IndexValue	Required whenever a new meter is fitted as part of the Service Order completion. If supplied will result in the provision of energy data for this MIRN via a MeterDataNotification transaction.	R	O	O	R	R	O	O	O	NR	O	O	O	O	R	R
New/ BasicMeter/ NextScheduledReadDate	Required for Meter Fix (Job Enquiry Code = "MFx")	R	O	O	O	O	O	O	O	O	O	O	O	O	R	R

Service Order Response Elements - South Australia		92 – Meter Fix Complete	93 – No Access to Complete Meter Fix	104 – No Access to Complete Meter Change	108 – Meter Change Completed	"125 – Meter Upgrade Completed & 321 Upgrade Meter Size Complete"	154 – No Access to Complete Meter Removal	157 – Meter Removal Complete	311 - Service Connection Complete	313 - Service Disconnection Complete	317 - Relocate Service Complete	319 - Upgrade Service Size Complete	315 - Service Orders Completed for Priority A -K	"Meter Damaged, Meter Defective Ordinary Operation"	Meter Refix	Meter Refix and Reight (With Gas)
New/ BasicMeter/ ScheduledReadingDayNumber	Required for Meter Fix (Job Enquiry Code = ""MFX"")	R	O	O	O	O	O	O	O	O	O	O	O	O	R	R
Current/ MeterRead/ Current/ IndexValue	Required whenever a validated meter read is taken as part of the Service Order completion. If supplied will result in the provision of energy data for this MIRN via a MeterDataNotification transaction.	O	O	O	O	O	O	O	O	NR	O	O	O	O	O	O
DateOfAttemptedAccess	Required for No Access response	O	R	R	O	O	R	O	O	O	O	O	O	O	O	O
JobCompletionCode1	Required if Service Order completed or attempted with No Access	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
JobCompletionCode2	Required if Service Order completed or attempted with No Access	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
JobCompletionCode3	Required whenever a meter is removed as part of the Service Order. Optional for other Service Order completion.	O	O	O	R	R	O	R	O	O	O	O	O	O	O	O
HeatingValue Zone	Not included in SA															
TransmissionZone	Not included in SA															
Distribution Tariff	Not included in SA															
Event	May be repeated any number of times. The Event element will identify any errors occurring in the processing of the request record.	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O

Read Reason Codes	
SCH = Schedule Cycle Read (estimate if no access)	Only used for Scheduled Read MDNs
INI = Meter Installation Read	Used in MFX, MCH, MRF, MRR
REM = Meter Remove	Used in MRM, MCH
OSO = Other Service Order	All other Service Order types other than above mentioned
MDV = Meter Data Verify (residual)	Only used for MeterDataVerify MDNs
The following Read Reason Codes are not used in Service Order processes but only for Special Read Requests and Responses (and associated MDNs)	
SRF = Special Final Read, (estimate if no access)	
SRA = Special Account Investigation,	
SRT = Special Transfer Read	
SRR = Special Reference Read,	
SRD = Special Disconnection	

