

B2B PROCEDURE:

SERVICE ORDER PROCESS

PREPARED BY: AEMO Markets
VERSION: ~~2-23.0~~
EFFECTIVE DATE: 01 December 2017
STATUS: DRAFT

Approved for distribution and use by:

APPROVED BY: [NAME]
TITLE: [Title]

DATE: / / 20

VERSION RELEASE HISTORY

Version	Date	Author	Comments
1.0	23/12/2004	NEMMCO	Final Determination version.
1.1 DRAFT	22/4/2005	NEMMCO	Draft issued for Consultation.
	5/7/2005	NEMMCO	Draft issued as Draft Determination.
1.1 FINAL	1/8/2005	NEMMCO	Final Determination Version
1.2	29/8/2005	NEMMCO	Changes to incorporate clause 7.2A of National Electricity Rules that deals with Manifest and minor or procedural errors.
1.3 DRAFT	30/6/2006	NEMMCO	Update for changes proposed prior to Tranche 1 go live that have no operational impact and changes required to accommodate the commencement of ERC in Queensland.
1.3 DRAFT 2	10/10/2006	NEMMCO	Update following first consultation workshop
1.3 DRAFT 3	5/12/2006	NEMMCO	Updated from comments received in 2 nd stage consultation
1.3 DRAFT FINAL	15/12/2006	NEMMCO	Final Draft
1.3	30/01/07	NEMMCO	Version recommended by the IEC to NEMMCO on 22 January 2007 and approved by NEMMCO for publication on 30 January 2007.
1.4	20/06/2007	NEMMCO	Updated to Service Order Process to accommodate changes in re-energisation service order timings.
1.5	03/12/2008	NEMMCO	Issued as Final Determination
1.5.1	27/04/2009	NEMMCO	Update the version number and release date to retain version numbering with the other B2B procedures. Updated singular and plural references to the word "Procedure (s)". Issued as FINAL Determination.
1.6	23/06/2009	NEMMCO	Four updates, QC 272, 280, 294, 296, 457. The version number and release date to retain version numbering with the other B2B procedures. Removed clause 1.2(b) and changed the publish date to effective date on the front cover. Issue as Final Determination.
1.6.1	18/08/2009	AEMO	Update to reflect change of governance from NEMMCO to AEMO. Update the version number and release date to retain version numbering with other B2B Procedures Minor updates to sections 1.2, 1.3, 1.7, to align clauses with the other B2B Procedures. Issued as Determination — Effective 25 November 2009
1.7	17/03/2010	AEMO	Updated version numbers and release date to retain version numbering with other B2B Procedures. Graphical updates to diagrams. Update Clause 1.7 Update to Remove Fuse Definition, minor editorial corrections. Move Business Event information to the B2B Procedure Technical Guidelines for B2B Procedures. Issued as Final Determination — Effective 26 May 2010
1.7a	15/07/2011	AEMO	Update version number to 1.7a and release date to retain version numbering with other B2B procedures. Updated procedure to facilitate further extension of contestability to small business customers in Tasmania.
1.8	15/08/2014	AEMO	Updated version numbers and release date to retain version numbering with other B2B Procedures. Updates to Clause 2.6.2, 2.12.3 (Figure 7) and 3.3.5 (Figure 18).

Version	Date	Author	Comments
1.9	06/11/2012	AEMO	Updated version numbers and release date to retain version numbering with other B2B Procedures. Update to clause 1.7 a and changes to Clause 4.1 Figure 19 Item 4 Transaction Table for Meter Data Providers. Update to section 2.12.5 b and c for new connections.
2.0	13/11/2013	AEMO	Updates to capture QC 776 CSDN Project Changes
2.1	15/05/2014	AEMO	Minor & Manifest updates
2.2	21/11/2014	AEMO	Updated version numbers and release date to retain version numbering with other B2B Procedures.
3.0	01/09/2016	AEMO	Updated for the following: <ul style="list-style-type: none">• National Electricity Amendment (Expanding Competition in Metering and Related Services) Rule 2015 No. 12;• National Electricity Amendment (Embedded Networks) Rule 2015 No. 15; and• National Electricity Amendment (Updating the Electricity B2B Framework) Rule 2016 No. 6.

Interpretation

For details of the interpretation of key words, such as addresses, dates, times and field types, refer to the B2B Procedure Technical Guidelines for B2B Procedures.

Documentation Conventions

Refer to the B2B Procedure Technical Guidelines for B2B Procedures for the details of the documentation conventions.

CONTENTS

1. INTRODUCTION	65
1.1. Purpose and Scope	65
1.2. Definitions and Interpretation	65
1.3. Related AEMO Documents	75
2. BUSINESS COMMUNICATION PROCESS	116
2.1. Process Overview	116
2.2. Acknowledging Receipt of the ServiceOrderRequest	2111
2.3. Service Orders Requiring Customer Consultation	2211
2.4. Scheduled Date and Customer Preferred Date and Time	2312
2.5. Where work will not be completed within the Required Timeframe	2413
2.6. Raising a ServiceOrderResponse	2514
2.7. Use of Status, Exception and Product Codes in ServiceOrderResponses	2514
2.8. Closing the Service Order Process	2614
2.9. Cancelling a ServiceOrderRequest	2714
2.10. Updating a ServiceOrderRequest	2815
2.11. Resending a ServiceOrderRequest	2815
2.12. Resending a ServiceOrderResponse	2815
2.13. Service Paperwork	3015
SUMMARY OF THE MANAGEMENT OF MULTIPLE SERVICE ORDER AND MULTIPLE RETAILER SITUATIONS	4422
3. TIMING REQUIREMENTS	4725
3.1. Overview of Timing Requirements	4725
3.2. Definition of Timing Points and Timing Periods	4926
3.3. Specific Timing Requirements	5127
4. TRANSACTIONS	5833
4.1. ServiceOrderRequest Transaction Data	5833
4.2. ServiceOrderResponse Transaction Data	7244
4.3. ServiceOrderAppointmentNotification Transaction Data	7546
4.4. BusinessAcceptance/Rejection Transaction Data	7647

Formatted: Normal

FIGURES

Figure 1 Service Orders	189
Figure 2 Appointment Notification	199
Figure 3 Service Paperwork Timing Points	3217
Figure 4 Service Order summary	4422
Figure 5 Multiple Service Order Scenarios	4422
Figure 6 New Service Order same Retailer	4624
Figure 7 Timing Overview	4725
Figure 8 Timing for completion of work	4926
Figure 9 Notice Period Table	5128

Figure 10 Timing Period for completion of work	5430
Figure 11 Transaction table	5833
Figure 12 Service Order Transaction.....	7244
Figure 13 Service Order Appointment Notification transaction data.....	7546
Figure 14 Business Acceptance Rejection data	7747
Figure 15 Business Event Codes	7848

1. INTRODUCTION

1.1. Document Structure Purpose and Scope

This B2B Procedure: Service Order Process ("Procedure") is published by AEMO in accordance with clause 7.17.3 of the National Electricity Rules ("NER"), and specifies the Service Order communication and transaction data.

This Procedure has effect only for the purposes set out in the NER, NERR and ESC jurisdictional codes. The NER, NERR, ESC codes and National Electricity Law prevail over this Procedure to the extent of any inconsistency.

- (a) Section One provides an introduction and context to this Procedure.
- (b) Section Two describes the types of Service Order, and their business context. This section includes details of the high-level process flows for Service Orders.
- (c) Section Three defines the Timing Requirements for the Service Order Process.
- (d) Section Four itemises the data to be provided in each transaction (and for each type of Service Order).

1.2. Introduction Definitions and Interpretation

The Retail Electricity Market Procedure – Glossary and Framework:

- (a) is incorporated into and forms part of this Procedure; and
- (b) should be read with this Procedure.
- (c) In the event of any inconsistency between this Procedure and the B2B Procedure: Technical Delivery Specification or the B2B Procedure Technical Guidelines for B2B Procedures (together referred to as the "B2B Technical Procedures"), unless this Procedure provides otherwise, the relevant B2B Technical Procedure shall prevail to the extent of the inconsistency.

- (a) This B2B Procedure: Service Order Process ("Procedure") is approved by AEMO in accordance with clause 7.2A.5.a.117.3 of the National Electricity Rules ("Rules").
- (b) This Procedure may only be amended in accordance with clause 7.2A17.3 of the Rules.
- (c) In the event of any inconsistency between this Procedure and the Rules, the Rules shall prevail to the extent of the inconsistency.
- (d) In the event of any inconsistency between this Procedure and the Metrology Procedure, the Metrology Procedure shall prevail to the extent of the inconsistency.
- (e) In the event of any inconsistency between this Procedure and the MSATS Procedures, the MSATS Procedures shall prevail to the extent of the inconsistency.
- (f) In the event of any inconsistency between this Procedure and the B2B Procedure: Technical Delivery Specification or the B2B Procedure Technical Guidelines for B2B Procedures (together referred to as the "B2B Technical Procedures"), unless this Procedure provides otherwise, the relevant B2B Technical Procedure shall prevail to the extent of the inconsistency.
- (g) In this Procedure, a capitalised word or phrase has the meaning given to it:
 - (i) in this Procedure;
 - (ii) if no meaning is given to it in this Procedure, it is defined in the B2B procedure Technical Guidelines for B2B Procedures; or

- (iii) — if no meaning is given to it in the B2B Procedure Technical Guidelines for B2B Procedures, it is defined in the Rules;
- (h) — This Procedure shall be interpreted in accordance with the rules of interpretation set out in clause 1.7 of the Rules and the B2B Procedure Technical Guidelines for B2B Procedures. Provisions that are placed in a square box coloured grey are provided by way of explanation and to assist readers and do not form any obligation on Participants nor do they affect the interpretation of this Procedure. Provisions that fall within a section entitled “Worked Example” are provided for assistance only and do not form any obligation on the Participants nor do they affect the interpretation of this Procedure.

1.3. Related AEMO Documents

Title	Location
Retail Electricity Market Procedures – Glossary and Framework	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Glossary-and-Framework
B2B Procedure: Technical Delivery Specifications	
B2B Procedure: Service Order Process	
B2B Procedure: Meter Data Process	
B2B Procedure: Customer and Site Details Notification Process	
Metrology Procedure: Part A	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering
MDFF Specification	
B2B Guide	

Commented [A1]: Links to webpage to be included in Final Determination

1.2. Jurisdictional Instruments

- (a) — To the extent of any inconsistency between this Procedure and any relevant jurisdictional instrument, the relevant jurisdictional instrument shall prevail to the extent of the inconsistency.

1.3. Purpose

- (a) — This Procedure defines standard process and transaction data requirements, which apply to Participants in the NEM. This Procedure enable Retailers to request defined services (“Service Orders”) from Service Providers and Embedded Network Managers and to receive confirmation that the work will or will not be undertaken (or attempted) and subsequently that the work has or has not been completed as requested using a consistently understood process and transactions.
- (b) — This Procedure assumes the use of automated business processes using the agreed industry standard of aseXML messaging.

1.4. Scope

- (a) — Within the context of this Procedure, all Service Orders are raised by Retailers and fulfilled by a Service Provider. The types of Service Orders are described in Section 2.1.a.

1.4.1. Inclusions

- (a) — This Procedure describes the high-level process and transaction data requirements for the Service Order types listed in Section 2.1.a.

1.4.2.1.3.1. Exclusions

- (a) This Procedure does not apply to:

- (i) processes for unmetered supplies – as this is usually organised between the Customer and Service Provider / Retailer directly;
- (ii) requests for network augmentation ~~or changes to the network to support installation modifications;~~
- (iii) ~~new connections and metering work performed by Accredited Service Providers in NSW – as this process involves a third Party, with interactions managed by paperwork;~~
- ~~(iv)~~(iii) automated / electronic Service Order status requests. The Retailer should contact the Service Provider if they require a status report ~~(refer to sections 3.2 and 1.11.103.3 for details of expected response times for the process steps).~~
- ~~(v)~~(iv) any updates to MSATS that may be required during any of these Service Order processes;
- ~~(vi)~~(v) the technical infrastructure and delivery mechanism allowing Participants to send and receive Service Order transactions; or
- ~~(vii)~~(vi) the reporting of faults and emergencies, such as off-peak relay failure (“no hot water”) or loss of power.

1.4.3. Requirement for Service Paperwork

- (a) ~~This Procedure does not remove the need for related paperwork for individual Service Order processes (such as an electrical work request or a notice of work request);~~
- (b) ~~Where an individual Service Order process requires Service Paperwork⁴, the following Service Order Transaction fields must be completed depending upon jurisdictional requirements:~~
 - (i) ~~FormReference;~~
 - (ii) ~~FormNumber~~
 - (iii) ~~SafetyCertificateId~~
- (c) ~~See clause 2.10.12.8.12.9.12.12.2 for details regarding Service Paperwork processes;~~

Commented [A2]: Moved to Service Paperwork section 2.10.1 of this document.

⁴ The Service Paperwork reference table is described in the B2B Procedure Technical Delivery Specification.

1.5. Use of aseXML

- (a) A Participant must use the agreed industry standard of aseXML messaging to deliver Transactions pursuant to this Procedure.

1.6. Application of this Procedure

- (a) As required by clause 7.2A17.4(i) of the National Electricity Rules, Local Retailers, Market Customers, Distribution Network Service Providers, AEMO, Metering Data Providers, and Metering Providers and ENMs must comply with this Procedure.
- (b) As permitted by clause 7.2A17.4(kj) of the National Electricity Rules, Local Retailers, Market Customers, and Distribution Network Service Providers and ENMs may on such terms and conditions as agreed between them communicate a B2B Communication on a basis other than as set out in this Procedure, in which case the parties to the agreement need not comply with this Procedure to the extent that the terms and conditions agreed between them are inconsistent with this Procedure.

See Section 2.1.1 for details of the application of each transaction by Jurisdiction

1.7. Enforceability of the Procedure

- (a) The Procedure is enforceable by the Australian Energy Regulator in accordance with its powers under section 15 of the National Electricity Law.

1.8. Terminology and Definitions

1.8.1. Interpretation of Time

- (a) All times (related to the conduct of the work) refer to the local time for the Site (where the work requested is to be carried out). Local time is inclusive of daylight saving time changes.

1.8.2.1.3.2. Terminology

- (a) In this Procedure:

The term "Retailer" is used to refer to a Current Retailer (FRMP), the Previous Retailer, or a Prospective Retailer.

The term "Service Provider" is used to refer to the DNSP or MDP or MPB or ENM as appropriate for a given type of Service Order.

The term "Customer" includes their nominated agent.

The term "Urgent" applies to situations where the Retailer either requires the Request to be actioned by the Service Provider earlier than the obligated timeframe, or needs to cancel work that the Retailer expects to occur today or the next Business Day.

The term "Service Paperwork", means the appropriate jurisdictional Safety Certificate, form, document, legal article as prescribed by the respective jurisdictional instrument or national instrument used in relation to a New Connection Service Order, Additions and Alterations Supply Service Works Service Order, Metering Service Works Service Order, De-Energisation, Re-Energisation or Abolishment Service Order, or other forms or documents as required by the a DNSP and as discussed and agreed by Retailers participants to facilitate the fulfilment of the Service Order request.

Current jurisdictional Service Paperwork include for example,

- (i) Victoria — Certificate of Electrical Safety (CES), Notice of Metering Works and Electrical Works Request.
- (ii) South Australia — Form A
- (iii) Tasmania — Electrical Installation Notice (EIN), Electrical Work Request (EWR)

1.8.3. Business Documents

- (a) In this Procedure, the term "Business Document" is used to refer to the key B2B transactions sent between the Retailer and Service Provider. In this Procedure, the relevant Business Documents are:
- (i) ~~ServiceOrderRequest~~;
 - (ii) ~~ServiceOrderResponse~~, and the
 - (iii) ~~ServiceOrderAppointmentNotification~~.

1.8.4. Business Signals

- (a) This Procedure requires that the technical delivery mechanism support the following "Business Signals":
- (i) ~~BusinessReceipt~~; and
 - (ii) ~~BusinessAcceptance/Rejection~~
- (b) A ~~BusinessReceipt~~ indicates that a Business Document has been received and its contents indicate if it is readable by the Recipient.
- (c) A ~~BusinessAcceptance/Rejection~~ represents formal acceptance or rejection of the appropriate Business Document by the Recipient based on the application of business rules.

1.9. Related Documents

- (a) This Procedure has been prepared in conjunction with and should be read in conjunction with:
- (i) ~~B2B Procedure Technical Delivery Specification~~;
 - (ii) ~~B2B Procedure Technical Guidelines for B2B Procedures~~; and
 - (iii) ~~MSATS Procedure CATS Procedure~~.
- (b) Participants should also refer to the following documents. It should be noted that these documents have been prepared by way of assistance only and are not a legally binding document nor does it affect in any way the interpretation of this Procedure.
- (i) ~~Participant Build Pack – B2B System Interface Definitions~~
 - (ii) ~~Frequently Asked Questions: Service Order Process~~

Commented [A3]: Refer to table in Section 1.3 at start of this document

2. BUSINESS COMMUNICATION PROCESS

2.1. Process Overview

There are ten types of Service Orders. The table below describes each Service Order type and related subtypes, and details each one's business context.

- (a) The ServiceOrderSubType must be used where the required type of work at a connection point or metering point required is known and covered by the available codes.
- (b) If no ServiceOrderSubType is provided in a ServiceOrderRequest, the Service Order Recipient's normal practice will apply.
- (c) The use of ServiceOrderType and ServiceOrderSubType combination must conform with the applied as identified in the table below.

Table 1 Note that "obsolete terminology" is included here to describe how the Service Order types have been derived, and what types of work they cover. As different businesses have typically used different terms, there are often multiple obsolete terms for the same type of work. Participants must use the new Service Order types when referring to work.

Figure 4 Service Order Types and Subtypes

Service Order Type	Service Order Sub Type	Description	Description of useTypical Triggers
Supply Service Works	Allocate NMI	Retailer Where tThe Initiator requests a NMI for a Site prior to its connection to the network.	Used for a Site where the retailer wants the Site registered in MSATS with retailer as the Current FRMP at the time of NMI allocation. Customer contracts with a Retailer and the Retailer wants the Site to be allocated to the Retailer from the date of creation of the NMI.
	Tariff Change	Where tThe DLDNSP is requested to change the Network Tariff at a Connection Point for at a specified site.	
	New Connection (Not NSW)	Retailer requests a Service Provider to arrange a new supply connection to a specified address. Retailer specifies preferred timeframe and relevant installation requirements.	Customer contacts a Retailer to make arrangements for a new supply connection at a specified address. A new connection can arise in a number of circumstances, including: a Customer moving into a new premise which currently does not receive an electricity supply, or a builder wishes to provide permanent or temporary supply to new properties under construction.
	Supply Alteration	Where tThe DLDNSP is requested to alter the service related to a Connection Points supply. This service order applies to all physical changes to a Connection Point during its life cycle. It does not include new supply connections and supply eabolishment.	A Supply Service Works — Supply Alteration ServiceOrderRequest can arise for a large number of reasons related to making a physical change to the supply at a given Connection Point. Examples of use: • Increasing supply capacity from 1 phase to 3 phase, or • Relocation of the service line not involving a change of the NMI for a Connection Point.
	Supply Abolishment	Where tThe DLDNSP is requested to abolish supply at a given Connection Point. This involves decommissioning of a NMI.	A Customer (or their agent) may request a Supply Abolishment wWhere a property building is to be demolished and a supply is no longer required Note: No De-energisation request is required unless the De-energisation is to take place occur at some time prior to the supply abolishment.

Formatted: Table Title, Indent: Left: 1.25 cm

Formatted Table

Service Order Type	Service Order Sub Type	Description	Description of useTypical Triggers
	Establish Temporary Supply	DNISP is requested to arrange a new physical connection point to a temporary <u>supplyconnection point</u> . <u>DNISP is request</u>	<u>Builder</u> -Where a customer <u>wishes</u> wants to establish temporary supply to a builders temporary supply pole at for new properties under a construction site, usually to a builders temporary supply pole.
	Establish Temporary in Permanent	DNISP is requested to arrange a new physical connection to a temporary <u>supplyconnection point</u> , that will convert to the permanent location after building construction.	Where a customer wants <u>Builder wishes</u> to establish temporary supply permanent or temporary supply to new properties under a construction site, that will convert to the permanent location for connection.
	Establish Permanent Supply	DNISP is requested to arrange a new physical connection.	Where a customer wants to establish a new permanentpermanent supply at a connection point.
	Temporary Isolation	DNISP is requestedrequested to temporarilytemporarily isolate (disconnection)-isolation supply at a supplysupply point for a limited time, usuallyusually for-just for the ie-one-day. A separate De-Energisation request for supply isolation or disconnection at pole top, pillar box or pit is not required. (If supply isolation extends beyond 24 hours, a follow up Re-En SO to the DNISP will be required to reconnect the supply at the supply point).	Used whereWhere supply at a connection point requires isolation for a limited time without the need for a Re-Energisation. For example where metering location may be changing a service line needs to be dropped and reconnected and exp(or other temporary disconnection of supply)-within a short period of time. A separate De-Energisation request (for supply isolation or disconnection at pole top, pillar box or pit) is not required. If supply isolation extends beyond 24 hours, a follow up Re-Energisation Service Order to the DNISP will be required to reconnect the supply at the supply point ect to restore supply without the need for the Re-Energisation, and no a De-Energisation required. (If supply isolation extends beyond 24 hours, a follow up Re-En SO will be required).
Re-energisation	Re-energisation	Retailer Where (The Initiator requiresrequests a Service Provider to arrange for a <u>Metering Point or Connection Point</u> to be re-energisation of a Siteed. This can someone other than the DNISP. Methods include: Insert Fuse Main switch Meter connection Connection at pole or pillar or pit Remove sticker	Energisation of a new supply where a previous new connection ServiceOrderRequest required the Site to be left de-energised. Re-energisation of a Site following a request to de-energise. A need to reRe-energise a Connection Point or Metering Point arises where a CustomerExamples: • Customer is moving into a premise; or • Customer has previously requested that a supply be temporarily de-energised and now wishes the supply restored; or Following has been ddisconnectedion for non-payment. • Following a request to de-energise.

Formatted Table

Commented [A4]: B2B WG decided method of Re-Energisation is not required. The SO Recipient (actioner) would determine the most efficient method in accordance with arrangements with the SO initiator and/or regulatory or jurisdictional requirements.

Service Order Type	Service Order Sub Type	Description	Description of useTypical Triggers
De-energisation	De-energisation Methods include: • Remote • Remove Fuse — Turn off main switch and sticker • Main switch seal / Sticker • Technical disconnect • Meter Isolation • Supply Isolation • Disconnection at pole top, pillar box or pit — Recipient discretion •	Retailer Where the Initiator requires requests Service Provider to arrange for a Connection Point or Metering Point to be de-energisation by a particular methoded. This can be someone other than the DNSP. Methods include: • Remove Fuse • Turn off main switch and sticker • Turn off main switch • Meter Disconnection (meter wire disconnection or turn meter) • Disconnection at pole top, pillar box or pit	A needUsed to de-energise a Connection Point or Metering Point can arise in these situationswhereExamples: • where the retailer has grounds to proceed with a De-energisation for aNon-payment (where the Customer has failed to meet their obligations under jurisdictional rules); • the Customer requires a temporary disconnection of supply because the Site is to be left vacant for a time; or, • the Customer is moving out of a premise Site and no new tenant has requested supply at the same addressSite.
Special Read	• Special ReadCheck Read • Final Read	Retailer Where the Initiator requires requests a Service Provider to perform a Special Meter Reading of a manually read meter. This is a reading is not associated with a re-energisation or a de-energisation. WhereIf the DNSP is the MC, the Service Order must be sent to the DNSP.	A needUsed to obtain a Special Read (rather than a scheduled read) arises for manually read metering where an out of cycle reading is required.
Metering Service Works		Service orders related to changes at the metering point(s).	
	Meter Exchange MeterAdditions and Alterations (Not NSW)	Where the Initiator requires to arrange for the exchange of one or more meters at a Customers address. Retailers requests a Service Provider to change the metering associated with a Connection Point. This Service Order Process applies to all physical changes to a Connection Point during its life cycle. It excludes New Connection and Supply Abolishment. Additional exclusions are listed at 1.6.2.b.	An adds/altA Metering Service Works ServiceOrderRequest can arise for a large number of reasons related to making a physical change to the supply at a given Connection Metering Point. These includeExamples: • Installation or decommissioning of a meter or hot water meter; or, • Removal of meter or time switch; or, • Change a single phase supply meter into a multi-phase metersupply (metering only); or, • Meter replacement (at the request of the Retailer)Churn; or, • Relocation of the service line not involving change of the NMI for a Connection Point; or • Move a meter (eg. to facilitate building works at Customer's Site) but not decommission the NMI.
	Meter Install Meter Request	Where the Initiator requires to arrange the installation of one or more meters at a Customers address.	
	Move Meter	Where the initiator requires to move the physical relocation of one or more meters at a Customers address.	Move a customers meter For example, to facilitate building works at Customer'sa Site, but not decommission the NMI.

Formatted Table

Formatted: Font color: Auto, Not Strikethrough

Service Order Type	Service Order Sub Type	Description	Description of useTypical Triggers
	Meter Reconfiguration	Retailer Where the Initiator requests the Service Provider to reconfigure or re-programming of the metering at a given Metering Connection Point installation.	Usually required when a retailer needs to change tariff. This includes Examples include: <ul style="list-style-type: none"> Changing the hours of application of different registers (eg-peak and off-peak boundaries). Turn on/off off-peak registers. Off-peak conversion (change from one off-peak Controlled Load tariff to another). Installation of Solar. A meter reconfiguration Service Order Request usually arises where the Retailer needs to reprogram a meter to reflect a tariff change to the Customer.
	Meter Investigation	Where the Initiator requires an Retailer requests Service Provider to investigate the a metering or related equipment at a given Connection Metering Point installation. The initiator must provide additional information in the special instruction where a Service Order Sub Type of Meter Investigation is used. Retailer may provide a context for this request.	Examples: A need to investigate a Connection Point can arise in two distinct situations where: <ul style="list-style-type: none"> where a Customer raises a request with their Retailer to investigate a meter fault; or where the Retailer has grounds to proceed with an investigation. Typically a Customer may request an investigation where they believes that there is a problem with the metering installation. A Retailer may request an investigation on the grounds of: <ul style="list-style-type: none"> suspected fraud/tampering; Consistent abnormal meter readings suspected to be caused by a faulty meter.
	<u>Supply Abolishment</u> <u>Remove Meter</u>	Retailer requests the Service Provider to abolish supply at a given Connection Point. This involves decommissioning of a NMI and all associated metering (eg- demolition of Customer's Site). Whilst this Service Order can be used to terminate a single meter, it should only be used where the removal of this single or more meters is required, also constitutes the abolishment of the supply.	Typically a Customer (or their agent) may request to have Remove a Supply Abolishment for a number of reasons, such as where: a property is to be demolished or its usage changed and a supply is no longer required; or an alternative Connection Point can be used and the redundant meters supply is to be removed. Note: no De-energisation Request required unless the De-energisation is to take place at some time prior to the supply abolishment.
	<u>Install Controlled Load</u>	Where the Initiator requires the installation of Controlled Load equipment.	Installation of a controlled device. For example, hot water, pool pump.
	<u>Install Hot Water</u>	Where the Initiator requires the installation of a hot water meter and associated control equipment.	Installation of a meter for hot water.
	<u>Change Timeswitch</u>	Where the Initiator requires a change to timeswitch settings.	Example: Change of timeswitch settings for daylight savings.

Formatted Table

Formatted: Font color: Auto, Not Strikethrough

Formatted: Font color: Auto, Not Strikethrough



Service Order Type	Service Order Sub Type	Description	Description of useTypical Triggers
Miscellaneous Services	Miscellaneous Services	Retailer Where the Initiator requires the Service Provider to perform a service not covered by one of the above Service Orders types at the Connection Point or Metering Point. One example of a Miscellaneous Service Order is a Drop and Reconnect (or other temporary disconnection to supply).	Retailer needs to request an agreed Service Provider service that is not covered under any other type of ServiceOrderRequest.

Formatted Table

2.1.1. Jurisdictional Applicability and Variations

- (a) This Procedure applies to Service Orders in respect of all NMIs located in a Participating Jurisdiction excluding:
- (i) Those with a Metering Installation Type 1 to 4 and 4A where the work requested is a contestable service; or
 - (ii) Those that are wholesale boundary points where the work requested is a metering services

Figure 2 Jurisdictional table

Formatted: Heading 2



Service Order Type	ACT	NSW	QLD	SA	VIC	TAS
Allocate NMI	No	Yes	No	No	No	Yes
New Connection	Yes	No	Yes	Yes	Yes	Yes
Re-energisation	Yes	Yes	Yes	Yes	Yes	Yes
De-energisation	Yes	Yes	Yes	Yes	Yes	Yes
Special Read	Yes	Yes	Yes	Yes	Yes	Yes
Adds and Alts	Yes	No	Yes	Yes	Yes	Yes
Meter Reconfiguration	Yes	Yes	Yes	Yes	Yes	Yes
Meter Investigation	Yes	Yes	Yes	Yes	Yes	Yes
Supply Abolishment	Yes	Yes	Yes	Yes	Yes	Yes
Miscellaneous	Yes	Yes	Yes	Yes	Yes	Yes

22Key
Yes — Applicable as defined.
No — Not applicable.

Formatted: Font color: Background 1

Formatted: No underline

Formatted: Heading 3



2.2.2.1.1. C.2 Communication Process Diagrams

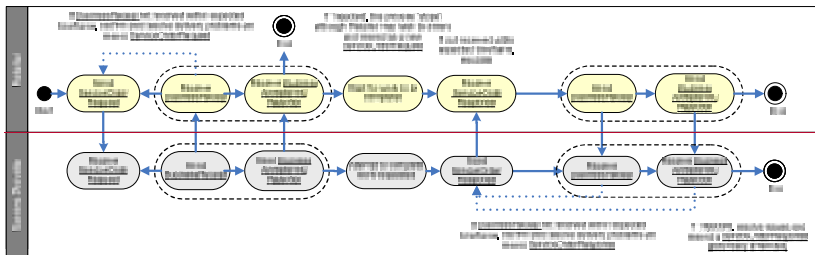
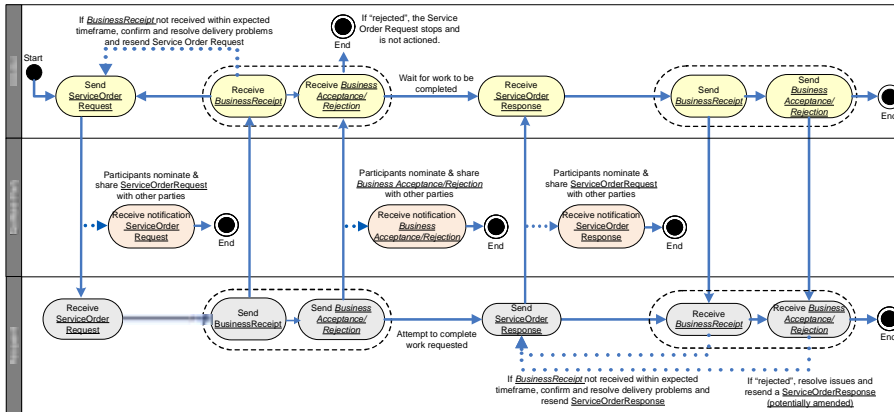
(a) The following diagrams Figures 1 and 2 illustrate the high-level communication process flow for Service Orders and Appointment Notification.

Formatted: No underline

Formatted: No bullets or numbering

Figure 1 Service Order process

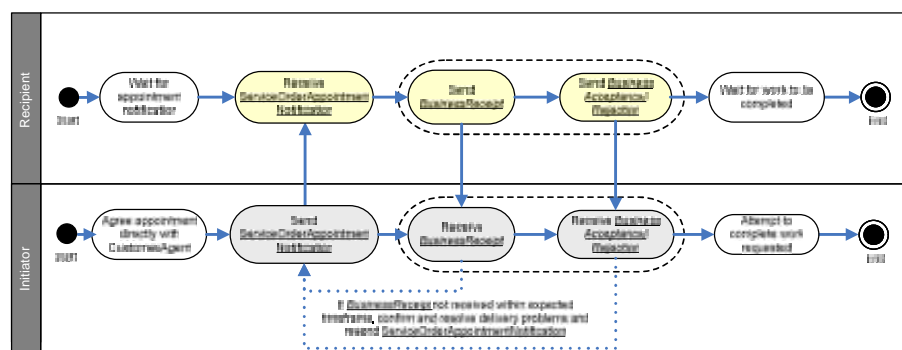
Formatted: Indent: Left: 0 cm, Tab stops: Not at 3.02 cm



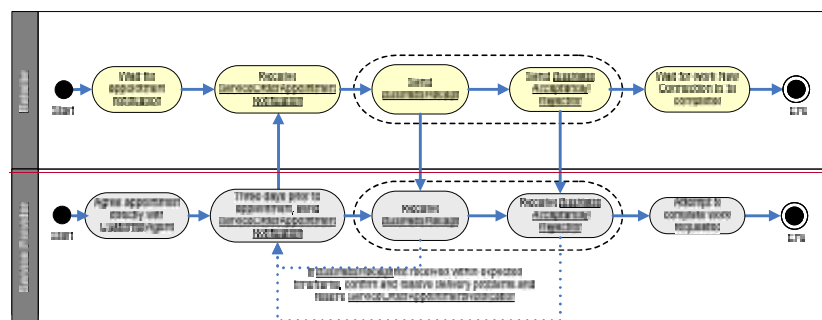
(b) This process applies only in SA. It occurs after receipt of a New Connection ServiceOrderRequest and 3-business days prior to the Appointment date.

Formatted: Caption Figure

Figure 2 Appointment Notification



Formatted: Indent: Left: 0 cm, Tab stops: Not at 3.02 cm



Formatted: Indent: Left: 1.27 cm, No bullets or numbering

2.2.4.2.1.2. General Principles

- A ServiceOrderRequest (see Section 4.1) is either raised by the Initiator-Retailer in response to a Customer request, or directly at the Retailer-Initiator's own request (for example, in the case of a De-energisation for Non-payment).
- A Prospective Retailer is only permitted to send an Allocate NMI, New Connection Supply Service Works, Special Read (excluding ones with a ServiceOrderSubType of "Check Read"²), Re-energisation, Meter Reconfiguration, or Adds and Alts Metering Service Works ServiceOrderRequest.
- A Previous Retailer for a NMI that is the subject of the ServiceOrderRequest is only permitted to raise a Meter Investigation or Special Read (with ServiceOrderSubType of "Check Read") ServiceOrderRequest.
- .

² Limitation required for the management of multiple Service Orders—Refer 2.12.15—This also ensures that there is no overlap between the types of Service Orders that can be raised by Prospective and Previous Retailers.

(d) If a DNSP is the RP-MC for the NMI, then the Retailer-Initiator must send any ServiceOrderRequest to the DNSP. If the DNSP is not the RP-MC for the NMI, then the Initiator-Retailer must send any ServiceOrderRequest to the appropriate Participant responsible for the required service.

~~(e) The Service-Provider-Recipient must ensure that the ServiceProviderID-RecipientID receiving the ServiceOrderRequest must be the same ServiceProviderID-RecipientID used in the ServiceOrderResponse.~~

~~(f)(e)~~ The Service-Provider-Recipient must return a BusinessReceipt to the Retailer to confirm that they have received the ServiceOrderRequest.

~~(g)(f)~~ The Service-Provider-Recipient must send a BusinessAcceptance/Rejection to the Retailer.

~~(h)(g)~~ If a Service-Provider-Recipient wishes to reject a ServiceOrderRequest, the Service Provider must indicate the reason for rejecting a Request by the use of an appropriate EventCode in a BusinessAcceptance/Rejection transaction. Refer section Q4.4.4 for the list of relevant EventCodes.

~~(i)(h)~~ If the Service-Provider-Recipient rejects the ServiceOrderRequest, the Retailer-Initiator may seek further clarification from the Service-Provider-Recipient or dispute the rejection. Where the Service-Provider-Recipient has inappropriately rejected the ServiceOrderRequest, the Retailer-Initiator must raise a replacement ServiceOrderRequest if they still require the work to be done. Where the Retailer-Initiator raises a replacement ServiceOrderRequest, the Retailer-Initiator must:

(i) Agree with the Service-Provider-Recipient that the Retailer-Initiator may issue a replacement ServiceOrderRequest with an ActionType of "Replace";

(ii) Use an ActionType of "Replace";

(iii)(ii) Use a new RetServiceOrderID value; and

(iii) Include the RetServiceOrderID value of the rejected Request in the SpecialInstructions field;

(iv) Include details of Notified Parties

The Service-Provider must use reasonable endeavours to meet the original Timing Requirement for the completion of requested work that was inappropriately rejected.

~~(j)~~ On accepting the ServiceOrderRequest, the Service-Provider must use reasonable endeavours to complete the work within the Required Timeframe for the Completion of the Requested Work.

~~(k)(i)~~ Where a ServiceOrderRequest requires a site visit and the Meter is a type 6 meter, then the requested work will always require the taking of a meter reading. With the exception of the Allocate NMI and Miscellaneous ServiceOrderRequests, the requested work will always require the taking of a meter reading. A meter reading is not required for an Allocate NMI ServiceOrderRequest. A meter reading may be required for a Miscellaneous ServiceOrderRequest, depending on the nature of the work. Refer 1.1.12.12.1.f.

~~(l)(j)~~ Upon the successful, or unsuccessful, completion of the work, or the cancellation of a ServiceOrderRequest, the Service-Provider-Recipient must send a ServiceOrderResponse (see Section 4.2) to the Retailer with details of the status of the requested work.

~~(k)~~ If the Service-Provider-Recipient issues a ServiceOrderResponse with a ServiceOrderStatus of "Partially Completed" or "Not Completed", the Retailer-Initiator

(i) If satisfied with the outcome send a BusinessAcceptance/Rejection indicating acceptance;

(ii) if still requires the work to be completed must raise a new ServiceOrderRequest (with a new ServiceOrderID), if the Initiator still requires the work to be completed;

~~(m)~~ If the Initiator considers that incomplete or incorrect information has been provided in the ServiceOrderResponse, the Initiator must send the Recipient a BusinessAcceptance/Rejection transaction indicating a rejection, must raise a new

Formatted: Indent: Left: 1.25 cm, Hanging: 0.5 cm, Outline numbered + Level: 2 + Numbering Style: i, ii, iii, ... + Aligned at: 1.25 cm + Tab after: 2.25 cm + Indent at: 2.25 cm, Tab stops: Not at 2.25 cm

Formatted: List (i), Indent: Left: 1.75 cm

ServiceOrderRequest (with a new ServiceOrderID), if they the Initiator still requires the work to be completed.

(n)(iii) The Retailer must indicate receipt of the ServiceOrderResponse with a BusinessReceipt transaction. If the Retailer/Initiator considers that incomplete or incorrect information has been provided in the ServiceOrderResponse, the Retailer/Initiator must send the Service Provider/Recipient a BusinessAcceptance/Rejection transaction indicating a rejection.

(o) The process ends final step of the process is when the Initiator/Retailer sends the Service Provider/Recipient a BusinessAcceptance/Rejection transaction to the ServiceOrderResponse. Refer 2.7.

2.3.(l) Organising an Appointment

(m) Appointments for Service Orders are only supported where the relevant parties have a bilateral agreement.

2.4. that specifically deals with Appointments. Where required, The CustomersPreferredDateAndTime field in the ServiceOrderRequest should be used to support any bilateral agreements and a confirm and Appointment as (agreed between the Retailer/Initiator and Service Provider/Recipient) and must also include an AppointmentReference.

(i)

(n) Where multiple parties need to be co-ordinated to complete related Connection Point and Metering Point ServiceOrderRequests, the Initiator must arrange and provide details of the co-ordination contact in the Service Order Request. (see Section 4.2).

(o) The Initiator must identify and include details of Notified Parties using the NotifiedPartyID in the ServiceOrderRequest. Refer to the B2B Guide for further information regarding Service Order and Notified Party combinations.

(p) A Participant who is a Notified Party for a service order, will receive the message as a Service Order copy.

2.5. Raising a ServiceOrderRequest

(a) The Retailer must send a Service Order as a ServiceOrderRequest to the appropriate Service Provider.

(b) The ServiceOrderRequest must include the ActionType set to "New" to indicate that this is a new Request.

2.6.2.2. Acknowledging Receipt of the ServiceOrderRequest

(a) Upon receipt of a ServiceOrderRequest, a Service Provider/Recipient must acknowledge receipt of the ServiceOrderRequest using a BusinessReceipt. This indicates that the Service Order has been received and is readable by the Recipient.

(b) The Service Provider/Recipient must send a BusinessAcceptance/Rejection to the Initiator and nominated Notified Parties/Retailer, following a business validation of the ServiceOrderRequest. This process provides the Retailer/Initiator with timely acknowledgment whether that the ServiceOrderRequest ServiceOrderRequest has been validated by the Recipient and it is either understood and accepted by the Service Provider/Recipient, or rejected.

(c) A BusinessAcceptance/Rejection with a Business Event of 'Accept' indicates that the Service Provider/Recipient reasonably believes they it will be able to complete the work specified in the ServiceOrderRequest within the required timeframe for the completion of the requested work.

Formatted: List (a), Indent: Left: 1.25 cm

Formatted: List (l), Indent: Left: 1.75 cm

Formatted: List (a), Indent: Left: 1.25 cm

Formatted: Space After: 0 pt

Formatted: Numbered + Level: 1 + Numbering Style: a, b, c, ... + Start at: 1 + Alignment: Left + Aligned at: 1.89 cm + Indent at: 2.52 cm

Formatted: Indent: First line: 0 cm

Formatted: List (a), Indent: Left: 1.25 cm

Formatted: List (a), Indent: Left: 1.25 cm

(b)(d) Reasons for a ~~business~~-rejection ~~and/or~~ validation errors must be advised to the ~~Retailer Initiator~~ using the ~~EventCodes~~ (refer detailed in section 04.4) in a ~~BusinessAcceptance/Rejection~~ transaction.

(c) ~~—Retailers acknowledge and accept that a Service Provider will reject all De-energisation, Supply Abolishment and Miscellaneous services ServiceOrderRequests from Retailers who are not the Current Retailer for a Site. The BusinessAcceptance/Rejection will use an EventCode indicating "Retailer Is Not Permitted To Raise This Service Order Type". Refer 2.2.1.b and c.~~

Formatted: Indent: Left: 1.25 cm, First line: 0 cm, Space After: 0 pt, Tab stops: Not at 2.25 cm

(d)(e) Where the ~~InitiatorRetailer~~ receives a ~~BusinessAcceptance/Rejection~~ transaction indicating that there were validation errors, the ~~InitiatorRetailer~~ should address any issues and, if necessary, submit a new ~~ServiceOrderRequest~~ with a new ~~RetServiceOrderID~~. In this situation the ~~Retailer-Initiator~~ must not issue a "Cancel" ~~ServiceOrderRequest~~ to the ~~Service ProviderRecipient~~ for the original (invalid) ~~ServiceOrderRequest~~.