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Service Order Request Elements - Western Australia		Meter & Service Connection Request Cluster Development Emergency Change Over	Upgrade Meter and or Service Request	Apply Meter Lock Regulator Removal Request Disconnect Service in Street Trailer air Coupling Installation	Remove Meter Lock Regulator Reinstall Request Reconnect Service in Street Trailer air Coupling Removal	Permanent Service Disconnection Request	Meter Retake and Test	Dissatisfied Customer	Other
Data Elements	General Usage Notes	SCR CLT ECO	UMS	AML* MRM* DSD* TCI*	RML MTN RSD TCR	SDR	MRT	DFC	OTH
actionType	"New" for New Service Order "Cancel" for Service Order Cancellation. Implemented as an attribute of the ServiceOrderRequest aseXML element.	M	M	M	M	M	M	M	M
NMI	Must be provided if the Service Order is related to a specific NMI	NR	R	R	R	R	R	O	R
checksum	Required if NMI is populated. Implemented as an attribute of the NMI aseXML element	NR	R	R	R	R	R	O	R
ServiceOrder/ Address	Required if NMI is not populated, otherwise Not Required. Implemented in the aseXML "Address" structured format.	R	NR	NR	NR	NR	NR	O	NR
JobEnquiryCode	Used by Network Operator to determine work requirement and priority	M	M	M	M	M	M	M	M
ServiceOrderNumber	Reference number generated by the User	M	M	M	M	M	M	M	M
AccessDetails	Optional field that may be populated at CSR discretion	O	O	O	O	O	O	O	O
MelwayGridReference	Not populated in WA.	NR	NR	NR	NR	NR	NR	NR	NR
ContactDetail/ PersonName	Compulsory for SCR, CLT or ECO and should include either consumer (for existing home) or builder. For DFC provide details of party complaining. Implemented in the aseXML "PersonName" structured format. Not to be retained in any Network Operator system as a permanent reference.	R	O	O	O	O	O	R	O
ContactDetail/ PhoneNumber	Compulsory for SCR, CLT or ECO and should include either consumer (for existing home) or builder. For DFC provide details of party complaining. Implemented in the aseXML "AustralianPhoneNumber" structured format. Not to be retained in any Network Operator system as a permanent reference.	R	O	O	O	O	O	R	O
AppointmentDetail/ Preferred/ Date	Mandatory for all SO	M	M	M	M	M	M	M	M
AppointmentDetail/ Preferred/ Time	Not used in WA	NR	NR	NR	NR	NR	NR	NR	NR
SORDSpecialComments/CommentLine	Required for DFC to provide detail of complaint (ore reference to email, etc.), optional for all other SO, field may be populated at the CSR discretion	O	O	O	O	O	O	R	R
CustomerCharacterisation	Not used in WA	NR	NR	NR	NR	NR	NR	NR	NR
LoadDetails/PerHour	This value must be populated for JobEnquiryCode SCR, ECO, CLT and UMS. The value used must be the anticipated maximum hourly load in MJ. For compliance with the schema, if a PlumberLicenceNumber is provided, then LoadDetails/PerHour must be populated. For new installations, the LoadDetails/PerHour shall reflect the actual requirement. For re-instatement of service after a period greater than 730 days, the LoadDetails/PerHour shall be populated with '0'.	R	R	NR	O	NR	NR	NR	NR
LoadDetails/PerAnnum		O	O	NR	NR	NR	NR	NR	NR
MeterInletPressure	This value must be populated for JobEnquiryCode SCR, ECO, CLT and UMS. The value used must be the required meter inlet pressure which will be defaulted to 2.75 kPa or (1.25 kPa in low pressure areas).	R	R	NR	NR	NR	NR	NR	NR
COCNumber	Required in WA for SCR or CLT if there are type B appliances. Populate with the GF licence number (numeric component only) of the party responsible for appliance certification. In all other cases, if the PlumberLicenceNumber is populated, for compliance with aseXML schema, the COCNumber is required in transactions but must be '0'.	R	O	O	O	O	NR	NR	
PlumberLicenceNumber	Must be populated with the last 5 digits of the numeric component of the gas fitter. Licence number for SCR, ECO and CLT and for RML, MTN and RSD if the MIRN has been decommissioned for > 730 days.	R	O	NR	O	NR	NR	NR	
StartWorkNoticeNumber	Not used in WA	NR	NR	NR	NR	NR	NR	NR	NR
DateTimeCSRAccessedCustomerRecord	Mandatory for all SO	M	M	M	M	M	M	M	M
DateTimeCSRProcessedTransaction	Mandatory for all SO	M	M	M	M	M	M	M	M

Note that the following types of service orders are not used in WA as request from the user: MFX, MCH, USR, RSR, MAP, MBO, MDM, MDO, MFXA, MHA, MRC, MRF, MRG, MRR, MST, MTE,
 Note: * means that this is a parent JEC with four character child JECs.

Service Order Response Elements - Western Australia		Meter & Service Connection Request Cluster Development Emergency Change Over	Upgrade Meter and or Service Request	Apply Meter Lock Regulator Removal Request Disconnect Service in Street Trailer air Coupling Installation	Regulator Reinstall Request Remove Meter Lock Reconnect Service in Street Trailer air Coupling Removal	Permanent Service Disconnection Request	Meter Retake and Test	Dissatisfied Customer	Other	Meter Change Completed
Data Elements	General Usage Notes	SCR CLT ECO"	UMS	AML*, MRM* DSD* TCI*	RML MTN RSD TCR	SDR	MRT	DFC	OTH	MCH
responseType	""Initial"" for initial response ""Closure"" when Service Order is close. Implemented as an attribute of the ServiceOrderResponse aseXML element."	M	M	M	M	M	M	M	M	M
NMI	Required in all cases except DFC (where NMI is not required if the Service Order Request was not related to a specific NMI)	R	R	R	R	R	R	O	R	R
checksum	Required if MIRN is populated. Implemented as an attribute of the MIRN aseXML element	R	R	R	R	R	R	O	R	R
Address	"Required if MIRN not populated. Implemented in the aseXML ""Address"" structured format"	NR	NR	NR	NR	NR	NR	O	NR	NR
JobEnquiryCode	Used by Network Operator to determine work requirement and priority	M	M	M	M	M	M	M	M	M
ServiceOrderNumber	User's Reference Number. Required when Service Order was initiated by a User and the number was provided by a user in the initial SO request. For implied SO equals the transfer request ID allocated by AEMO	R	R	R	R	R	R	R	R	R
ServiceProviderReference	Network Operator's Work Request Number	M	M	M	M	M	M	M	M	M
AppointmentDetail/ Preferred/ Date	Not used in WA	NR	NR	NR	NR	NR	NR	NR	NR	NR
AppointmentDetail/ Preferred/ Time	Not used in WA	NR	NR	NR	NR	NR	NR	NR	NR	NR
DateServiceOrderCompleted	Required if Service Order completed	O	O	O	O	O	O	O	O	R
TimeServiceOrderCompleted	Optional if Service Order completed	O	O	O	O	O	O	O	O	O
Removed/ MeterSerialNumber	Required whenever a meter is removed as part of the Service Order completion	NR	NR	NR	NR	R	R	NR	NR	R
Removed/ MeterRead/ Current/ IndexValue	"Required whenever a meter is removed as part of the Service Order completion. If supplied, will result in the provision of energy data for this MIRN via a MeterDataNotification transaction. "	NR	NR	NR	NR	R	R	NR	NR	R
New/ MeterSerialNumber	Required whenever a new meter is fitted as part of the Service Order completion	R	NR	NR	NR	NR	R	NR	NR	R
New/ PressureCorrectionFactor	Required whenever a new meter is fitted as part of the Service Order completion	R	NR	NR	NR	NR	R	NR	NR	R
New/ MeterTypeSizeCode	Required whenever a new meter is fitted as part of the Service Order completion	R	NR	NR	NR	NR	R	NR	NR	R
New/ MeterRead/ Current/ IndexValue	Required whenever a new meter is fitted as part of the Service Order completion. If supplied will result in the provision of energy data for this MIRN via a MeterDataNotification transaction.	R	NR	NR	NR	NR	R	NR	NR	R
New/ BasicMeter/ NextScheduledReadDate	Required whenever a new meter is fitted as part of the Service Order completion for basic meters only.	R	NR	NR	NR	NR	R	NR	NR	R
New/ BasicMeter/ ScheduledReadingDayNumber	Required whenever a new meter is fitted as part of the Service Order completion for basic meters only.	R	NR	NR	NR	NR	R	NR	NR	R