Formatted: Space Before: 6 pt

(e)(f) Where the ~~Retailer-Initiator~~ does not receive a ~~BusinessReceipt or BusinessAcceptance/Rejection~~ from the ~~Service-ProviderRecipient~~, the ~~InitiatorRetailer~~ should investigate the failure of the delivery and notify the ~~Service-ProviderRecipient~~ if the problem is deemed to lie with the ~~Service-ProviderRecipient~~, resending the original ~~ServiceOrderRequest~~ and ~~ServiceOrderID~~, with the action type of re-send as appropriate. Notified parties must also receive the re-sent Service Order.

Formatted: Font: Italic

2.7. Actioning the ServiceOrderRequest

a) ~~The Service Provider must schedule and must use reasonable endeavours to complete the work, taking into account any SpecialInstructions and Appointment details contained in the ServiceOrderRequest.~~

2.7.1.2.3. Service Orders Requiring Customer Consultation

Formatted: Heading 2

- (a) In order to complete the work requested by the ~~RetailerInitiator~~, there are some instances where the ~~Service-ProviderRecipient~~ may need to consult directly with the End-use Customer. These situations tend to arise, for example, in De-energisations/Re-energisations or temporary disconnections for large business/commercial/industrial Customers.
- (b) Where the ~~Retailer-Initiator~~ requests the ~~Service-ProviderRecipient~~ to consult with the Customer to make arrangements for the completion of the work requested, the ~~Retailer-Initiator~~ must:
 - (i) Use the value of "Yes" in *CustomerConsultationRequired* and must provide the reason for the need to consult the Customer in *SpecialInstructions* of the ~~ServiceOrderRequest~~.
 - (ii) Only use the value of "Yes" in *CustomerConsultationRequired* where the ~~Retailer-Initiator~~ reasonably believes that customer consultation is required for the successful completion of the requested work.
 - (iii) Have previously advised the Customer that the ~~Service-ProviderService Order Recipient~~ will contact the Customer.
 - (iv) Complete the *ContactName* and *ContactTelephoneNumber* fields in the ~~ServiceOrderRequest~~.
- (c) The ~~Service-ProviderRecipient~~ must use reasonable endeavours to consult with the Customer to make arrangements for the completion of the work requested where the ~~Retailer-Initiator~~ has provided a value of "Yes" in *CustomerConsultationRequired*.
- (d) In discussions between the ~~Service-ProviderRecipient~~ and the Customer, the nature of the work requested must not be changed without obtaining the consent of the ~~RetailerInitiator~~. Where the nature of the work changes, the ~~Service-ProviderRecipient~~ must advise the ~~RetailerInitiator~~ and reach agreement regarding the resolution of the change in the scope of work (for example, the ~~Retailer-Initiator~~ may need to cancel the original ~~ServiceOrderRequest~~ and issue a new one).

Formatted: Indent: Left: 0.25 cm, Hanging: 1 cm, Numbered + Level: 1 + Numbering Style: a, b, c, ... + Start at: 4 + Alignment: Left + Aligned at: 0.89 cm + Indent at: 1.52 cm

2.7.2.2.4. Scheduled Date and Customer Preferred Date and Time

Formatted: Heading 2

- (a) The following apply to the *ScheduledDate* and *CustomerPreferredDateAndTime* fields on a *ServiceOrderRequest*:
 - (i) Where only the *ScheduledDate* field is completed:
 - (A) The *Retailer-Initiator* must not put a retrospective date in the *ScheduledDate* field.
 - (B) If a retrospective date is received in the *ScheduledDate* field, the *Service-ProviderRecipient* must provide the *Retailer-Initiator* with a *BusinessAcceptance/Rejection* with a rejection message of 'Invalid data. Details provided in the *Explanation*.'
 - (ii) Where both the *ScheduledDate* and *CustomerPreferredDateAndTime* fields are completed:
 - (A) The *Retailer-Initiator* must not put a retrospective date in the *ScheduledDate* field.
 - (B) If a retrospective date is received in the *ScheduledDate* field the *Service-ProviderRecipient* must provide the *Retailer-Initiator* with a *BusinessAcceptance/Rejection* with a rejection message of 'Invalid data. Details provided in the *Explanation*.'
 - (C) The date specified by the *Retailer-Initiator* in the *ScheduledDate* and *CustomerPreferredDateAndTime* fields must be the same except as allowed in 2.6.24(c)(1-ii)(B) and 2.6.24(c)(1-iii)(C) in which case only the *CustomerPreferredDateAndTime* can be retrospective.
 - (D) If a retrospective *CustomerPreferredDateAndTime* is provided otherwise than in accordance with 2.4(c)(i)(B) or 2.4(c)(i)(C) 2.6.23 c.1.ii or 2.6.23 c.1.iii, the *Service-ProviderRecipient* must reject the *ServiceOrderRequest* with a rejection message of 'Invalid data. Details provided in the *Explanation*.'
- (b) The *Service-ProviderRecipient* must use reasonable endeavours to complete the work requested and accepted on or after the *ScheduledDate* included in the *ServiceOrderRequest*, and within the Required Timeframe from this *ScheduledDate* or in the case of an appointment, agreed by the *Retailer-Initiator* and *Service-ProviderRecipient*, on the *ScheduledDate*.
- (c) Where the *CustomerPreferredDateAndTime* is provided in accordance with 2.6.2 a-24.(a)(ii):
 - (i) The *CustomerPreferredDateAndTime* should represent
 - (A) The Customer's preference, as agreed with the *RetailerInitiator*, which becomes the *ScheduledDate* for the Service Order, or
 - (B) A date and time, agreed between the *Retailer-Initiator* and *Service-ProviderRecipient* to support exceptional Service Order requests (e.g. Re-energisation on a weekend with the *ServiceOrderRequest* sent the following Monday). Such requests must include details of the agreement in the *SpecialInstructions* field and have the same *RetServiceOrderID* quoted by the *Retailer-Initiator* to the *Service-ProviderRecipient* by phone. In this instance, the *CustomerPreferredDateAndTime* is the date agreed by both parties for the work to be completed; or
 - (C) Where a Customer advises the *Retailer-Initiator* they have already moved into the Site and the Site is energised (left energised or energised by the Customer), if the *Retailer-Initiator* requires a move-in reading the *Retailer-Initiator* may raise a Re-energisation *ServiceOrderRequest* with a *ServiceOrderSub-Type* of "Retrospective Move-in", with a *CustomerPreferredDateAndTime* that matches the move-in date, and a prospective *ScheduledDate*. The *Service*

- ProviderRecipient** will provide a meter reading in accordance with the Metrology Procedure, undertaking field work if necessary.
- (ii) If the **CustomerPreferredDateAndTime** and **ScheduledDate** are not the same date, except as permitted in 2.42.31.102.6.2 (c)(i)(B)(c)(i)(B)(b)(i)(B)(b)(i)(B)c.1.ii and 2.42.31.102.6.2 (c)(i)(C)(c)(i)(C)(b)(i)(C)(b)(i)(C)c.1.iii, the Service Provider must provide the **Retailer-Initiator** with a **BusinessAcceptance/Rejection** with a rejection message of 'Invalid data. Details provided in the Explanation'.
 - (iii) If the **CustomerPreferredDateAndTime** is not reflected by the **ServiceTime**, the **Service-ProviderRecipient** must provide the **Retailer-Initiator** with a **BusinessAcceptance/Rejection** with a rejection message of 'Invalid data. Details provided in the Explanation'
- (d) The **ScheduledDate** must not be more than 100 calendar days in the future.

2.7.3.2.5. Where work will not be completed within the Required Timeframe

- (a)** The obligations under this clause do not apply to non-regulated businesses.
- (b)** The term 'Required Timeframe' refers to the timeframes required for the completion of Service Order activities. See Section 3.3.33.3.5 of this Procedure.
- (c)** The following provisions cover the various aspects related to difficulties completing work within the Required Timeframe.
- (d)** Where a **Service-ProviderRecipient** and Customer agree an alternative timeframe (other than the Required Timeframe) for the completion of requested work, this arrangement takes precedence over any **ScheduledDate** or **CustomerPreferredDateAndTime**. The **Service-ProviderRecipient** must inform the **Retailer-Initiator** of the agreed alternative timeframe by an appropriate message in the **SpecialNotes** field of the **ServiceOrderResponse**.
- (e)** Subject to specific provisions detailed in 3.3.33.3.5, the Required Timeframe is deemed to start from the **ScheduledDate**.
- (f)** Where the **Service-ProviderRecipient** is unable to complete the requested work within the Required Timeframe (from the **ScheduledDate**), the **Service-ProviderRecipient** must contact³⁴ the **Retailer-Initiator** as soon as reasonably practicable to negotiate a new date. This situation may arise:
- (i) When the **Service-ProviderRecipient** first receives the **ServiceOrderRequest** and has an issue with the **ScheduledDate** requested by the **RetailerInitiator**; or
 - (ii) If unforeseen circumstances arise during the scheduling or completion of the work which may impact on completion of the work within the Required Timeframe of the **ScheduledDate**.
- (g)** If the **Service-ProviderRecipient** becomes aware of an inability to meet the Required Timeframe then, prior to sending a **BusinessAcceptance/Rejection**, the **Service-ProviderRecipient** must telephone the **Retailer-Initiator** to negotiate an acceptable date and confirm any arrangements via the **BusinessAcceptance/Rejection**.
An example would be where the **Service-ProviderRecipient** needs to make special arrangements for a large or complex Site.
- (h)** If the **Service-ProviderRecipient** becomes aware of an inability to meet the Required Timeframe after sending a **BusinessAcceptance/Rejection**:
- (i) The **Service-ProviderRecipient** must telephone the **Retailer-Initiator** to negotiate an acceptable date and confirm any arrangements via email; and
 - (ii) The **Retailer-Initiator** will either:

³ The Retailer may choose to use email to confirm telephone arrangements

⁴ The Retailer may choose to use email to confirm telephone agreements.

- (A) Note the change and update their systems accordingly, leaving the ServiceOrderRequest unchanged; or
 - (B) Wait until the Service-ProviderRecipient sends a ServiceOrderResponse, then raise a new ServiceOrderRequest if necessary.
 - (iii) If the ServiceOrderStatus is 'Partially Completed' or 'Not Completed', the Retailer Initiator may issue a new ServiceOrderRequest with amended details.
- (h)(i) Where a CustomerPreferredDateAndTime has been agreed (with an AppointmentReference) and the Appointment cannot be met, the Service ProviderRecipient must telephone the Retailer-Initiator to negotiate an acceptable alternative date (ie a new CustomerPreferredDateAndTime). In this instance, if the Retailer-Initiator does not cancel and re-issue the ServiceOrderRequest, the Retailer Initiator must confirm any revised Appointment details with the Service-ProviderRecipient by email.

2.7.4.2.6. Raising a ServiceOrderResponse

Formatted: Heading 2, Space Before: 18 pt

- (a) ~~The Recipient must send a ServiceOrderResponse (see Section 4.2) Upon the successful, or unsuccessful, completion of the work, or the cancellation of a ServiceOrderRequest, the Service-Provider must send a ServiceOrderResponse (see Section 4.2) to the RetailerInitiator with details of the status of the requested-work specified in the ServiceOrderRequest using ServiceOrderStatus and ExceptionCode.~~
- (b) ~~If the Retailer still requires work to be done, the Retailer must do so using a new ServiceOrderRequest (with a new RetServiceOrder).~~
- (c)(b) ~~A RetailerThe Initiator must acknowledge receipt of the ServiceOrderResponse using a BusinessReceipt transaction. This acknowledges that the ServiceOrderResponse has been received.~~
- (c) ~~The RetailerInitiator must send a BusinessAcceptance/Rejection, following a business validation of the ServiceOrderResponse. This process provides the Service ProviderRecipient/Actioner with timely acknowledging ment thatwhether the ServiceOrderResponse has been validated and it is both-understood and accepted by the RetailerInitiator.~~
- (d) ~~The Initiator is not required to include Notified Parties in the BusinessAcceptance/Rejection when confirming acceptance or rejection of the ServiceOrderResponse.~~
- (d)(e) ~~The Recipient must include the same full list of Notified Parties in the ServiceOrderResponse as send a ServiceOrderResponse to the nominated Notified Parties with details of the status of the work specified in the original ServiceOrderRequest raised by the Initiator.~~
- (e) ~~Where the Service-Provider does not receive a BusinessReceipt or BusinessAcceptance/Rejection from the Retailer, the Service-Provider may investigate the failure of the delivery and notify the Retailer if the Service-Provider reasonably considers that delivery failure lies with the Retailer, resending the original ServiceOrderResponse, as appropriate.~~

2.7.5.2.7. Use of Status, Exception and Product Codes in ServiceOrderResponses

Formatted: Heading 2, Space Before: 18 pt

- (a) The ServiceOrderStatus reflects whether the requested-work requested in a ServiceOrderRequest was:
 - (i) **Completed ("Completed")** - If all aspects of the work request that is the subject of the ServiceOrderRequest is are completed by the Service-ProviderRecipient, the Recipient the Service-Provider must put a use the Code of "Completed" in the ServiceOrderStatus, in the ServiceOrderStatus field. In this case, the an ExceptionCode is not required.

Formatted: Font: Bold



- (ii) **Partially Completed ("Partially Completed")** - If the Service Provider/Recipient has completed the primary work (described by the ServiceOrderType) but was unable to complete the other associated activity, for example: obtain an actual meter reading, the Service Provider/Recipient must complete the ServiceOrderStatus as "Partially Completed". In this case a substituted meter reading will be provided and the Service Provider/Recipient must use an ExceptionCode to indicate the reason the meter read could not be taken/work could not be completed.

Formatted: Font: Bold

- (iii) **Not Completed ("Not Completed")** - If the primary work requested could not be completed/fulfilled, the Recipient/Service Provider must complete the ServiceOrderStatus as "Not Completed" and the reason for the work being incomplete must be indicated using an ExceptionCode. Refer to Figure 22 in Section 4.4.1.

Formatted: Font: Bold

- (b) The Recipient/Actioner/Service Provider must identify any chargeable work by using one or more applicable ProductCodes.

(c) Specific requirements apply to the use of the "Cost TBA" code as follows:

- (i) The ProductCode "Cost TBA" must not be used for Re-energisation, De-energisation and Special Read ServiceOrderRequests; and
- (ii) The ProductCode "Cost TBA" must only be used when the Service Provider needs to do further investigation to determine what work was attempted or completed at the Site. This ProductCode must not be used as a default.

(d)(c) Where the work done by the Service Provider does not match what was requested in the ServiceOrderRequest, the ProductCode must correspond to the actual work done, not what was requested. An example of this situation is where the Service Provider reconciles concurrent Requests for the same NMI (refer 2.13.72-12-15.d).

2.8. Closing the Service Order Process

- (a) The Service Order process ends when:

Formatted: Space Before: 18 pt

(i)(a) The Retailer/Initiator has confirmed acceptance of the ServiceOrderResponse with a BusinessAcceptance/Rejection transaction indicating acceptance; or

Formatted: No bullets or numbering

(ii)(b) The Retailer/Initiator has rejected the ServiceOrderResponse (with a negative BusinessAcceptance/Rejection transaction) and the Recipient/Service Provider has investigated and communicated a reply with the results of the investigation by telephone or email to the Retailer/Initiator. The Service Provider/Recipient must communicate this reply within 2 business days. The Service Provider and the Retailer must negotiate a resolution of the situation, with the agreed resolution being reflected in each party's systems.

Formatted: Indent: Left: 0.25 cm, Hanging: 1 cm, Numbered + Level: 1 + Numbering Style: a, b, c, ... + Start at: 1 + Alignment: Left + Aligned at: 2.89 cm + Indent at: 3.52 cm

- (b) If the requested work was partially completed (ServiceOrderStatus = "Partially Completed") or not completed (ServiceOrderStatus = "Not Completed"), the Retailer may need to raise a new ServiceOrderRequest for follow-up work.

2.9. Delivery priorities

- (a) 'High Priority' ServiceOrderRequests are defined as same day or next day Re-energisations or cancellations of same day Re-energisations or De-energisations.
- (b) The Retailer may only use the Priority value of "High" (in the Message header) for 'High Priority' ServiceOrderRequests.
- (c) The Service Provider must not reject an otherwise valid ServiceOrderRequest due to the incorrect use of the "High" Priority value.
- (d) Delivery priority (the Message Priority field) must only be used to prioritise the retrieval, validation and acknowledgement of ServiceOrderRequests.

2.10. Works Scheduling

- (a) The Service Provider must use the *ServiceOrderType*, *ScheduledDate* and the *CustomerPreferredDateAndTime* fields to determine when the work should be scheduled and completed.

2.11.2.9. Cancelling a ServiceOrderRequest

- (a) A RetailerThe Initiator may not attempt to cancel the work associated with a *ServiceOrderRequest* up to the point at which after a *ServiceOrderResponse* has been received.
- (a)(b) To do so cancel a *ServiceOrderRequest*, the RetailerInitiator must send a *Service Order* cancellation to the relevant *Service ProviderRecipient* using a *ServiceOrderRequest*. The *ServiceOrderRequest* must have with the *ActionType* set to "Cancel" and must quote the *uniqueRef* of the *ServiceOrderRequest* to be cancelled.
- (b) If the RetailerInitiator needs to cancel a Service Order urgently, this must be communicated to the *Service ProviderRecipient* by phone. The RetailerInitiator must also send a "Cancel" *ServiceOrderRequest* on the same business day, unless otherwise agreed with the *Service ProviderRecipient*.
- (c) On receipt of a "Cancel" *ServiceOrderRequest* cancellation:
- (i) if the original *ServiceOrderRequest* request has been received delivered to by the *RecipientService Provider* and a *BusinessAcceptance/Rejection* has not been sent by the *Recipient*, the *Service ProviderRecipient* will:
 - (A) accept both *ServiceOrderRequestsRequests*; and
 - (B) send a *ServiceOrderResponse* to the original *ServiceOrderRequest* with a status of "Not Completed" and an *ExceptionCode* of "RetailerInitiator Cancellation";
 - (ii) if the original *ServiceOrderRequest Request* has been received and accepted by the *Service ProviderRecipient*:
 - (A) if the *ServiceOrderRequest* has been completed or the *Service ProviderRecipient* is unable to cancel the field work, the *RecipientService Provider* will reject the "Cancel" *ServiceOrderRequest* with an *EventCode* indicating "Unable to Cancel *ServiceOrderRequest*. Requested work has commenced or is completed."; or
 - (B) if the *ServiceOrderRequest* has already been cancelled in the *Service Provider* system (e.g. triggered by a phone call from the Retailer for a same day cancellation) or the *Service ProviderRecipient* is able to can cancel the field work, the *Service ProviderRecipient* will accept the "Cancel" *ServiceOrderRequest*.
- (B)(C) If the original *ServiceOrderRequest* has not been received as agreed between parties by the *Recipient*, the *Recipient* must wait for 30 minutes (to allow time for the associated "New" (or "Replace") *ServiceOrderRequest* to arrive).
- If the original *ServiceOrderRequest* has not been received as agreed between parties by the *Service ProviderRecipient*, the *Service ProviderRecipient* must:
- (C) Wait for 30 minutes (to allow time for the associated "New" (or "Replace") *ServiceOrderRequest* to arrive).
- (1) If the "New" (or "Replace") *ServiceOrderRequest* arrives:
 - (i) Accept the "New" (or "Replace") *ServiceOrderRequest*.
 - (ii) Accept the "Cancel" *ServiceOrderRequest*.
 - (iii) Provide a *ServiceOrderResponse* to the Service Order.
 - (2) If the "New" (or "Replace") *ServiceOrderRequest* has not arrived:

Formatted: Space Before: 18 pt

Formatted: No underline

Formatted: Underline

Formatted: Not Highlight

Formatted: Body Text, Indent: Left: 2.5 cm, Hanging: 1 cm, Numbered + Level: 1 + Numbering Style: i, ii, iii, ... + Start at: 1 + Alignment: Right + Aligned at: 1.27 cm + Indent at: 1.9 cm

Formatted: Outline numbered + Level: 4 + Numbering Style: A, B, C, ... + Aligned at: 2.5 cm + Tab after: 2.5 cm + Indent at: 3.5 cm



(iv)(i) Reject the "Cancel" ServiceOrderRequest with an EventCode indicating "Unable to Cancel, Original Request Not Received".

Formatted: Indent: Left: 3.62 cm, Outline numbered + Level: 6 + Numbering Style: i, ii, iii, ... + Aligned at: 3.17 cm + Indent at: 3.81 cm

(iii) If the original ("New" (or "Replace") ServiceOrderRequest subsequently arrives, the Service-ProviderRecipient will reject the Request using an EventCode indicating "Previous Cancellation Already Processed".

(d) ~~Charges consistent with the allowed ProductCodes may apply for any cancelled ServiceOrderRequest.~~

2.12.2.10. Updating a ServiceOrderRequest

Formatted: Underline

(a) ~~Service Providers shall not accept updated ServiceOrderRequest transactions.~~ To change a ServiceOrderRequest, ~~Retailers~~the Initiator may either:

Formatted: No bullets or numbering

(i)(a) cancel the original Request and issue a new one; or

(b) by agreement with the Recipient, the Service-ProviderRecipient may accept updates to ServiceOrderRequests ~~advised by telephone or email.~~

Formatted: Indent: Left: 0.25 cm, Hanging: 1 cm, Numbered + Level: 1 + Numbering Style: a, b, c, ... + Start at: 1 + Alignment: Left + Aligned at: 2.89 cm + Indent at: 3.52 cm

2.11. Resending a ServiceOrderRequest/Response

(a) If a Notified Party or Recipient indicates the original ServiceOrderRequest has not been received or delivered, the Initiator may use the ActionType 'Resend' with the same ServiceOrderID to resend the original request.