Service Order Response Elements - Western Australia		Meter & Service Connection Request Cluster Development Emergency Change Over	Upgrade Meter and or Service Request	Apply Meter Lock Regulator Removal Request Disconnect Service in Street Trailer air Coupling Installation	Regulator Reinstall Request Remove Meter Lock Reconnect Service in Street Trailer air Coupling Removal	Permanent Service Disconnection Request	Meter Retake and Test	Dissatisfied Customer	Other	Meter Change Completed
Data Elements	General Usage Notes	SCR CLT ECO*	UMS	AML*, MRM* DSD* TCI*	RML MTN RSD TCR	SDR	MRT	DFC	OTH	MCH
Current/ MeterRead/ Current/ IndexValue	Required whenever a validated meter read is taken as part of the Service Order completion. If supplied will result in the provision of energy data for this MIRN via a MeterDataNotification transaction.	NR	R	R	R	NR	NR	O	O	NR
DateOfAttemptedAccess	Required for No Access response	O	O	O	O	O	O	O	O	NR
JobCompletionCode1	Required if Service Order completed or attempted with No Access	R	R	R	R	R	R	R	R	R
JobCompletionCode2	Required if Service Order completed or attempted with No Access	R	R	R	R	R	R	R	R	R
JobCompletionCode3	Not used in WA	NR	NR	NR	NR	NR	NR	NR	NR	NR
HeatingValue Zone	Required in WA	R	R	R	R	R	R	R	R	R
TransmissionZone	Required in WA	R	R	R	R	R	R	R	R	R
Distribution Tariff	Required in WA	R	R	R	R	R	R	R	R	R
AccessDetails	Required for a new connection or a meter change if there are special access details to be noted. Otherwise, leave blank.	O	O	O	O	O	O	O	O	O
DogCode	Required for a new connection or a meter change if the status of any dog is known. Otherwise, leave blank.	O	O	O	O	O	O	O	O	R
Meter Position	Required for a new connection or a meter change	R	O	O	O	O	O	O	O	R
Event	May be repeated any number of times. The Event element will identify any errors occurring in the processing of the request record.	O	O	O	O	O	O	O	O	O
Read Reason Codes										
SCH = Schedule Cycle Read	Only used for Scheduled Read MDNs									
INI = Meter Installation Read	Used in SCR, ECO, CLT, MRT, MCH and, if applicable, UMS									
REM = Meter Remove Read	used in SDR, MRT and MCH									
OSO = Other Service Order	All other Service Order types other than above mentioned									
MDV = Meter Data Verify (residual)	Only used for MeterDataVerify MDNs									
The following Read Reason Codes are not used in Service Order processes but only for Special Read Requests and Responses (and associated MDNs) Note that the Read Reason Codes included in the Special Read Request have no meaning in WA. The Read Reason Codes included in the response are the same codes as included in the Special Read Request										
SRF = Special Final Read,	SRR = Special Reference Read,									
SRA = Special Account Investigation,	SRD = Special Disconnection									
SRT = Special Transfer Read										

Note: If a meter change occurs as part of the completion of a UMS two service order responses occur (UMS + MCH)