Formatted: ResetPara

2.12. Resending a ServiceOrderResponse

Formatted: Heading 2

(a) If a Notified Party or Initiator indicates the ServiceOrderResponse has not been received or delivered, the Recipient may use the ResponseType 'Resend' with the same ServiceOrderID to resend the response.

Formatted: Font: Italic

Formatted: Font: Italic

Formatted: Font: Italic



2.13. Common business practices

2.13.1. General

- (a) **MSATS Relationship** – An MSATS transaction does not remove the need for a Service Order. For example, where the prospective transfer is to take place on a Special Read, the Retailer must raise a Special Read ServiceOrderRequest to the appropriate Service Provider.
- (b) **Service Time**
- (i) **ServiceTime** is used to inform the Service Provider when the work can be performed, and it also indicates what charges the Retailer is willing to accept.
- (ii) For work the Retailer requests only to be undertaken outside Business Hours:
- (A) The Retailer must specify a **ServiceTime** of "Non-Business Hours" and must ensure the information in the *SpecialInstructions* field provides additional and specific information regarding the detail and reason for the "Non-Business Hours" request.
- (B) The Service Provider must take into account the value in the **ServiceTime** field when scheduling the ServiceOrderRequest.
- (C) Indicates that the Retailer will accept any "Non-Business Hours" charges.
- (iii) Where the Retailer does not wish to pay an after-hours fee a **ServiceTime** of "Business Hours" should be used. This indicates that the Retailer will not accept after-hours charges and will accept a delay in service completion (within the bounds of agreed service levels) in preference to undertaking the work after-hours.
- (iv) Where the Retailer prefers the work to be undertaken within business hours but is willing to pay the after-hours fee where necessary in order to speed up completion, a **ServiceTime** of "Any Time" should be used. This indicates that the Retailer will accept after-hours charges if the work needs to be undertaken outside Business Hours.
- (c) **Meter Reading Date** – Where a meter reading is associated with a Service Order, the Service Provider must ensure that the meter reading date provided via the MDFF file aligns with the date the Service Order was completed (*ActualDateAndTime*).
- (d) **Customer Details** – Where Customer Details (name and telephone number) are required for the completion of a ServiceOrderRequest, these must be provided using the Customer's contact details fields (*CustomerContactName*, *CustomerContactTelephoneNumber*). It is anticipated that this information not be used to permanently update the Service Provider's customer-related records; any permanent updates to Customer Details must be sent from the Retailer to the Service Provider in a CustomerDetailsNotification. The Customer and contact information provided in a ServiceOrderRequest should only be used for the completion of the identified work.
- (e) **Site Details** – The Retailer should ask the Customer if there are any Hazards or Access Requirements prior to initiating a ServiceOrderRequest. Where the Customer reports no Hazards or Access requirements the Retailer must indicate this using the appropriate values in the ServiceOrderRequest. This information should be used for the completion of the identified work only.

Formatted: Heading 2

Formatted: Heading 2

Formatted: Heading 2, No bullets or numbering

Formatted: Heading 2

Commented [A5]: Moved to 2.10.3. (d)

- (i) ~~If the Customer has supplied any special access details, the Retailer must include these in *AccessDetails*. These details exclude the hazards covered by the *HazardDescription* field.~~
- (A) ~~Where the Customer reports no access requirements, the Retailer must indicate this by using the value "Customer Reports No Access Requirements" in the *AccessDetails* field.~~
- (B) ~~Any permanent updates to access or hazard details must be sent from the Retailer to the Service Provider in a *SiteAccessNotification*.~~
- (f) ~~Read all meters~~
- (i) ~~Where the Service Provider reads the meter as part of completing the *ServiceOrderRequest*, the Service Provider must use reasonable endeavours to read all meters at the NMI. Excluding *ServiceOrderRequests* that are Not Completed, where an actual meter reading is not taken, a substitution meter reading must be provided.~~
- (g) ~~Meter Serial Number~~
- (i) ~~*MeterSerialNumber* is required where work is specific to a meter. The Retailer must provide the *MeterSerialNumber* if it is available. A Service Provider will reconcile the *NMI* / *MeterSerialNumber* combination(s) against information held in their records, and thereby help confirm the correct Site will be visited for the Service as early in the process as possible. If the requested work affects all meters, the Retailer does not have to provide any meter serial numbers.~~
- (ii) ~~Where the Service Provider identifies a discrepancy between a *NMI* and the *MeterSerialNumber* the Service Provider must progress the *ServiceOrderRequest* if it believes the discrepancy relates to its own data. If it believes the discrepancy relates to the *MeterSerialNumber* provided by the Retailer, the Service Provider will Reject the *ServiceOrderRequest* except for High Priority Service Orders, where the Service Provider will contact the Retailer and agree how to resolve the discrepancy. If the *ServiceOrderRequest* is Rejected, the Service Provider must provide the *MeterSerialNumber(s)* in the *Explanation* field associated with the appropriate *EventCode* ("Invalid data. Details provided in *Explanation*").~~
- (h) ~~ProposedTariff field~~
- (i) ~~The Service Provider must not reject the *ServiceOrderRequest* if the *ProposedTariff* value is wrong or does not suit the Site's metering. The MSATS notification will provide the details of the tariff(s) actually allocated to the Site.~~
- (i) ~~Other rules~~
- (i) ~~The Service Provider may seek to recover costs for any actioned work from the Retailer who requested that work that was completed or attempted.~~
- (ii) ~~Retailers must use reasonable endeavours to send *ServiceOrderRequests* as they arise and not to save them up and send them in a batch. Refer section 2.4.a of the Technical Delivery Specification for details regarding the bundling of transactions.~~

2.13.2.13. Service Paperwork

- (a) This Procedure does not remove the need for related paperwork for individual Service Order processes (such as electrical work request or a notice of work request).
- (b) Where an individual Service Order process requires Service Paperwork, the following Service Order Transaction fields must be completed depending upon jurisdictional requirements:



(i) FormReference

(ii) FormNumber

(iii) SafetyCertificate

(a) — Where Service Paperwork⁵ is required the Service Provider is not obligated to complete the Service Order until the Service Paperwork jurisdictional obligations are satisfied.

(b)(c) ~~For connection points and metering points, w~~Where Retailers the Service Order Initiator receives Service Paperwork or ~~are is~~ required to provide paperwork to the Service Order Recipient Service Provider, ~~Retailers the Initiator must will need to;~~

(i) ~~Only r~~raise the Service Order after receiving or preparing all Service Paperwork; and

(ii) include the Service Paperwork number, where provided ~~on the Service Paperwork~~, in the FormNumber or the SafetyCertificateId field of the Service Order, as appropriate.

(c) ~~In other instances w~~Where a Service Paperwork is required ~~but not available at the time when the Service Order is raised, the Initiator number is to~~must be included information on the alternative, agreed, method to provide with the Service Paperwork, to be provided, as agreed with to the Service Order Recipient. For example: as follows, (SafetyCertificateMethodSent page 63):

(i) ~~For Faxing – the Service Order number is to be clearly displayed at the top right hand corner of the Service Paperwork~~

(ii) ~~For eEmailing – the Service Order number is to be clearly displayed in the subject line of the email~~

(iii) ~~For Online systems – as agreed by the users of the online system~~

(iv) ~~When left 'On-Site' – the Service Order number is not required~~

(v)(d) ~~When~~If Service Paperwork is to be provided directly to the Service Order Recipient Provider by a party ~~someone other than the Retailer Initiator~~, the Service Order Paperwork number is not required in the ServiceOrderRequest.

In this case, even if the Retailer is provided with a copy of the Service Paperwork by the Service Provider, the Retailer is not required to provide a copy of the Service Paperwork back to the Service Provider when raising a Service Order.

(d) ~~Upon receipt of the ServiceOrderRequest that requires Service Paperwork to be provided by the Retailer, the Service Provider must:~~

(i) ~~not reject the ServiceOrderRequest on the basis of missing paperwork~~

(ii) ~~where the necessary Service Paperwork has not been received, wait at least 1 hour to receive Service Paperwork prior to providing a Business Signal of BusinessAcceptance/Rejection~~

Note: The Service Provider can send a BusinessAcceptance/Rejection at any time within the hour when the paperwork is received (and reconciled to the Service Order) or is not required.

(iii) ~~within the timeframes permitted for the BusinessAcceptance/Rejection and after 1 hour, where all necessary Service Paperwork has not been received and the Service Provider wishes to accept the ServiceOrderRequest, respond with a severity "Warning" with a Business Event of 'Documentation required'~~

(e) ~~where~~Where the Service Order is 'Rejected' or 'Not Completed' for reasons other than 'Missing Paperwork', the Retailer Initiator raises a subsequent ServiceOrderRequest, ~~the RetailerInitiator:~~

(i) is not required to resend the Service Paperwork (eg the Service Provider already has this paperwork)

Formatted: List (i), Indent: Left: 1.75 cm

Formatted: List (a), Indent: Left: 1.25 cm

Formatted: Underline

⁵ The Service Paperwork reference table is described in the B2B Procedure Technical Delivery Specification.

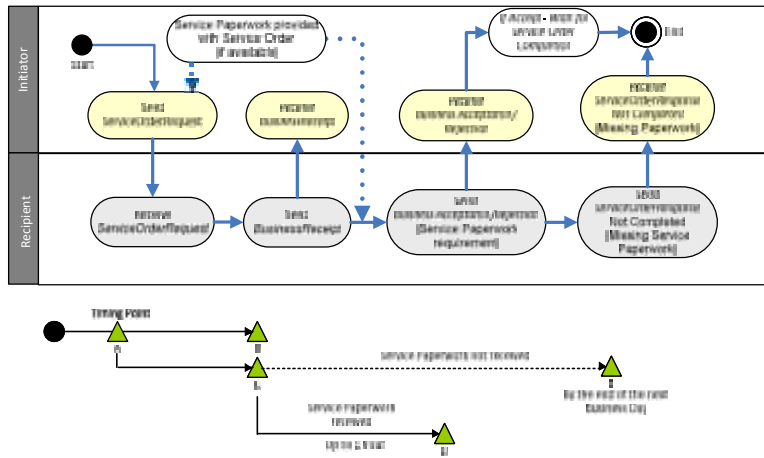


- (ii) must populate the RetServiceOrderID value of the rejected or not completed Service Order in the SpecialInstructions field of the replacement Service Order. (This will be used to cross reference with the Service Paperwork already provided).
- (f) Upon receipt of the BusinessAcceptance/Rejection of 'Accept' with a Business Event of "Documentation Required", the RetailerInitiator must provide the missing paperwork documentation within an agreed timeframe to the Service Order Recipient as agreed with the Recipient by the end of the next business day.
- (g) After providing the BusinessAcceptance/Rejection of 'Accept' with a Business Event of "Documentation Required", if the Service Provider Order Recipient has not received the necessary Service Paperwork required documentation within an agreed timeframe by the end of the next business day, the Service Provider Recipient must send a ServiceOrderResponse with ServiceOrderStatus of 'Not Completed' and an ExceptionCode of 'Documentation Not Provided'.
- (g) The ServiceOrderRequest does not replace the need for the paperwork associated with a Supply Service Works or Metering Service Works.
- (h) The following Figure 3 illustrates the Timing definitions apply Points apply for managing Service Orders requiring Service Paperwork and Table 2 defines the Timing Points, as demonstrated in the figure below:

Service Paperwork Timing Points

Figure 3

Figure 4



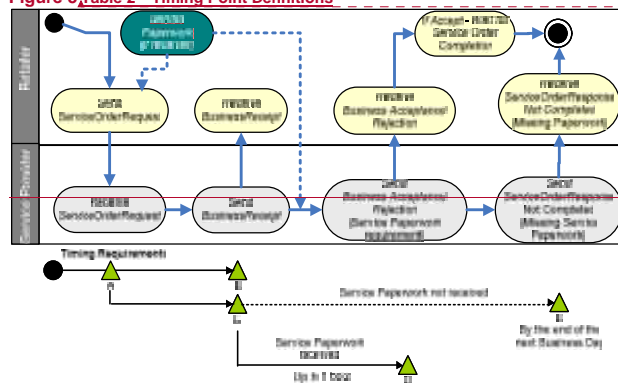
Formatted: Table Footnote, Indent: Left: 1.27 cm

Formatted: Table Title, Indent: Left: 1.25 cm

Formatted: Font: (Default) + Body (Arial), 8 pt, Font color: Black

Formatted: Normal, Space After: 8 pt, Line spacing: Multiple 1.08 li

Figure 5 Table 2 Timing Point Definitions



Formatted: Font: Bold
Formatted: Table Title, Indent: Left: 1.25 cm

Figure 6 Timing Points

Timing Point	Definition
A	This is the timing point where the <u>Retailer/Initiator</u> issues a <u>ServiceOrderRequest</u> to the <u>Service Order Recipient</u> , a <u>Service Provider</u> .
B	This is the timing point where the Service Provider sends a <u>BusinessReceipt</u> for the Service Order.
C	This is the timing point where the Service Provider commences the required waiting period for Service Paperwork. Note: The Service Provider can send a <u>BusinessAcceptance/Rejection</u> at any time within the hour when the paperwork is received (and reconciled to the Service Order) or is not required.
D	This is the timing point where the <u>Retailer/Initiator</u> receives the <u>BusinessAcceptance/Rejection</u> of 'Accept'. When Service Paperwork is missing this Accept shall include a warning—Missing Paperwork. Following a <u>BusinessAcceptance/Rejection</u> of Warning, this timing point is also the commencement of the period where the <u>Retailer/Initiator</u> must provide the <u>Service Provider/Recipient</u> the necessary Service Paperwork within an agreed timeframe during which the Initiator must provide the necessary Service Paperwork to the Recipient, by the end of the next business day.
E	This is the timing point where, if the <u>Service Provider/Service Order Recipient</u> has still not received the necessary Service Paperwork, then the <u>Service Provider/Recipient</u> must provide a <u>ServiceOrderResponse</u> with <u>ServiceOrderStatus</u> of 'Not Completed' and an <u>ExceptionCode</u> of 'Documentation Not Provided'.

Formatted: Font: Bold
Formatted Table

2.13.3. Explanation of the use of the ServiceOrderSubType codes

- (a) The ServiceOrderSubType must be used where the type of work required is known and covered by the available codes. If no ServiceOrderSubType is provided in a ServiceOrderRequest, the Service Provider's normal practice will apply.
- (b) The use of ServiceOrderSubType must conform with the rules in the table below.

Commented [A6]: Incorporated into section 2.1

Figure 7 — Service Order Subtypes

ServiceOrder SubType	Explanation of use	Used with ServiceOrderType
Empty Refer to clause 2.12.3-a	Each Service Providers' Standard Practice will apply.	All ServiceOrderTypes
Exchange Meter	This code must only be used for the exchange of one meter for another.	Adds & Alts

ServiceOrder SubType	Explanation of use	Used with ServiceOrderType
Install-Controlled Load	This code must only be used for the installation of standard controlled load equipment. "Standard" refers to the normal type of equipment installed by the Service Provider for this purpose.	Adds & Alts
Install-Hot Water	This code must only be used for the new installation of a standard hot water meter and associated control equipment. "Standard" refers to the normal type of equipment installed by the Service Provider for this purpose.	Adds & Alts
Install-Meter	This code must only be used for the installation of a new meter(s) (except for a hot water meter).	Adds & Alts
Move-Meter	This code must be used when a meter requires relocation.	Adds & Alts
Remove-Meter	This code must only be used when removal of a single redundant meter is required. The specific meter should be indicated by using the MeterSerialNumber field. This code must not be used for a Supply Abolishment ServiceOrderRequest.	Adds & Alts
Pillar box, Pit or Pole Top	This code must only be used for a De-energisation by a physical disconnection of the service mains at the connection to the network.	De-energisation
Pillar-Box Pit-Or-Pole-Top (Non-Payment)	This code must only be used for a De-energisation by a physical disconnection of the service mains at the connection to the network for non-payment.	De-energisation
Remove-Fuse	This code must only be used for a De-energisation at the fuse or where the meter wires are to be removed at the meter.	De-energisation
Remove-Fuse (Non-Payment)	This code must only be used for a De-energisation at the fuse or meter as part of a non-payment process.	De-energisation
Sticker	This code must only be used for a De-energisation using a sticker without physical de-energisation and a final read is required.	De-energisation
Inspect	This code must only be used when a general metering inspection is required to check a reported or suspected fault.	Meter Investigation
Meter-Test	This code must only be used to check that the metering installation is accurately measuring the energy consumed.	Meter Investigation
Tamper	This code must only be used when an inspection is required where supply or equipment tampering is suspected.	Meter Investigation
Change-Controlled Load	This code must only be used for changing from one controlled load tariff to another.	Meter-Reconfiguration
Change-Tariff	This code must only be used for changes to tariff that require meter reprogramming (except for controlled load timing changes).	Meter-Reconfiguration
Change-Timeswitch	This code must only be used for changing timeswitch settings.	Meter-Reconfiguration
Permanent	This code must be used when the supply location is expected to be the final location.	New-Connection
Temporary	This code must be used when the supply location is expected to be removed at a later date.	New-Connection
Temporary-In-Permanent	This code must be used for temporary connections at the permanent supply location.	New-Connection
After-Disconnection-For-Non-Payment	This code must only be used for a Re-energisation after disconnection as part of a non-payment process.	Re-energisation
New-Reading-Required	This code must only be used when the Retailer wants a reading taken, rather than a deemed meter reading (refer 2.12.7.a).	Re-energisation

ServiceOrder SubType	Explanation of use	Used with ServiceOrderType
Retrospective Move-in	This code must only be used when the Retailer requires a move-in reading for an already Energised Site. Refer section 2.6.2.c.1.iii.	Re-energisation
Sticker Removal	This code must only be used for NMLs located in South Australia. This code must only be used to re-energise a Site that has been de-energised using a sticker (i.e. not physically de-energised). The Service Provider will visit the Site, take a meter reading, and remove the sticker if necessary. Refer 2.12.7.i for further details.	Re-energisation
Check Read	This code should only be used when there is a reported error in the meter reading. This is used to check the accuracy of the meter reading only. If the Retailer requires anything more than a reading (e.g. verification of meter number, number of dials etc) a Meter Investigation Request should be issued.	Special Read
Final Read	This code must only be used when the Retailer requires a reading for preparing a final bill for the Customer.	Special Read

Note: Empty is defined as no value entered into the ServiceOrderSubType field.

2.13.4.2.13.1. Explanation of use of ExceptionCodes

The use of ExceptionCodes must conform with the rules in the Table below.

Figure 8 Table 3 ExceptionCodes Usage Rules

Value	Definition	Used with ServiceOrderStatus
Customer On-Site	There is a Customer at Site and the Site was not de-energised.	Limited to a physical De-energisation ServiceOrderRequests only with thea status of 'Not Completed'. This value is aNot allowed for De-energisation ServiceOrderRequests with ServiceOrderSubType of "Remove Fuse (Non-payment)" or "Pillar box, Pit or Pole top (Non-payment)".
Customer Prevented	Customer prevented de-energisation.	Limited to a physical De-energisation ServiceOrderRequests only with a status of 'Not Completed'
Service Provider/Recipient Cancellation	Service Provider/Recipient cancellation. Details must be provided in SpecialNotes.	Not Completed
Documentation Not Provided.	Documentation required for the completion of the requested work has not been provided. Details must be provided in SpecialNotes.	Not Completed
De-energisation Not Completed Due To A Re-energisation	De-energisation not completed due to a re-energisation received for the same period.	Limited to a physical De-energisation ServiceOrderRequests with the status of 'Not Completed'.Not Completed
Metering Problem	Metering problem preventing completion of Meter Reading.	Partially Completed
Meter Reading Only Undertaken Due To Prior Re-energisation	Indicates that a Meter Reading only was taken, rather than the requested de-energisation, due to a prior re-energisation. Refer section 2.12.15.(d).	Completed
New Customer On-Site	End User There is a Customer at Site who claims to be a new customer.	Limited to De-energisation ServiceOrderRequests only with a status of 'Not Completed'.
No Supply	Supply not available.	Not Completed

Formatted: Indent: Left: 0 cm

Formatted: Font: Bold

Formatted: Table Title

Value	Definition	Used with ServiceOrderStatus
Other	Other reasons. Details must be provided in <i>SpecialNotes</i> .	Not Completed, Partially Completed
Reading Problem	Reading problem preventing completion of Meter Reading.	Partially Completed
InitiatorRetailer Cancellation	Retailer-Initiator cancellation (any charges for work partially completed should be indicated by appropriate <i>Product-Codes</i>).	Not Completed
Request Submitted By Another RetailerParticipant	Request not completed due to an a Alternative Request received from another RetailerParticipant .	Not Completed
Sensitive Load	Sensitive load (such as a Life-Support Customer) and did not de-energise.	Limited to De-energisation <i>ServiceOrderRequests</i> only with a status of 'Not Completed'.
Unable To Access	Unable to gain access to complete Requestwork .	Not Completed
No Comms	Service provider unable to contact a remotely controlled device	Limited to remote De-energisation ServiceOrderRequests with the status of 'Not Completed'.
Unknown Connection Status	Service provider unable to determine connection status of a remotely controlled device	Limited to remote De-energisation ServiceOrderRequests with the status of 'Not Completed'.
Unknown Load	Used where The Site draws a significant load when re-energised and the End User Customer is not present. The Site was not left re-energised for safety reasons.	Not Completed
Meter Not Retrieved	Used in conjunction with a response to an Service Order Abolishment by a DNSP	Limited to a Service Order Abolishment with the status of Partially Completed to indicate Supply was abolished, but the meter was unable to be recovered
Unsafe	Deemed u Unsafe to complete Requestwork .	Not Completed
Site Already Energised	Customer site is energised at the time of the Service Order Request.	Not Completed

2.13.5-2.13.2. Allocate NMI

- (a) ~~This Service Order Type must only be used in NSW.~~
- (b)(a) This Service Order type must be used for a Site where the Retailer wants the Site registered in MSATS with them at the time of NMI creation. ~~Because the Service Provider does not do the actual connection work in NSW, the only part of the new connection process requiring a B2B transaction in NSW is the allocation of the NMI. Refer process diagram below (Figure 3).~~
- (c)(b) By submitting the ServiceOrderRequest, the Retailer confirms they expect to be the Customer's Retailer as at the Connection Date.
- (d)(c) On receipt of an Allocate NMI ServiceOrderRequest, the ~~Service Provider~~ DNSP must allocate a NMI and issue it to the Retailer using a ServiceOrderResponse. The ~~Service Provider~~ DNSP must populate the Retailer who has issued the Allocate NMI ServiceOrderRequest as the FRMP in MSATS. The Retailer must not object to being allocated as the FRMP where they have lodged the ServiceOrderRequest.
- (e)(d) Where a ~~Service Provider~~ DNSP receives an Allocate NMI ServiceOrderRequest for a Site that a NMI has already been allocated, the ~~Service Provider~~ DNSP must send a BusinessAcceptance/Rejection with a rejection message of "NMI already allocated for this address".
- (e) In those Jurisdictions where Paperwork is required The Retailer and DNSP must ensure that all necessary paperwork is available and completed in order to progress and

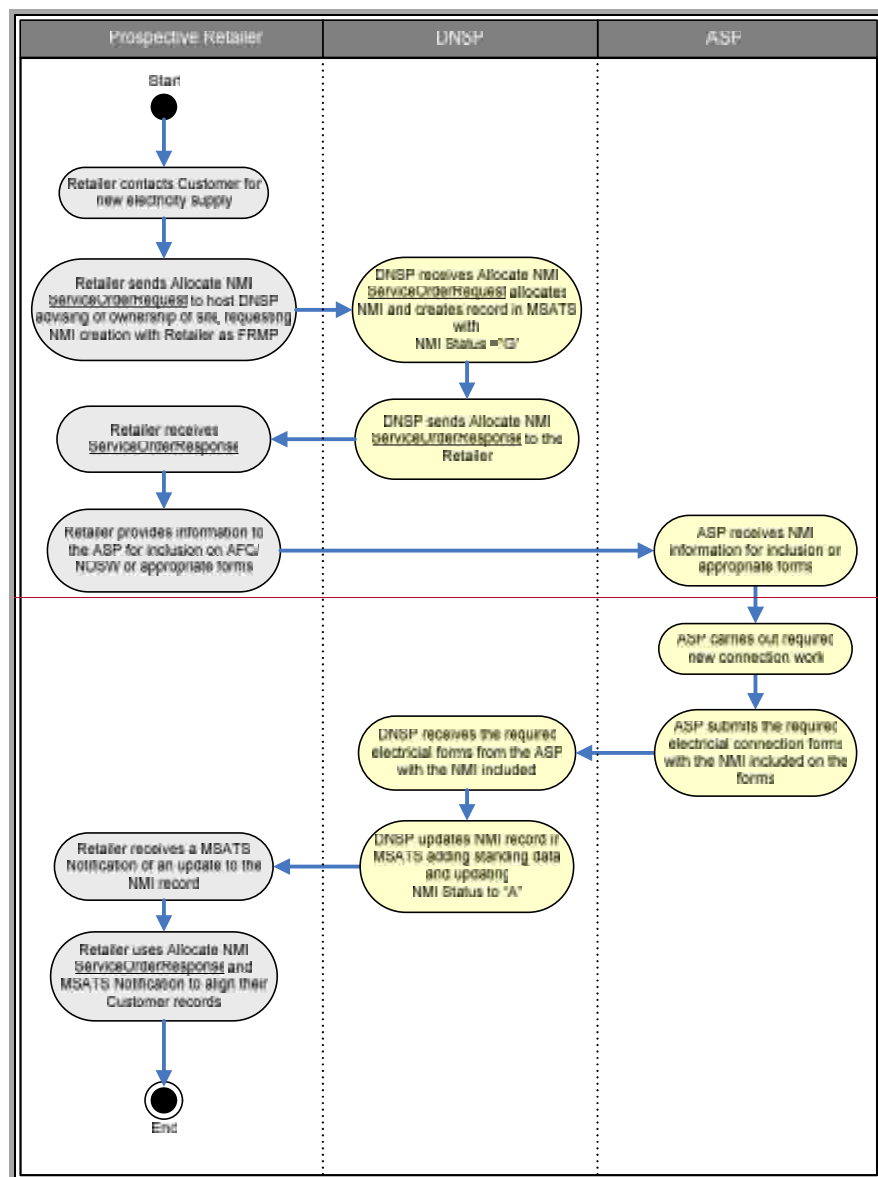
Formatted: Body Text, Indent: Left: 1 cm, Hanging: 1.25 cm, Numbered + Level: 1 + Numbering Style: a, b, c, ... + Start at: 1 + Alignment: Left + Aligned at: 1.89 cm + Indent at: 2.52 cm



- complete the Allocate NMI. The ServiceOrderRequest does not replace the need for paperwork.
- (f) Where a Service Provider receives an Allocate NMI ServiceOrderRequest for a Site that the Service Provider reasonably considers is too early in the development process for the legitimate allocation of a NMI, the Service Provider must contact the Retailer to discuss the situation. The subsequent ServiceOrderResponse will be consistent with the agreement reached with the Retailer.
 - (g) The Retailer must provide the NMI to the Customer, or Accredited Service Provider (ASP) or builder, with a request that the NMI is included on relevant electrical works forms. These forms include the Notification of Additional Load, the Application for Connection (AFC), and the Notice of Service Work (NOSW). If the NMI is not provided on the NOSW form, the DNSP will reject the NOSW.

Figure 9: NSW Greenfield New Connection process

Formatted: Body Text



Formatted: Body Text, Space After: 0 pt, Line spacing: single

2.13.6. ~~New Connections~~

~~(a) The Retailer and Service Provider must ensure that all necessary paperwork is available and completed in order to progress and complete the New Connection. The ServiceOrderRequest does not replace the need for the paperwork associated with a New Connection. This Service Order type has Service Paperwork requirements in some jurisdictions. See clause 2.12.2 for details regarding Service Paperwork processes.~~

~~(b) A Retailer must use the SpecialInstructions field to advise a Service Provider of any specific tariff or metering requirements that are not already provided in the New Connection ServiceOrderRequest.~~

- ~~(c) If the Service Provider considers the requested metering configuration is incorrect, the Service Provider may advise the Retailer of this using a BusinessAcceptance/Rejection transaction.~~
- ~~(d) If the Service Provider installs a metering configuration different from that requested by the Retailer, the Service Provider must advise the Retailer of the metering configuration and the reason for it in the SpecialNotes field of the ServiceOrderResponse.~~
- ~~(e) In SA the Service Provider must advise the Retailer of the date for an Appointment to complete a New Connection using an ServiceOrderAppointmentNotification transaction.~~

2.13.7.2.13.3. ~~Re-energisation~~

~~(a) The obligations under this clause do not apply to non-regulated businesses.~~

~~(a)(b) For Type 6 metered sites, if there is no requirement to visit the Site to perform the Re-energisation (eg Customer removes sticker and switches the main switch on), the Service ProviderDNSP may use the last actual read if it is less than 6 weeks prior to the move-in date, or such other period as otherwise permitted by jurisdictional regulations. This read must be provided to the Retailer and MSATS as if an actual read occurred on the move-in date.~~

~~(b)(c) In order to avoid delay in Customer re-energisations, Service ProviderDNSPs should re-energise upon receiving a ServiceOrderRequest irrespective of the transfer status in MSATS.~~

~~(d) For after hours Re-energisations, see 2.12.1.~~

- ~~(i) The Retailer must specify a ServiceTime of "Non-Business Hours" and must ensure the information in the SpecialInstructions field provides additional and specific information regarding the detail and reason for the "Non-Business Hours" request.~~
- ~~(ii) The DNSP must take into account the value in the ServiceTime field when scheduling the ServiceOrderRequest.~~
- ~~(iii) Indicates that the Retailer will accept any "Non-Business Hours" charges.~~
- ~~(iv) Where the Retailer does not wish to pay an after-hours fee a ServiceTime of "Business Hours" should be used. This indicates that the Retailer will not accept after-hours charges and will accept a delay in service completion (within the bounds of agreed service levels) in preference to undertaking the work after-hours.~~
- ~~(e)(v) Where the Retailer prefers the work to be undertaken within business hours but is willing to pay the after-hours fee where necessary in order to speed up completion, a ServiceTime of "Any Time" should be used. This indicates that the Retailer will accept after-hours charges if the work needs to be undertaken outside Business Hours.~~

~~(d)(e) Service ProviderDNSPs may refuse to complete a Re-energisation where there is no access to the main switch, Retailers should provide suitable advice to the Customer~~

Formatted: Font: Bold

Formatted: Body Text

Formatted: Font: Not Bold

Commented [A7]: Moved to 2.10 Service Paperwork

Formatted: Font: 11 pt, Bold

Formatted: Font: 14 pt

Formatted: List (i)

regarding turning off the main switch(es) to ensure safety of the premises when re-energised.

- (e)(f) If a Retailer raises a Re-energisation ServiceOrderRequest without a ServiceOrderSubType, the Service ProviderDNSP must undertake the necessary fieldwork to ensure that the Site is energised and a read is provided for the date component of ActualDateAndTime (subject to 2.13.32-42.7.a). the
- (f)(g) If the Retailer does not know what specific type of Re-energisation is required, the Retailer should not specify a ServiceOrderSubType.
- (g)(h) The Service ProviderDNSP must not reject a Re-energisation ServiceOrderRequest if the Site is already energised. They it must return an appropriate ServiceOrderResponse and provide a meter reading.
- (h)(i) In Victoria, if a service has been off supply (de-energised) for more than 12 months, the SIRs (Service Installation Rules) require certified evidence that an installation is safe to reconnect; eg Certificate of Electrical Safety (CES), EWR or a letter that a safety check has been conducted by an electrical contractor. If this notification is not provided, the Service ProviderDNSP may reject the ServiceOrderRequest. This Service Order type has Service Paperwork requirements in some jurisdictions. See clause 2.10.12-12.2 for details regarding Service Paperwork processes.
- (i)(j) In SA, where a Customer advises the Retailer they have already moved into the Site, the Site is energised (left energised or energised by the Customer) and the Retailer requires a move-in reading, the Retailer must raise a Re-energisation ServiceOrderRequest with a ServiceOrderSubType of "Sticker Removal". The Service ProviderDNSP will provide a meter reading in accordance with the Metrology Procedure, undertaking field work if necessary. Where this code is used, the CustomerPreferredDateAndTime must not be retrospective where the meter type is 6.
- (j)(k) In Tasmania, if a service has been off supply (de-energised) for more than 6 months, the SIR (Service Installation Rules) require certified evidence in the form of an Electrical Installation Notice (EIN) and an Electrical Works Request (EWR) to state that the installation is safe prior to re-energisation. If this notification is not provided, the Service ProviderDNSP may reject the ServiceOrderRequest.

2.13.8-2.13.4. De-energisation

- (a) The obligations under this clause do not apply to non-regulated businesses.
- (a)(b) When the Service ProviderDNSP has access to perform the De-energisation but reasonably believes that there is a valid reason the De-energisation should not take place, the Service ProviderDNSP may contact the Retailer by phone and (within reason) act upon the instructions provided by the Retailer.
- (b)(c) The Retailer must use the ServiceOrderSubType to indicate what type of de-energisation is required. If no detail is provided, the Service ProviderDNSP's normal practice will apply.
- (c) Where the Service Provider receives a De-energisation ServiceOrderRequest for a De-energised Site:
 - (i) If the Service Provider reasonably determines that no work is required, the Service Provider must reject the ServiceOrderRequest with an EventCode of "Rejection – Site Already De-energised" in the BusinessAcceptance/Rejection.
 - (ii) If the Service Provider has accepted the De-energisation ServiceOrderRequest, the Service Provider must send a ServiceOrderResponse with a ServiceOrderStatus of "Not Completed", an ExceptionCode of "Service Provider Cancellation", with details of the reason for the cancellation in the SpecialNotes.
- (d) For a De-energisation ServiceOrderRequest for non-payment:



- (i) The Retailer must use a *ServiceOrderSubType* of "Remove Fuse (Non-payment)" or "Pillar box, Pit or Pole top (Non-payment)" for a de-energisation for non-payment.
- (ii) If payment is received by the Retailer before the ServiceOrderResponse is received by the Retailer from the Service ProviderDNSP, the Retailer must raise a cancellation ServiceOrderRequest, if the *ScheduledDate* is in the future. (Same day cancellations are to follow clause (d)(iv)4 below.)
- (iii) The Service ProviderDNSP must not accept payment of any kind on behalf of the Current Retailer. If payment is offered or discussion/dispute eventuates the Service ProviderDNSP's Disconnecting Officer may contact the Current Retailer for direction whilst at the premises. The Officer, not the Customer, should make this call.
- (iv) If the Retailer needs to cancel the ServiceOrderRequest urgently, this must be communicated to the Service ProviderDNSP by phone ~~(refer 2.10)~~.
- (v) This Service Order type has Service Paperwork requirements in some jurisdictions. See clause 2.132-10.1-12.2 for details regarding Service Paperwork processes.
- (vi) "Customer On-Site" is not a valid *ExceptionCode* for this *ServiceOrderSubType*.

Formatted: List (a), Indent: Left: 1.25 cm, Space After: 0 pt,
Line spacing: single

2.13.9. Meter Reconfiguration

~~(a) The Retailer must specify the required configuration in the *SpecialInstructions* field of the *ServiceOrderRequest*.~~

Formatted: Heading 2

Formatted: No bullets or numbering

2.13.10.2.13.5. Special Read

- (a) Where necessary, prospective Retailers must initiate the transfer into MSATS within 2 business days of (or as required by the CATS Procedure or jurisdiction regulations) the date a Special Read *ServiceOrderRequest* is sent (that is related to a transfer). Where a Special Read has already occurred, the new Retailer must still initiate a transfer request in MSATS within 2 business days.
- (b) A Service Provider must ensure that a *ServiceOrderResponse* to a Special Read *ServiceOrderRequest* does not have a *ServiceOrderStatus* of "Partially Complete". ~~Refer 2.6.5.a.ii.~~

2.13.11. Adds and Alts

- ~~(a) The Retailer and Service Provider must ensure that all necessary paperwork is available and completed in order to progress and complete the Adds and Alts. The *ServiceOrderRequest* does not replace the need for the paperwork associated with an Adds and Alts. This Service Order type has Service Paperwork requirements in some jurisdictions. See clause 2.12.2 for details regarding Service Paperwork processes.~~
- ~~(b) The Retailer must use the *ProposedTariff* field to advise the Service Provider of any specific tariff that the Retailer requires. The *SpecialInstructions* field should provide additional information, such as metering requirements or any other special requirements.~~
- ~~(c) If the Service Provider considers the requested metering configuration is incorrect, the Service Provider may advise the Retailer of this using a *BusinessAcceptance/Rejection* transaction.~~
- ~~(d) If the Service Provider installs a metering configuration different from that requested by the Retailer, the Service Provider must advise the Retailer of the metering configuration and the reason for it in the *SpecialNotes* field of the *ServiceOrderResponse*.~~

2.13.12. Meter Investigation

~~[Intentionally left blank.]~~

2.13.13.2.13.6. Supply Abolishment

- (a) In SA, Victoria, Tasmania and Queensland, the Retailer must ensure that all necessary paperwork is supplied to the Service Provider in order to progress and complete the Supply Abolishment. The *ServiceOrderRequest* does not replace the need for the paperwork associated with a Supply Abolishment. This Service Order type has Service Paperwork requirements in some jurisdictions. See clause 2.13.2.12.2 for details regarding Service Paperwork processes.

2.13.14. Miscellaneous

- ~~(a) Retailers must not use this Service Order type for Standing Data enquiries. This includes seeking confirmation and clarification of address details, tariff details, Site network relationship details such as DLF & TNI, meter details, etc.~~

2.13.15.2.13.7. Multiple Service Orders

- ~~(a) The obligations under this clause do not apply non-regulated businesses.~~
- ~~(a)(b) This section provides the business rules for the management of situations where multiple *ServiceOrderRequests* apply to a Site at, or close to, a point in time. The business rules are presented in a series of scenarios.~~



(b)(c) The multiple Service Order rules apply to any incomplete* ServiceOrderRequests with ScheduledDates within a 5 business day period.

* 'Incomplete' means a ServiceOrderResponse has not been sent or the Service ProviderRecipient is unaware of the status of work that is currently in progress.

(e)(d) The key principles for the management of multiple Service Order situations are:

- (i) The Customer's interests take priority (i.e. ensuring power is turned on in a timely manner/ not disrupted).
- (ii) Each RetailerInitiator must use reasonable endeavours to minimise sending multiple conflicting ServiceOrderRequests for a single NMI.

(d)(e) Where there is a physical Re-energisation and De-energisation received for the same Site, Service Providers have the discretion to undertake a single meter reading instead of a physical re-energisation followed by a physical de-energisation fuse removal followed by a fuse insertion. Scenarios 1-6, detailed in section 02.12.15.2, allow for this practice.

(e)(f) The scenarios, detailed in section 02.12.15.2, assume that the De-energisation ServiceOrderRequest has a ConfirmedDe-energisation value of "No".

- (i) Where the ConfirmedDe-energisation value is "Yes" in the De-energisation ServiceOrderRequest, the situation will be treated by the Service ProviderRecipient as an exception to the rules in this section. The Service ProviderRecipient must contact the Prospective Retailer (Initiator), who has raised a Re-energisation Request to assist in the resolution of the situation.

2.13.15.1-2.13.7.1. Multiple Service Orders for Multiple Retailers

- (a) The following table summarises the scenarios that apply to specific combinations of ServiceOrderRequests raised by current and prospective Retailers. The numbers in each cell indicate which scenario applies to the specific combination. An "x" means the Service Provider will reject the ServiceOrderRequest from the prospective Retailer, irrespective of whether it is received first or second.

Summary of the Management of Multiple Service Order and Multiple Retailer Situations

Figure 9 Figure 4 Service Order summary

		Prospective Retailer									
		Allocate NMI	New Connection/Supply Service Works	Re-energisation	De-energisation	Special Read	Adds/Alts Metering Service Works	Meter Reconfiguration	Meter Investigation	Supply Abolishment	Miscellaneous
Current Retailer	Allocate NMI	8	x	x	N/A	x	x	X	N/A	N/A	N/A
	New Connection/Supply Service Works	x	8	x	N/A	x	7	7	N/A	N/A	N/A
	Re-energisation	x	x	8	N/A	9	7	7	N/A	N/A	N/A
	De-energisation	x	x	1-6	N/A	1-6	7	7	N/A	N/A	N/A
	Special Read	x	x	9	N/A	9	7	7	N/A	N/A	N/A
	Adds/Alts Metering Service Works	x	x	9	N/A	9	7	7	N/A	N/A	N/A
	Meter Reconfiguration	x	x	9	N/A	9	7	7	N/A	N/A	N/A
	Meter Investigation	x	x	9	N/A	9	7	7	N/A	N/A	N/A
	Supply Abolishment	x	x	7	N/A	9	7	7	N/A	N/A	N/A
	Miscellaneous	x	x	9	N/A	9	7	7	N/A	N/A	N/A

- (a) The shading in the De-energisation, Meter Investigation, Supply Abolishment and Miscellaneous columns indicate that Prospective Retailers are not allowed to raise these types of ServiceOrderRequests (refer 2.1.22-2.1.b).
- (b) The management of situations involving concurrent Service Orders will be according to which of 9 scenarios apply.

Figure 10 Figure 5 Multiple Service Order Scenarios

Scenario	1 st Request Received	2 nd Request Received	Description
1	De-energisation	Re-energisation	Re-energisation before De-energisation
2	De-energisation	Re-energisation	Re-energisation date equals De-energisation date
3	De-energisation	Re-energisation	Re-energisation after De-energisation
4	Re-energisation	De-energisation	De-energisation before Re-energisation
5	Re-energisation	De-energisation	De-energisation date equals Re-energisation date
6	Re-energisation	De-energisation	De-energisation after Re-energisation
7	Re-energisation	Supply Abolishment	Receipt of Re-energisation and Supply Abolishment for same date
8	Any Service Order	Matching Service Order	Multiple Service Orders of the same type in 5 day window
9	Any Service Order	Any Service Order	Any other multiple <u>ServiceOrderRequest</u> situations not covered by Scenario's 1-8 above

- (c) In these scenarios, other Service Order Types that can be raised by a Prospective Retailer and Re-energisations Service Orders are interchangeable. Where the multiple ServiceOrderRequests involve these other Service Order Types, the processes are the same as for Re-energisations and De-energisations.

2.13.15.2.2.13.7.2. Scenario Process Description - Scenarios 1 – 6

- (a) Upon receipt of a Re-energisation Request and a De-energisation Request, the **Service ProviderRecipient** will:
 - (i) Accept the Re-energisation Request (having already accepted the De-energisation Request).
 - (ii) If the **Service ProviderRecipient** can cancel the de-energisation fieldwork, the **Service ProviderRecipient** will send a "Not Completed" **ServiceOrderResponse** to the De-energisation Request with an **ExceptionCode** indicating "De-energisation Not Completed Due To A Re-energisation".
 - (A) If the Re-energisation field work associated with the Re-energisation Request is successful, the **Service ProviderRecipient** will:
 - Send a "Completed" **ServiceOrderResponse** to the Re-energisation Request with a meter reading **ProductCode**.
 - (B) If the Re-energisation field work associated with the Re-energisation Request is not successful:
 - Send a "Not Completed" **ServiceOrderResponse** to the Re-energisation Request with an **ExceptionCode** indicating the reason.
 - (iii) If the de-energisation fieldwork cannot be rationalised by the Service Provider, the **Service ProviderRecipient** will:
 - (A) Undertake the necessary field work to ensure that the final status of the Site is energised;
 - (B) Send a **ServiceOrderResponse** to both **ServiceOrderRequests** to indicate the respective outcome of the fieldwork using the relevant **ExceptionCodes** and applicable **ProductCodes**.
- (b) If the **RetailerInitiator** who requested the De-energisation still requires the Site to be de-energised (having received a Response with an **ExceptionCode** indicating "De-energisation Not Completed Due To A Re-energisation"), the **RetailerInitiator** may raise a new **ServiceOrderRequest** with a **ConfirmedDe-energisation** value of "Yes".

2.13.15.3.2.13.7.3. Scenario Process Description - Scenario 7

- (a) Upon receipt of Re-energisation and Supply Abolishment **ServiceOrderRequests** from different **RetailersInitiators**, the **Service ProviderRecipient** will contact both parties to confirm the Requests.
- (b) Upon receipt of **Adds and Alts Metering Service Works** or Meter Reconfiguration and any other type of **ServiceOrderRequests** from different **RetailersInitiator**, the **Service ProviderRecipient** will contact both parties to confirm the Requests.

2.13.15.4.2.13.7.4. Scenario Process Description - Scenario 8

- (a) This scenario covers situations of multiple **ServiceOrderRequests** of the same type. (These are usually Re-energisations).
- (b) If the new **ServiceOrderRequest** has a **ScheduledDate** greater than or equal to the existing **ServiceOrderRequest**.
 - (i) Reject the new **ServiceOrderRequest** with an Event indicating "Request submitted by another Retailer".
 - (ii) Undertake the existing **ServiceOrderRequest** as scheduled.
- (c) If the new **ServiceOrderRequest** has an earlier **ScheduledDate** than the existing **ServiceOrderRequest**.
 - (i) Accept the new **ServiceOrderRequest** and schedule the work.

- (ii) Send a "Not Completed" ServiceOrderResponse to the first ServiceOrderRequest with an ExceptionCode indicating "Request Submitted By Another Retailer."

2.13.15.5-2.13.7.5. Scenario Process Description - Scenario 9

- (a) This scenario covers the remaining multiple ServiceOrderRequest situations not covered in the earlier scenarios.
- (b) Upon receipt of these ServiceOrderRequests, the Service-ProviderRecipient will process each of the Requests.

2.13.15.6-2.13.7.6. Multiple Service Orders from Same RetailerInitiator

- (a) The following table summarises the specific combinations of ServiceOrderRequests that could potentially be raised by the same RetailerInitiator.

Figure 14 Figure 6 New Service Order same Retailer

		New Service Order									
		Allocate NMI	New Connection/Supply Service Works	Re-energisation	De-energisation	Special Read	Adds & Alts Metering Service Works	Meter Reconfiguration	Meter Investigation	Supply Abolishment	Miscellaneous
Existing Service Order	Allocate NMI	x	x	x	x	x	x	x	x	x	x
	New Connection/Supply Service Works	x	x	x	x	x	x	x	x	x	x
	Re-energisation	x	x	x	✓	✓	✓	✓	✓	x	✓
	De-energisation	x	x	✓	x	✓	✓	✓	✓	✓	✓
	Special Read	x	x	x	✓	x	✓	✓	✓	✓	✓
	Adds/Alts Metering Service Works	x	x	✓	✓	✓	x	✓	x	✓	✓
	Meter Reconfiguration	x	x	✓	✓	✓	✓	x	x	x	✓
	Meter Investigation	x	x	✓	✓	✓	x	x	x	x	✓
	Supply Abolishment	x	x	x	x	x	x	x	x	x	✓
	Miscellaneous	x	x	✓	✓	✓	✓	✓	✓	✓	x

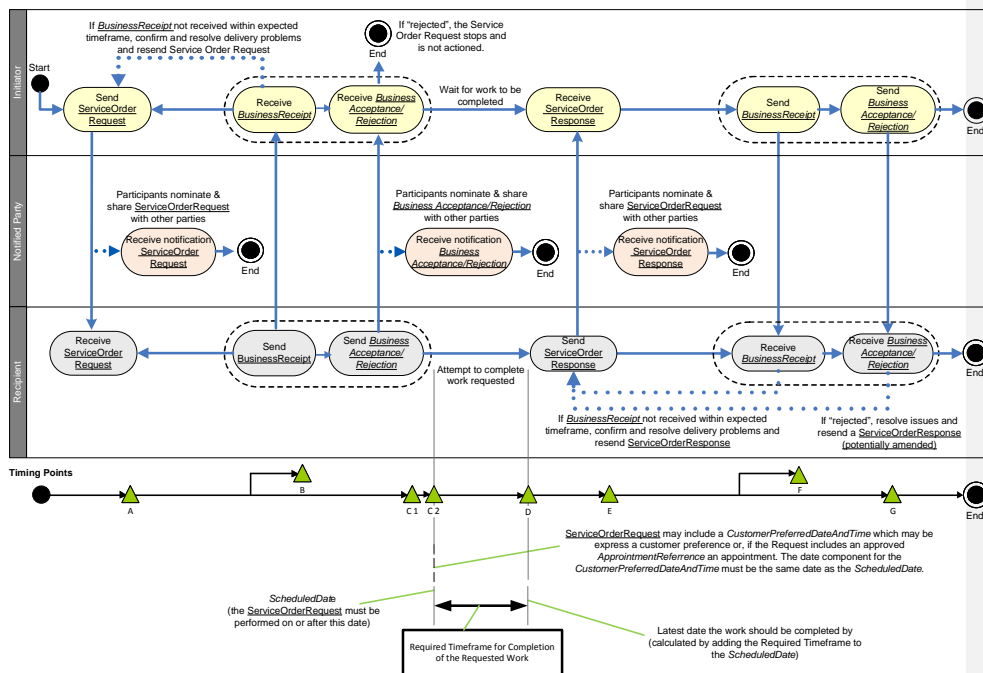
- (b) Upon receipt of a combination of multiple ServiceOrderRequests that are deemed valid per the above table (shown by an "✓" in the relevant cell), the Service-ProviderRecipient will process both ServiceOrderRequests.
- (c) Upon receipt of a combination of multiple ServiceOrderRequests that are deemed invalid per the above table (shown by an "x" in the relevant cell), the Service-ProviderRecipient will reject the new ServiceOrderRequest with an Event indicating "Invalid Multiple Service Order Combination".

3. TIMING REQUIREMENTS

3.1. Overview of Timing Requirements

- Each stage of the Service Order Process must be completed within prescribed Timing Requirements. These requirements help ensure that activities works are completed within regulated timeframes and also provide a reasonable opportunity for relevant Participants to process and respond to transactions that may require some manual intervention (where requests have SpecialInstructions, for example).
- The Timing Requirements expressed in this section do not take precedence over Jurisdictional regulatory requirements and any agreed contractual service levels agreed between Participants. The Timing Requirements marked with an asterisk in sections 1.1.11.1.103.3.2 and 3.2.43.2.43.3.5 are not enforceable under this Procedure. Refer 1.3.
- The diagram below Figures 7 and 8 illustrates the relevant Timing Requirements for the Service Order Process. These Timing Requirements depend upon the type of Service Order and the ScheduledDate (for ServiceOrderRequests). Specific Timing Requirements are described below.

Figure 7 Timing Overview



Formatted

B2B PROCEDURE:
SERVICE ORDER PROCESS

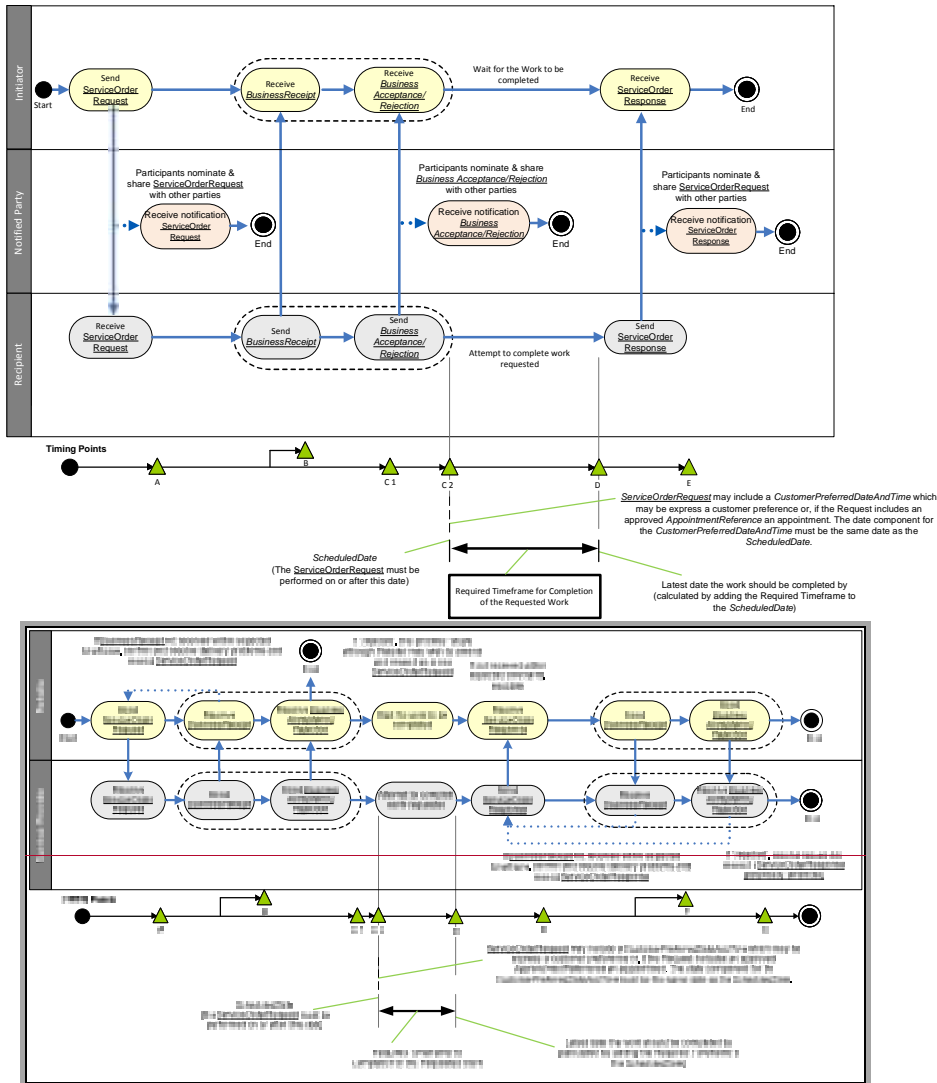
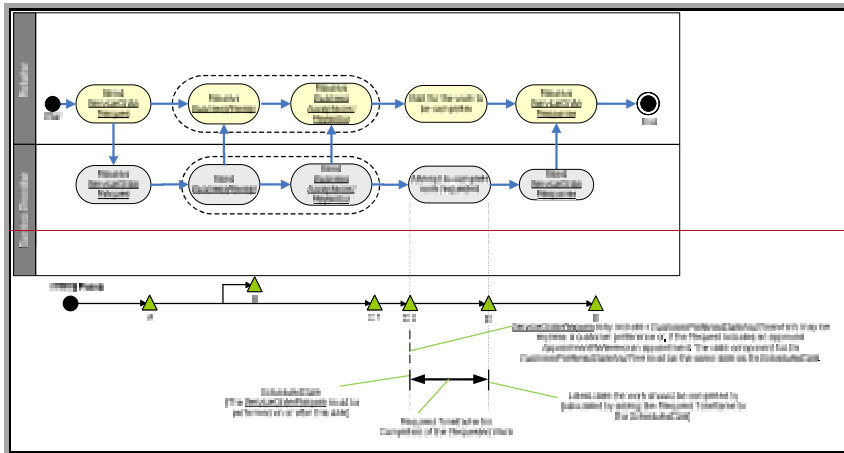


Figure 8 Timing for completion of work

Figure-12



Formatted: Indent: Left: 3.02 cm, No bullets or numbering

3.2. Definition of Timing Points and Timing Periods

3.2.1. Timing pPoints

(a) The following definitions apply in Table 4 apply:

Figure 13 **Table 4** **Timing Point Table Definitions**

Timing Point	Definition
A	This timing point is wW when the Retailer-Initiator issues a ServiceOrderRequest to a Service ProviderRecipient .
B	This timing point is wW when the Retailer-Initiator receives a BusinessReceipt for a ServiceOrderRequest from the Service-ProviderRecipient .
C1	This timing point is wW when the Retailer-Initiator receives a BusinessAcceptance/Rejection for a ServiceOrderRequest from the Service-ProviderRecipient . This point must be on or before the ScheduledDate in the ServiceOrderRequest .
C2	This point is the ScheduledDate in the ServiceOrderRequest .
D	This timing point is when the work requested has been completed, or completion has been attempted. This point is the ActualDateAndTime in the ServiceOrderResponse .
E	This timing point is when the Service-ProviderRecipient sends a ServiceOrderResponse following the completion or the work requested has been , or the attempted or completion .
F	This timing point is wW when the Service-ProviderRecipient receives a BusinessReceipt for a ServiceOrderResponse from the RetailerInitiator .
G	This timing point is wW when the Service-ProviderRecipient receives a BusinessAcceptance/Rejection for the ServiceOrderResponse from the RetailerInitiator .

Formatted: No bullets or numbering

Formatted: Font: Bold

Formatted: Table Title

Formatted Table

3.2.2. Use of Timing Periods

The definitions in Table 5 apply:



Figure 14 Table 5 Timing Period Definitions

Timing Period	Definition	Usage
Initiation Period	This is the period from the Customer's request to the RetailerInitiator to the sending of the ServiceOrderRequest by the RetailerInitiator . Timing Point A is the end of this period.	To be monitored by the RetailerInitiator to ensure that regulated or bi-laterally agreed requirements are being achieved.
Notice Period	This is the period from the sending of the ServiceOrderRequest by the RetailerInitiator to the ScheduledDate in the ServiceOrderRequest . Commences at Timing Points A and ends at Timing Point C2B2 define this period.	To be monitored by the Retailer and the Service Provider to ensure that any regulated or bi-laterally agreed requirements are being achieved.
BusinessReceipts for Requests	This is the period from the sending of the ServiceOrderRequest by the RetailerInitiator to the receipt of the BusinessReceipt for the ServiceOrderRequest from the Service ProviderRecipient . Timing Points A and B define this period.	Used by the RetailerInitiator to determine whether a ServiceOrderRequest has been received and can be read. If Where the BusinessReceipt has not been received before the expiry of this period, the RetailerInitiator may escalate the non-receipt and, if agreed with the Service Provider , resend the original Request.
BusinessAcceptance/Rejection for Requests	This is the period from the sending of the ServiceOrderRequest by the RetailerInitiator to the receipt of the BusinessAcceptance/Rejection for the ServiceOrderRequest from the Service ProviderRecipient . This point must be on or before the ScheduledDate in the ServiceOrderRequest . Commences at Timing Points A and ends at Timing Point C1 define this period.	Used by the RetailerInitiator to determine whether a ServiceOrderRequest has been accepted (and will subsequently be actioned by the Service ProviderRecipient). If the BusinessAcceptance/Rejection has not been received before the expiry of this period, the RetailerInitiator may escalate the non-receipt.
Completion of the Requested Work	This is the period from the ScheduledDate in the ServiceOrderRequest to the completion of the requested work (or attempted completion) by the Service ProviderRecipient (the ActualDateAndTime in the ServiceOrderResponse). Commences at Timing Points C2 and ends at Timing Point D define this period.	This period represents the regulatory timeframe for the performance of the work requested (either where a regulatory or bi-laterally agreed timeframe exists). Used by the RetailerInitiator and Service ProviderRecipient to monitor achievement of regulated Timing Requirements.
Issuing a ServiceOrderResponse	This is the period from the completion of the requested work (or attempted completion) by the Service ProviderRecipient (the ActualDateAndTime in the ServiceOrderResponse) and the sending of the ServiceOrderResponse by the Service ProviderRecipient . Commences at Timing Points D and ends at Timing Point E define this period.	If the ServiceOrderResponse has not been received before the expiry of this period, the RetailerInitiator may escalate the non-receipt.
BusinessReceipts for Responses	This is the period from the sending of the ServiceOrderResponse by the RecipientService Provider to the receipt of a BusinessReceipt for the ServiceOrderResponse from the RetailerInitiator . Timing Points E and F define this period.	Used by the Service ProviderRecipient to determine whether a ServiceOrderResponse has been received and can be read. If the BusinessReceipt has not been received before the expiry of this period, the Service ProviderRecipient may escalate the non-receipt and, if agreed with the Retailer , resend the original response.
BusinessAcceptance/Rejection for Responses	This is the period from the sending of the ServiceOrderResponse by the Service ProviderRecipient to the receipt of a BusinessAcceptance/Rejection for the ServiceOrderResponse from the RetailerInitiator . Commences at Timing Points E-F and ends at Timing Point G define this period.	Used by the Service ProviderRecipient to determine whether a service response has been accepted by the RetailerInitiator and can be "closed". If the BusinessAcceptance/Rejection has not been received before the expiry of this period, the Service ProviderRecipient may escalate the non-receipt.

Formatted: Font: Bold

Formatted: Table Title

Formatted Table

Formatted: Underline



3.3. Specific Timing Requirements

(a) The information in this section summarises the Timing Requirements for various regulated activities performed provided by a the DNSP only. Users of this document should refer to the relevant jurisdictional regulatory documents for details of the exact requirements.

(a)(b) The obligations under this clause do not apply to non-regulated businesses.

3.3.1. Initiation Period Timing Requirements

- (a) In NSW only, Retailers must send the ServiceOrderRequest as soon as possible following Customer request, and no more than 2 hours after receiving the request from the Customer.
- (b) In Queensland only, Retailers who receive a re-energisation ServiceOrderRequest from a small customer who is entitled to re-energisation must convey that request to the Service Provider as per the relevant jurisdictional code.
- (c) In all other situations, the Retailer must raise a ServiceOrderRequest no later than the next Business Day following receipt of the Customer's request.

3.3.2. Notice Period Timing Requirements

- (a) The minimum amount of notice required by Service Providers for each type of service Request is summarised below. This period is the minimum that a Service Provider needs to schedule and allocate resources. The time the Service Provider then has to complete the work requested is summarised in Section 3.3.5.
- (b) In Queensland, the Notice Periods for different feeder types and locations are documented within the Queensland Electricity Code.

Figure 9 Notice Period Table

Service Request	Notice Period
New ConnectionSupply Service Works	No specific requirement. There is a 3 business day notice of the date for an Appointment to complete a new connection in SA (refer 3.4.a).

Commented [A8]: 4/10 B2B WG agreed to leave all regulated timings in the Procedures and noting the application to DNSP timing obligations. Specifically calling out that unregulated businesses are not required to adhere to these notice periods.

Formatted: Figure

Service Request	Notice Period
Re-energisation	<p>The Service Provider DNSP must receive a valid Request for a same business day Re-energisation by:</p> <ul style="list-style-type: none"> a) 2:00pm in ACT b) Not available in NSW c) 1:00pm in Queensland d) 3:00pm in SA except for <ul style="list-style-type: none"> • Re-energisations following disconnection for non-payment, in which case it is 5:00pm. • Sticker Removal sub-type where the notice period is 3 days e) 3:00pm in Victoria. This only applies to Re-energisations following disconnection for non-payment f) 4:00pm in Tasmania <p>For same business day, after hours Re-energisations, the Service Provider must receive a valid Request:</p> <ul style="list-style-type: none"> a) by 9:00pm in ACT b) Not available in NSW c) Not available in Queensland d) Between 3:00pm and 9:00pm in SA (or 5:00pm and 9:00pm for a re-energisation following a disconnection for non-payment), except for <ul style="list-style-type: none"> • 3 days for Sticker Removal sub-type e) Between 3:00pm and 9:00pm in Victoria. This only applies to Re-energisations following disconnection for non-payment f) Not available in Tasmania <p>For next business day Re-energisations, the Service Provider DNSP must receive a valid Request on a business day:</p> <ul style="list-style-type: none"> a) by 3:00pm in Victoria, NSW, Tasmania and ACT b) by 5:00pm in Queensland c) By 10:00pm in SA except for 3 days for Sticker Removal sub-type

Service Request	Notice Period
De-energisation	<p>To carry out the work in the required timeframe from the day of the receipt of the request the <u>Service-ProviderDNSP</u> must receive a valid Request by:</p> <ul style="list-style-type: none"> a. In ACT, 5:00pm b. In SA, if logged by 3:00pm, 2 business days, except Sticker Removal where the period is 3 days c. In Victoria, if logged by 3:00pm, 2 business days d. In NSW and Queensland, there is no Notice Period. Work is carried out in the required timeframe irrespective of delivery time. e. In Tasmania, by 3pm one business day before the next scheduled day for the area. (i.e. Permissible Day)
Special Read	<p>ACT, NSW, Victoria, Queensland: There is no notice period. SA: The Notice Period is 3 days if lodged by 3pm. TAS: by 3pm one business day before the next scheduled day for the area. (ie Permissible Day)</p>
<u>Adds and Alters Metering Service Works</u>	There is no notice period.
Meter Reconfiguration	There is no notice period.
Meter Investigation	There is no notice period.
Supply Abolishment	There is no notice period.
Miscellaneous	There is no notice period.

Figure 15

3.3.3.3.3.1. Timing Requirement for BusinessReceipts for Requests

- (a) The Timing Requirement for the BusinessReceipts is set out in section 4.10 of the B2B Procedure Technical Delivery Specification.

3.3.4.3.3.2. Timing Requirement for BusinessAcceptance/Rejection for Requests

- (a) The Timing Requirement for the BusinessAcceptance/Rejection is set out in section 4.10 of the B2B Procedure Technical Delivery Specification.

3.3.5.3.3.3. Timing Requirement for Completion of the Requested Work

- (a) The following table summarises the Required Timeframe within which Service ProvidersDNSPs must use reasonable endeavours to complete each type of ServiceOrderRequest.
- (b) The commencement of this Timing Requirement is once the associated Service Paperwork has been received by the Service-ProviderDNSP and/or all preconditions have been met (not when the ServiceOrderRequest is received).
- (c) The Required Timeframes for Completion of the Requested Work:

Formatted: Font color: Auto

Formatted: Table Footnote

- (i) ~~These do not apply to unregulated businesses in Queensland, the Completion Periods for different feeder types and locations are documented within the Queensland Electricity Code.~~
- (ii) Do not apply to NMIs with a NMI Classification code in MSATS of "Large".

Figure 10 Timing Period for completion of work

Service Request	Required timeframe
Allocate NMI	<p>The following timeframes apply for Allocate NMI:</p> <ul style="list-style-type: none"> NSW All jurisdictions – 2 business days
New Connection Supply Service Works	<p>The following timeframes apply for New Connections establishing a new supply connection (Establish Temporary, Establish Temporary In Permanent & Establish Permanent):</p> <ul style="list-style-type: none"> Victoria – 10 business days SA – 6 business days Queensland – 5 business days Tasmania – 10 business days (from Service Request acceptance) <p>See clause 2.132-12-210-1 for details regarding Service Paperwork processes.</p>
Re-energisation	<p>The following timeframes apply for Re-energisations.</p> <ul style="list-style-type: none"> Depending on the location and the time of receipt of the Request, within 1 or 2 for business days in SA. Same day or after, depending on the <i>ScheduledDate</i> and the time of receipt of the Request (see Section 1.1.13-3.2) in ACT, Queensland, Victoria, Tasmania or NSW. <p>See clause 2.132-12-210-1 for details regarding Service Paperwork processes</p>

Service Request	Required timeframe
De-energisation	<p>A 'permissible day' is a day on which a De-energisation is allowed, and is as defined by each jurisdiction. The definition of a permissible day may vary for a normal De-energisation and for a De-energisation for non-payment. NSW uses a reversal of this definition, using the term 'restricted' day for days when De-energisations cannot occur.</p> <p>The following timeframes apply for De-energisations:</p> <ul style="list-style-type: none"> • 3 business days in ACT • in NSW, the Service Provider-DNSP must disconnect within 2 days of the Request being received by the Service Provider or, if any of these days falls on a restricted day, the first day following that is not a restricted day (that is, a 'permissible' day). • in Queensland, please refer to the Electricity Industry Code • one business day in SA normally, but may be up to 3 days. • In Victoria, two business days in Victoria (or the earliest permissible day thereafter) • In Tasmania, normally on the permissible day, but may be within 2 days <p>See clause 2.132-12-240.4 for details regarding Service Paperwork processes.</p>
Special Read	<p>Use reasonable endeavours to obtain a meter read within the three business day's timeframe which applies for Special Reads or within such other time period as specified in the relevant transfer rules or jurisdictional regulatory instruments.</p>
Adds and Alters Metering Service Works	<p>Different timeframes may apply depending on the work requested. The following timeframes apply:</p> <ul style="list-style-type: none"> • Queensland and Tasmania – up to 10 Business days; • Victoria/SA –no jurisdictional timeframes; • NSW – this <i>ServiceOrderType</i> is not available. <p>See clause 2.132-120.21 for details regarding Service Paperwork processes.</p>
Meter Reconfiguration*	<p>The following timeframe applies for Meter Reconfigurations:</p> <ul style="list-style-type: none"> • 20 Business Days

* This Timing Requirement does not have a regulatory basis.

Service Request	Required timeframe
Meter Investigation	<p>The following timeframes apply for Meter Investigations:</p> <ul style="list-style-type: none"> NSW – Service ProviderDNSP must give the Customer 5 business days written notice regarding the testing and must commence the work within 15 business days. Service ProviderDNSP must repair or replace defective metering equipment no later than 10 business days after the test; SA, Tasmania and Queensland – 15 business days; Victoria and ACT – 20 business days. <p>The following timeframe applies for Meter Investigations with a sub-type of 'Test':</p> <ul style="list-style-type: none"> Use reasonable endeavours to carry out a test within 15 business days for all jurisdictions.
Supply Abolishment*	<p>The following timeframes apply for Supply Abolishment:</p> <ul style="list-style-type: none"> 20 business days in all jurisdictions. <p>See clause 2.132-12.20.4 for details regarding Service Paperwork processes.</p>
Miscellaneous*	<p>The timeframe depends on the work requested and may be subject to commercial negotiation between parties.</p>

~~* This Timing Requirement does not have a regulatory basis.~~

Formatted: Font: 9 pt

~~3.3.6.3.3.4.~~ Timing Requirement for Issuing a ServiceOrderResponse

Formatted: Font: 9 pt

- (a) In NSW, the ~~Service Provider~~DNSP must send a ServiceOrderResponse to an Allocate NMI ServiceOrderRequest within two business days of receiving the ServiceOrderRequest.
- (b) For all other ServiceOrderRequests, the ~~Service Provider~~Recipient must send a ServiceOrderResponse within five business days of completing the work requested.

~~3.3.7.3.3.5.~~ Timing Requirement for BusinessReceipts for Responses

- (a) The Timing Requirement for the BusinessReceipts is set out in section 4.10 of the B2B Procedure Technical Delivery Specification.

~~3.3.8.3.3.6.~~ Timing Requirement for BusinessAcceptance/Rejection for Responses

- ~~(a)(b)~~ The Timing Requirement for the BusinessAcceptance/Rejection is set out in section 4.10 of the B2B Procedure Technical Delivery Specification.

Formatted: Indent: Left: 0.25 cm, Outline numbered + Level: 2 + Numbering Style: a, b, c, ... + Aligned at: 1.25 cm + Tab after: 2.25 cm + Indent at: 2.25 cm, Tab stops: Not at 2.25 cm

~~3.4.~~ Timing requirements for Appointment Notifications (SA)

- ~~(a)~~ Following receipt of a New Connections ServiceOrderRequest, the Service Provider must send an ServiceOrderAppointmentNotification to the Retailer at least 3 business days prior to the Appointment date.
- ~~(b)~~ Where an Appointment is made with the Customer less than three days before the ScheduledDate, the Service Provider must notify the Retailer the day the Appointment is made.

Commented [A9]: Appointments no longer apply in South Australia

* This Timing Requirement does not have a regulatory basis.

- (c) — The Timing Requirement for ~~BusinessReceipt~~ and ~~BusinessAcceptance/Rejection~~ is set out in section 4.10 of the B2B Procedure Technical Delivery Specification.
- (d) — If the ~~ServiceOrderAppointmentNotification~~ does not relate to a New Connection raised by a Retailer a ~~BusinessAcceptance/Rejection~~ should be sent with an ~~EventCode~~ of “Appointment Notification does not match ServiceOrderRequest”.



4. TRANSACTIONS

(a) Participants must ensure that each Transaction complies with the usage, definitional and format rules detailed in the tables below:

4.1. ServiceOrderRequest Transaction Data

Key

- M = Mandatory (must be provided in all situations).
- R = Required (must be provided if this information is available or has changed).
- O = Optional (may be provided and should be used by the [Service-Provider/Recipient](#) if provided).
- N = Not required (not required and may be ignored by the [Service-Provider/Recipient](#) if provided).

Figure 11 Transaction table

Field	Format	Definition	Supply Service WorksNew Connection	Re-energisation	De-energisation normal/non-payment	Special Read	Metering Service WorksAids and Aids	Miscellaneous
ActionType	VARCHAR(7)	A code used to indicate: New = new new ServiceOrderRequest Cancel = cancel a previously raised ServiceOrderRequest Replace = R replacement ServiceOrderRequest for an incorrectly rejected ServiceOrderRequest . Refer clause 2.2.4.i Resend = resending a ServiceOrderRequest	M	M	M	M	M	M
Ref ServiceOrderID	VARCHAR(15)	R etailer defined reference, u Used for reference and tracking. Must be a previously ly sent number if the ActionType = "Cancel". Otherwise (ActionType = "New" or "Replace") must be a new (unused) number, unique for the Retailer/Initiator/Service-Provider/Recipient combination.	M	M	M	M	M	M
R etailerIDInitiatorID	VARCHAR(10)	R etailer's Initiator's (R etailer or DNSP or ENM or MDP or MPB or MPC or MC) MSATS Participant ID.	M	M	M	M	M	M
S erviceProviderID R ecipientID	VARCHAR(10)	S ervice-Provider/Recipient's (R etailer or DNSP or ENM or MDP or MPB or MPC or MC) MSATS Participant ID.	M	M	M	M	M	M
N otifiedPartyID	V ARCHAR(10)	N otified Party's (R etailer or DNSP or ENM or MDP or MPB or MPC or MC) MSATS Participant ID	O M/ N	O M/ N	O M/ N	O M/ N	O M/ N	O M/ N

Formatted: No bullets or numbering

Formatted Table

Formatted: Centered



Field	Format	Definition	Supply Service WorksNew-Connection	Re-energisation	De-energisation normal/non-payment	Special Read	Metering Service WorksAdds-and-Alts	Miscellaneous
		This is a repeatable field where there is more than one Notified Party.						
ServiceOrderType	VARCHAR(22)	Code indicating type of <u>ServiceOrderRequest</u> : <ul style="list-style-type: none"> • Allocate NMI • New-Connection<u>Supply Service Works</u> • Re-energisation • De-energisation • Special Read • Adds And Alts<u>Metering Service Works</u> • Meter Reconfiguration • Meter Investigation • Supply Abolishment • Miscellaneous Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	M/N	M/N	M/N	M/N	M/N	M/N
ServiceOrder SubType	VARCHAR(40)	Sub_category of the ServiceOrderType. <u>Refer section 2.12.3 for details regarding the use of this field.</u> The <u>allowed</u> codes for each <u>ServiceOrderType</u> are: <u>Supply Service WorksNew-Connection</u> <ul style="list-style-type: none"> • <u>Allocate NMI</u> • <u>Supply Abolishment</u> • <u>Supply Alteration</u> • <u>Tariff Change</u> • <u>Establish</u> Temporary • <u>Establish</u> Temporary In Permanent • <u>Establish</u> Permanent • <u>Temporary Isolation</u> <u>De-Energisation</u> <u>Re-energisation</u> <ul style="list-style-type: none"> • <u>After Disconnection For Non-Payment</u> • <u>Sticker Removal</u> • <u>Retrospective Move-in</u> 	R/N M	R/N N	R/N M	R/N	R/N M	N

Formatted Table

Formatted: Centered



Field	Format	Definition	Supply Service WorksNew Connection	Re-energisation	De-energisation normal/non-payment	Special Read	Metering Service WorksAdds and Alts	Miscellaneous
		<ul style="list-style-type: none">• New Reading Required <u>De-energisation</u> <ul style="list-style-type: none">• Remove Fuse• Remote• <u>Technical Disconnect??</u>• Main switch seal / Sticker• Meter Point Isolation• Local Meter Disconnect• Supply Isolation• Remove Fuse (Non-Payment)• Pillar-Box Pit Or Pole-Top• Pillar-Box Pit Or Pole-Top (Non-Payment)• Sticker• Recipient Discretion <u>Meter Service WorksAdds And Alts</u> <ul style="list-style-type: none">• Install Hot Water• Install Controlled Load• Move Meter• Install Meter• Remove Meter• Exchange Meter <u>Change or Metering Arrangement</u> <ul style="list-style-type: none">• Meter Reconfiguration• Meter Investigation - Tamper• Meter Investigation - Inspect• Meter Investigation - Meter Test <u>Special Read</u> <ul style="list-style-type: none">• <u>Special Read</u> <ul style="list-style-type: none">• Check Read• Final Read <u>Meter Reconfiguration</u>						

Formatted Table

Formatted: Centered



Field	Format	Definition	Supply Service WorksNew Connection	Re-energisation	De-energisation normal/non-payment	Special Read	Metering Service WorksAdds and Afts	Miscellaneous
		<ul style="list-style-type: none"> • Change-Controlled Load • Change-Timeswitch • Change-Tariff Meter-Investigation <ul style="list-style-type: none"> • Tamper • Inspect • Meter-Test Not Required for a "Cancel" <u>ServiceOrderRequest</u> .						
<u>De-Energisation Reason</u>		Code indicating the reason for De-Energisation: <ul style="list-style-type: none"> • <u>Customer Requested</u> • <u>Move Out</u> • <u>Non-Payment (DNP)</u> • <u>Unauthorised Usage (DNI)</u> • <u>Illegal Usage</u> • <u>No Access</u> • <u>Safety</u> • <u>Defect</u> • <u>Site Works</u> • <u>Other (i.e. breach of contract / no security deposit)</u> Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	N	N	M	N	N	N
<u>Confirmed De-energisation</u>	YES/NO	<u>Allowed values:</u> "No" = Default value. The normal business rules regarding De-energisation apply. "Yes" = Used only where the Retailer has confirmed with the Customer that the Customer details in the <u>ServiceOrderRequest</u> are accurate. The value of "Yes" can only be used by the Retailer where the earlier De-energisation Request was not performed by the Service Provider due to a Re-energisation Request from another Retailer.	N	N	M/N	N	N	N

Formatted Table

Formatted: Centered

Formatted: Table Text



Field	Format	Definition	Supply Service Works New Connection	Re-energisation	De-energisation normal/non-payment	Special Read	Metering Service Works Adds and Afts	Miscellaneous
		Refer 2.12.15.e and 2.12.15.2 for further details regarding the usage of this value. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .						
ServiceTime	VARCHAR(40)	Indicates <u>the time the Retailer requires the service-work is</u> to be performed. Allowed values: <ul style="list-style-type: none"> Any Time Business Hours, or Non-Business Hours Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	M/N	M/N	M/N	M/N	M/N	M/N
NMI	CHAR(10)	NMI (as used by MSATS). <u>Not Mandatory where SQService Order Ssub-type is 'Allocate NMI'</u>	R/M	M	M	M	M	M
NMIChecksum	CHAR(1)	NMI Checksum (as used by MSATS).	O	O	O	O	O	O
MeterSerial Number	VARCHAR(12)	<u>Meter Serial ID.</u> This should be provided where any work is specific to a given meter. Not required where requested work affects all meters (refer clause 2.12.1.gXYZ in to the B2B guide for further details). This field repeats to allow the provision of details for multiple meters. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	N	N	N	N	R/N	R/N
ServiceOrder Address	ADDRESS	Site/ Service Point address in <u>either</u> a structured format (where available), otherwise or unstructured. For details of the ADDRESS structure, refer Technical Guidelines for B2B Process Specifications. This field is Mandatory for <u>a New Connection Allocate NMI ServiceOrderRequests</u> if the NMI is not provided.	N (M)	N	N	N	N	N
HazardDescription	VARCHAR(80)	Description of any hazards associated with the Site. This field repeats to allow the reporting of multiple hazards.	R/N	R/N	R/N	R/N	R/N	R/N

Formatted Table

Formatted: Centered



Field	Format	Definition	Supply Service WorksNew Connection	Re-energisation	De-energisation normal/non-payment	Special Read	Metering Service WorksAdds and Alts	Miscellaneous
		Refer B2B Procedure: Customer and Site Details Notification for the list of <u>allowed codes as a guide</u> . This information does not replace information previously provided in a <u>SiteAccessNotification</u> . Not Required for a "Cancel" <u>ServiceOrderRequest</u> .						
<u>AccessDetails</u>	VARCHAR(160)	If the Customer has supplied any special access details, the Retailer must include provided these. Any access requirements which should be fully described, without using abbreviations. <u>Standard valuesFor Example:</u> <ul style="list-style-type: none"> "Customer Reports No Access Requirements", or "Not Known To RetailerInitiator" for De-energisation for Non-Payment or other Requests not initiated by Customer, or <Description of access requirement> Refer B2B Procedure: Customer and Site Details Notification for more information. This information does not replace information previously provided in a <u>SiteAccessNotification</u> . Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	M/N	M/N	M/N	M/N	M/N	R/N
<u>LifeSupport</u>	YES/NO	<u>This value applies where a customer relies on life support equipment.</u> <u>This field indicates whether or not there are potential health or safety issues with loss of supply of the Connection Point.</u> <u>This information does not replace information provided in a CustomerDetailsNotification.</u>	M	M	M	MN	M	MN
<u>FormReference</u>	VARCHAR(15)	Reference to the forms associated with <u>New ConnectionsSupply Works Request</u> and Meter <u>Service WorksAdds and Alts</u> used in each jurisdiction. Allowed values	R/N	N	N	N	R/N	O

Formatted Table

Formatted: Centered

Formatted Table



Field	Format	Definition	Supply Service WorksNew Connection	Re-energisation	De-energisation normal/non-payment	Special Read	Metering Service WorksAdds and Alts	Miscellaneous
		and requirements are defined in the Refer to the Service Paperwork reference Table in the B2B guide document. Required field for Supply Abolishment in Victoria and South Australia. The field is Not Required for Connection Points located in NSW. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .						
FormNumber	VARCHAR(15)	Where the form listed in FormReference is numbered, this field is populated with the number on the form. Required field for Supply Abolishment in Victoria and South Australia. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	R/N	N	N	N	R/N	O
SafetyCertificateId	VARCHAR(15)	Reference to the safety certificate number, associated with New Connections and Meter Adds and Alts used in each jurisdiction. Service Paperwork must be provided in Victoria for sites that have been physically de-energised for more than 12 months. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	R/N	O/N	N	N	R/N	O
SafetyCertificate MethodSent	VARCHAR(6)	Code indicating how the safety certificate has been provided: <ul style="list-style-type: none"> "Faxed" _____ = Faxed by Retailer to Service ProviderRecipient "Email" _____ = Emailed by Retailer to Service ProviderRecipient "Online" _____ = Available to Service-ProviderRecipient from an internet Site "OnSite" _____ = Left on Site or already provided by Customer/Agent (eg. REC) Required in Victoria and SA only. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	R/N	O/N	N	N	R/N	O

Formatted Table

Formatted: Centered



Field	Format	Definition	Supply Service WorksNew Connection	Re-energisation	De-energisation normal/non-payment	Special Read	Metering Service WorksAdds and Alts	Miscellaneous
<u>MeteringSafetyCertificateID</u>	<u>VARCHAR(15)</u>	<u>Reference to the safety certificate number.</u>	<u>R/N</u>	<u>N</u>	<u>N</u>	<u>N</u>	<u>N</u>	<u>O</u>
<u>SafetyCertificateMethodSent</u>	<u>VARCHAR(6)</u>	Code indicating how the safety certificate has been provided: <ul style="list-style-type: none"> “Faxed” = Faxed to Recipient “Email” = Emailed to Recipient “Online” = Available to Recipient from an internet Site “OnSite” = Left on Site or already provided by MP <u>Not Required for a “Cancel” ServiceOrderRequest.</u>	<u>R/N</u>	<u>N</u>	<u>N</u>	<u>N</u>	<u>N</u>	<u>O</u>
<i>Special Instructions</i>	VARCHAR(240)	Any special instructions the <u>Retailer-Initiator</u> wishes to convey to the <u>Service-Provider/Recipient</u> . Mandatory where: <ul style="list-style-type: none"> A value of ‘Yes’ is used in <u>CustomerConsultationRequired</u>; <u>or</u> A value of “Other Multi-phase” is used in <u>SupplyPhases</u>; <u>or</u> A value of “Other” is used in <u>MeteringRequired</u>; <u>or</u> If ActionType = “Replace” (<u>refer 2.2.1-(a)-(i)(4)</u>); <u>or</u> Necessary to support exceptional arrangements for urgent (high priority) <u>ServiceOrderRequests</u>; (<u>refer 2.6.12.6.2-(a)-(i)(A)(1-ii)</u>); <u>or</u> Where ServiceOrderType = “Meter Reconfiguration” (<u>refer 2.12.9-(a)</u>); <u>or</u> Where ServiceOrderType = “New-ConnectionSupply Service Works” and any <u>specific</u>-tariff or metering requirements are not already provided; (<u>refer 2.12.6-(b)</u>); <u>or</u> Where ServiceOrderType = “Adds and AltsMetering Service Works” and any <u>specific</u>-tariff, metering requirements or any other special requirements need to be advised; (<u>refer 2.12.11-(b)</u>); <u>or</u> Where ServiceTime = “Non-Business Hours”. (<u>Refer 2.12.1-(b)-(i)(A)(1-i)</u>). This information does not replace information previously provided in a <u>SiteAccessNotification</u> .	O/M	O/M	O/M	O/M	R/M	O/M

Formatted Table

Formatted: Centered

Formatted Table



Field	Format	Definition	Supply Service Works New Connection	Re-energisation	De-energisation normal/non-payment	Special Read	Metering Service Works Adds and Afts	Miscellaneous
<u>ServiceOrderCo-ordinationRequired</u>	<u>YES/NO</u>	<u>Allowed value: "Yes".</u> <u>Yes = Where the Recipient Initiator has made arrangements regarding for co-ordination for the completion of the work requested.</u> <u>Allowed value: "No".</u> <u>Not Required for a "Cancel" ServiceOrderRequest unless SpecialInstructions is provided.</u>	<u>M/N</u>	<u>M/N</u>	<u>M/N</u>	<u>M/N</u>	<u>M/N</u>	<u>M/N</u>
<u>Co-ordinatingContactName</u>	<u>PERSON</u> <u>NAME VARCHA</u> <u>R(80)</u>	<u>Contact name or business name of SQService Order co-ordinating party, where the Recipient may need to contact that person or entity co-ordinating the service request.</u> <u>Not Required for a "Cancel" ServiceOrderRequest.</u>	<u>M/N</u>	<u>M/N</u>	<u>M/N</u>	<u>M/N</u>	<u>M/N</u>	<u>M/N</u>
<u>Co-ordinatingContactTelephoneNumber</u>	<u>TELEPHONE</u>	<u>Contact telephone number of Co-ordinating party.</u> <u>A maximum of three telephone numbers may be provided.</u> <u>Not Required for a "Cancel" ServiceOrderRequest.</u>	<u>M/N</u>	<u>M/N</u>	<u>M/N</u>	<u>M/N</u>	<u>M/N</u>	<u>M/N</u>
<u>CustomerConsultationRequired</u>	<u>YES/NO</u>	<u>Allowed value: "Yes".</u> <u>Yes = The Retailer requests the Where the Service Provider Recipient is requested to consult with the Customer to make arrangements for the completion of the work requested.</u> <u>Allowed value: "No". = The Retailer does not request the Service Provider consult with the Customer to make arrangements for the completion of the work requested.</u> <u>Where 'Yes' is used, the reason for the need to consult with the Customer must be provided in SpecialInstructions.</u> <u>Refer clause 2.6.1.a and b.</u> <u>Not Required for a "Cancel" ServiceOrderRequest unless SpecialInstructions is provided.</u>	<u>M/N</u>	<u>M/N</u>	<u>M/N</u>	<u>M/N</u>	<u>M/N</u>	<u>M/N</u>
<u>CustomerContactName</u>	<u>PERSON</u> <u>NAME</u>	<u>Contact name of Customer or Customer's their agent, to be provided where Service Provider Recipient may need to contact Customer/agent that person.</u> <u>Not Required for a "Cancel" ServiceOrderRequest.</u>	<u>R/N</u>	<u>R/N</u>	<u>R/N</u>	<u>R/N</u>	<u>R/N</u>	<u>R/N</u>

Formatted Table

Formatted: Centered

Formatted Table



Field	Format	Definition	Supply Service Works New Connection	Re-energisation	De-energisation normal/non-payment	Special Read	Metering Service Works Adds and Afts	Miscellaneous
<i>CustomerContactTelephoneNumber</i>	TELEPHONE	Contact telephone number of Customer End User/agent. A maximum of three telephone numbers must <u>may</u> be provided. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	R/N	R/N	R/N	R/N	R/N	R/N
RetailerContact <u>InitiatorContact</u> Name	PERSON NAME	Contact name of for R Initiator, etailer, to be provided where Service Provider may need to contact the Retailer. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	O/N	O/N	O/N	O/N	O/N	O/N
ReInitiator <u>tailer</u> Con tact TelephoneNumber	TELEPHONE	Contact telephone number of Retailer <u>requester</u> Initiator contact. A maximum of three telephone numbers may be provided. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	O/N	O/N	O/N	O/N	O/N	O/N
<i>ScheduledDate</i>	DATE	The <u>ServiceOrderRequest</u> must be performed on or after this date. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	M/N	M/N	M/N	M/N	M/N	M/N
<i>AppointmentReference</i>	VARCHAR(15)	Appointment reference to be provided if <u>Where</u> an Appointment has been agreed between all parties, for example, by the ReInitiator, tailer with the Customer End User and the Service Provider Recipient. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	R/N	R/N	R/N	R/N	R/N	R/N
<i>Customers PreferredDateAndTime</i>	DATETIME	Preferred date and time for the work to be undertaken, as discussed between Retailer and the Customer. This is the Appointment time if an <i>AppointmentReference</i> is provided. Refer to section 2.6.12.6.2 for details regarding this field's usage. Not Required for a "Cancel" <u>ServiceOrderRequest</u> . Mandatory for Re-energisation <u>ServiceOrderRequests</u> if the <i>ServiceOrderSubType</i> is <i>Retrospective Move-In</i> .	O/N	O/N/ M	O/N	O/N	O/N	O/N
<i>RP</i>	VARCHAR(10)	Responsible Person <u>Metering Coordinator</u> MSATSMC's Participant ID. <u>Mandatory for Allocate NMI ServiceOrderRequests, if the Recipient is not the MC.</u> Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	M/N	N	N	N	N	N

Formatted Table

Formatted: Centered

Formatted Table



Field	Format	Definition	Supply Service WorksNew Connection	Re-energisation	De-energisation normal/non-payment	Special Read	Metering Service WorksAdds and Afts	Miscellaneous
MDP	VARCHAR(10)	Meter Data Provider-MSATS MDP's Participant ID. This field is Mandatory for New-ConnectionSupply Service Works and Allocate NMI ServiceOrderRequests if the Service ProviderRecipient is not the Responsible Person MC-Metering Coordinator. Not Required for a "Cancel" ServiceOrderRequest .	N (M/N)	N	N	N	N	N
MPB	VARCHAR(10)	Meter Provider-TypeMP-B's MSATS-Participant ID. This field is Mandatory for New-ConnectionSupply Service Works and Allocate NMI ServiceOrderRequests if the Service ProviderRecipient is not the Responsible Person Metering CoordinatorMC. Not Required for a "Cancel" ServiceOrderRequest .	N (M/N)	N	N	N	N	N
MPC	VARCHAR(10)	Meter Provider-TypeMP-C's MSATS-Participant ID. This field is Mandatory for New-ConnectionSupply Service Works and Allocate NMI ServiceOrderRequests if the Service ProviderRecipient is not the Responsible Person Metering CoordinatorMC. Not Required for a "Cancel" ServiceOrderRequest .	N (M/N)	N	N	N	N	N
NMIStatusCode	CHAR(1)	NMI Status Code that the NMI is to become after completion of the Service Order. Applicable allowed values defined in GATS Procedure: Part 1. Not Required for a "Cancel" ServiceOrderRequest .	M/N	N	N	N	M/N	Ø
Embedded NetworkParent Name	VARCHAR(10)	Valid MSATS pParent identifier. Not Required for a "Cancel" ServiceOrderRequest .	R/N	N	N	N	N	N
CustomerType	VARCHAR(6014))	Code indicating Customer type. Allowed values: • Industrial • Commercial - <u>Large</u> • Residential • Farm	M/N	N	N	N	R/N	O

Formatted Table

Formatted: Centered



Field	Format	Definition	Supply Service Works New Connection	Re-energisation	De-energisation normal/non-payment	Special Read	Metering Service Works Adds and Alts	Miscellaneous
		<ul style="list-style-type: none"> Lighting Small Business Not Required for a "Cancel" <u>ServiceOrderRequest</u> .						
AverageDaily Load	NUMBER(10)	Estimated numerical load value in kWh. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	M/N	N	N	N	R/N M	O
MaximumDemand	NUMBER(4)	Maximum demand (in kw) of installation in accordance with Australian Standard AS3000 (calculated at 240 volts V). Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	R/N	N	N	N	R/N	O
REC-Name	PERSON NAME	Registered electrical contractor's name. Required in Victoria and SA only Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	M/N	N	N	N	R/N	O
REC-BusinessName	BUSINESS NAME	Registered Electrical Contractor's business name. Required in Victoria and SA only Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	M/N	N	N	N	R/N	O
REC-Telephone	TELEPHONE	Registered Electrical contractor's telephone number. A maximum of three telephone numbers must <u>may</u> be provided. Required in Victoria and SA only Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	M/N	N	N	N	R/N	O
REC-ID	VARCHAR(20)	Registered Electrical contractor's ID/licence number. Required in Victoria and SA only Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	M/N	N	N	N	R/N	O
REC-Attendance Required	YES/NO	Does Registered Electrical Contractor need to be present when the Service Provider <u>Recipient</u> performs the field work? Yes = REC to be present. No = No need to have REC present. Required in Victoria and SA only Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	M/N	N	N	N	M/N	O

Formatted Table

Formatted: Centered

Formatted Table



Field	Format	Definition	Supply Service Works New Connection	Re-energisation	De-energisation normal/non-payment	Special Read	Metering Service Works Adds and Afts	Miscellaneous
InstallationType	VARCHAR(30)	Code indicating the type of installation required: <ul style="list-style-type: none"> Underground Overhead Underground To Overhead Mains Overhead To Underground Mains Transformer Overhead Transformer Ground Level Required in Victoria and SA only Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	M/N	N	N	N	R/N	O
SupplyPhases	VARCHAR(20)	Code indicating number of phases supply is to support: <ul style="list-style-type: none"> 1-phase 2-phase 3-phase Other Multi-phase If "Other Multi-phase" used, then further details must be provided as <i>SpecialInstructions</i> . Required in Victoria and SA only Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	M/N	N	N	N	R/N	O
MeteringRequired	VARCHAR(240 2)	Code indicating a New type of <i>metering</i> required. For Example: for Basic Metered and MRIM Sites (Types 5 and 6) only: <ul style="list-style-type: none"> Flat Rate Two Rate <u>Multi Rate</u> <u>Four Quadrant</u> Time Of Use CT Meter <u>HV Meter</u> <u>Generation/Import</u> <u>Export</u> Other 	R/N (M/N for Type s-5 and 6)	N	N	N	R/N	O

Formatted Table

Formatted: Centered



Field	Format	Definition	Supply Service WorksNew Connection	Re-energisation	De-energisation normal/non-payment	Special Read	Metering Service WorksAdds and Afts	Miscellaneous
		-If "Other" is used, then further details must be provided as <i>SpecialInstructions</i> . Not Required for a "Cancel" <i>ServiceOrderRequest</i> .						
OffPeak Requirements	VARCHAR(240)	Details of any off-peak requirements, <i>such as</i> For Example: <ul style="list-style-type: none"> • Space heating • Climate saver • Hot water • <i>Pool Pump</i> Not Required for a "Cancel" <i>ServiceOrderRequest</i> .	R/N	N	N	N	R/N	O
MeterInstallCode	CHAR(8)	As per MSATS Not Required for a "Cancel" <i>ServiceOrderRequest</i> .	M/N	N	N	N	R/N	O
SwitchingService Required	YESNO <i>VARCHAR(80)</i>	<i>Service-ProviderRecipient</i> expected to provide and install a switching service (eg. time-switch or ripple controller)? <i>For Example:</i> <ul style="list-style-type: none"> • <i>In the meter</i> • <i>External</i> No Allowed values: <ul style="list-style-type: none"> • Yes • No Not Required for a "Cancel" <i>ServiceOrderRequest</i> .	M/N	N	N	N	R/N	O
ProposedTariff	VARCHAR(10)	The new Network Tariff required by the <i>RetailerInitiator</i> . Allowed values are the code for the Network's published-Tariff Code assigned-recorded within MSATS at the Meter Register ID level and as gazetted by the Regulator. The field can be repeated as necessary if multiple tariffs are required. Not Required for a "Cancel" <i>ServiceOrderRequest</i> .	O/N	N	N	N	O/N	O/N

Formatted Table

Formatted: Centered

4.2. ServiceOrderResponse Transaction Data

Key

- M = Mandatory (must be provided in all situations).
- R = Required (if this information is available or has changed).
- O = Optional (may be provided).
- N = Not required (not to be provided).

Figure 12 Service Order Transaction

Field	Format	Definition	All Responses
ResponseType	VARCHAR(15)	A code used to indicate Allowed value = " Closure = closing out a Service Order Resend = resending a ServiceOrderResponse	M
ServiceOrderID	VARCHAR(15)	Retailer's defined reference, used for reference and tracking. This is the same field as the one in the MDFF file. Format must exactly match that used in the ServiceOrderRequest (including leading or trailing zeros and spaces).	M
RetailerIDInitiatorID	VARCHAR(10)	Retailer's Initiator's Participant ID as published by AEMO.	M
ServiceProviderRecipientID	VARCHAR(10)	Service Provider Recipient (DNSP or ENM or MDP or MPB or MC) Participant ID as published by AEMO.	M
NotifiedPartyID	VARCHAR(10)	Notified Party (Retailer or DNSP or ENM or MDP or MPB or MPC or MC) MSATS Participant ID	M
NMI	CHAR(10)	NMI (as used by MSATS). This field is Mandatory for all Responses except Responses to Allocate NMI or New Connection Requests with a ServiceOrderStatus of "Not Completed".	N/M/N
NMIChecksum	CHAR(1)	NMI Checksum (as used by MSATS).	O
ServiceOrderAddress	ADDRESS	Site/Service Point address in a structured format where available, otherwise unstructured. For details of the ADDRESS structure, refer B2B Procedure Technical Guidelines for B2B Procedures. This field is Mandatory if the NMI is not provided in the Response.	N/M/N
ServiceOrderStatus	VARCHAR(20)	Indicates status of Service Order. Refer section 2.6.5.a and 2.12.10.b: Completed = Completed Partially Completed = Partially Completed (primary work done, but an actual read has not been obtained not all aspects of the request were completed – see relevant ExceptionCodes). Not Completed = Not completed (primary work not done - see relevant ExceptionCodes). Note: "Primary work" means the activity described by the ServiceOrderType field. The SpecialNotes field must be used if a ServiceOrderStatus of "Partially Completed" is used.	M
ExceptionCode	VARCHAR(80)	Note: this field is Mandatory if ServiceOrderStatus is "Not Completed" or "Partially Completed" (refer 2.72.52.42-52.6.42-6.5.a). Refer 2.12.4 for further details regarding this field. The following exception codes should be used where the ServiceOrderStatus is "Not Completed". "Unable To Access" "No Supply" "Unsafe" "RetailerInitiator Cancellation" "Service Provider Recipient Cancellation" "Other" "Unknown Load"	M/R

Formatted: Centered

Formatted Table



Field	Format	Definition	All Responses
		<p>"Documentation Not Provided"</p> <p>"Request Submitted By Another RetailerInitiator"</p> <p>"De-energisation Not Completed Due To A Re-energisation"</p> <p>The following codes are specific to De-energisation Service Orders where the ServiceOrderStatus is "Not Completed".</p> <p>"Customer Prevented"</p> <p>"Customer On-Site"</p> <p>"New Customer On-Site"</p> <p>"Sensitive Load"</p> <p>The following exception codes should be used where the ServiceOrderStatus is "Partially Completed":</p> <p>"Metering Problem"</p> <p>"Reading Problem"</p> <p>"Other"</p> <p>The following exception codes may be used where the ServiceOrderStatus is "Completed":</p> <p>"Meter Reading Only Undertaken Due To Prior Re-energisation"</p>	
ActualDateAndTime	DATETIME	Actual date and time work was attempted or completed. Where the ServiceOrderRequest is not attempted (for example when it is cancelled), this field must be populated with the date and time of the cancellation in the Service-ProviderRecipient 's system.	M
SpecialNotes	VARCHAR(240)	Any special notes related to the Request and fieldwork that the Service-ProviderRecipient wishes to make the Retailer-Initiator aware of. This field is Mandatory if an ExceptionCode value of "Other", " Service-ProviderRecipient Cancellation", or "Documentation Not Provided" is provided, or a ServiceOrderStatus of "Partially Completed" is used.	O/M/O
ServiceProviderRecipientContactName	PERSON NAME	Contact name of Service-ProviderRecipient , to be provided where Retailer-Initiator may need to contact the Service-ProviderRecipient .	O
ServiceProviderRecipientContactTelephoneNumber	TELEPHONE	Contact telephone number of Service-ProviderRecipient . A maximum of three telephone numbers must be provided.	O
ServiceProviderRecipientReference	VARCHAR(15)	Service-ProviderRecipient defined reference, used for reference and tracking. Not necessarily unique. This field is for information only and must not be used for validation of the Response.	R
ProductCode1	VARCHAR(10)	<p><u>Standard Codes:</u></p> <p>"No Charge" = used where there is no fee for the service provided.</p> <p>"Cost TBA" = Used where the Service-ProviderRecipient needs to do further investigation to determine what work was attempted or completed at the Site. Refer 2.72.52.42.52.6.42.6.5.c.</p> <p>"As Quoted" = Used where the parties have previously agreed the price for the work.</p> <p>At least one ProductCode must be provided in all jurisdictions. Up to three ProductCodes can be used per Response, that is, the field may be repeated 3 times.</p> <p>The ProductCodes for each jurisdiction are published on various websites for each of jurisdiction. At the time of publication these were:</p> <p>The Victorian Product Codes are published in the Essential Services Commission website: http://www.esc.vic.gov.au</p> <p>The ACT, NSW, SA and Queensland codes are as published by each DNSP.</p>	M
ProductCode2	VARCHAR(10)	See previous definition.	R
ProductCode3	VARCHAR(10)	See previous definition.	R

Formatted: Centered

Formatted Table



4.3. ServiceOrderAppointmentNotification Transaction Data

Key

4.3: M = Mandatory (must be provided in all situations).
R = Required (if this information is available or has changed).
O = Optional (may be provided).
N = Not relevant (not to be provided). – SA

Formatted: Table Footnote, Tab stops: 0.5 cm, Left + 1 cm, Left

Figure 13 Service Order Appointment Notification transaction data

Field	Format	Comments	O/M/R
ResponseType	VARCHAR (15)	Allowed value = "Appointment".	M
Ret ServiceOrderID	VARCHAR(15)	Retailer Initiator defined reference, used for referencing and tracking.	M
Retailer ID/ Initiator ID	VARCHAR(10)	Retailer's Initiator's Participant ID as published by AEMO.	M
Service Provider RecipientID	VARCHAR(10)	Service Provider Recipient (DNSP or ENM or MDP or MPB) Participant ID as published by AEMO.	M
NotifiedPartyID	VARC HA R(10)	Notified Party (Retailer or DNSP or ENM or MDP or MPB or MPC or MC) MSATS Participant ID	O
NMI	CHAR(10)	NMI (as used by MSATS). This field is Mandatory if the ServiceOrderAddress is not provided in the Request.	N/M
NMIChecksum	CHAR(1)	NMI Checksum	O
ServiceOrderAddress	ADDRESS	Site/Service Point address in <u>either</u> a structured format where available, <u>otherwise or</u> unstructured. For details of the ADDRESS structure, refer <u>Retail Market Procedures – Glossary and Framework Technical Guidelines for B2B Process</u> Specifications. This field is Mandatory if the NMI is not provided in the Request.	N/M
AppointmentReference	VARCHAR(15)	Appointment reference to be provided if an Appointment has been agreed by the Service Provider Recipient with the Customer.	M
CustomersPreferredDateAndTime	DATETIME	Scheduled time for new connection. If no appointment time is specified, indicate this by using 00:00 as the hh:mm part of DATETIME.	M
Service Provider RecipientReference	VARCHAR(15)	Service Provider Recipient defined reference, used for reference and tracking. Not necessarily unique. This field is for information only and must not be used for validation of the Notification.	R



4.4. BusinessAcceptance/Rejection Transaction Data

Key

- M = Mandatory (must be provided in all situations).
- R = Required (if this information is available or has changed).
- O = Optional (may be provided).
- N = Not relevant (not to be provided).

- (a) Participants must use the most relevant *EventCode* for the Business Event. Where multiple *EventCodes* are applicable, these should all be provided.
- (b) Where the *EventCode* is not in the aseXML reserved range (0-999), an *EventCodeDescription* must be included in accordance with the aseXML Guidelines.
- (c) The following table provides details of the data elements to be included in the BusinessAcceptance/Rejection business signal.

—B

Formatted: Bottom: 2.31 cm
Formatted: Indent: Left: 1.25 cm, No bullets or numbering

Formatted: Font: 8 pt

Commented [A10]: Repeated below in 4.4.1.

Formatted: Indent: Left: 1.25 cm, No bullets or numbering

Formatted: Indent: Left: 3.02 cm, No bullets or numbering

Figure 20 **Figure 14 Business Acceptance Rejection data**

Field	Format	Definition	All ServiceOrderTypes
EventCode	NUMERIC(4)	A code to indicate acceptance or the reason for the rejection. <i>Refer to 4.4.1 for usage.</i>	M
KeyInfo	VARCHAR(15)	The Ref ServiceOrder of the transaction being accepted or rejected.	M
Context	EVENT CONTEXT	The Data Element in the received Business Document (eg. RequiredDate) that causes the Event.	O
Explanation	UNLIMITED VARCHAR	An explanation of the event. Must be provided where the Business Event requires an Explanation.	M/O

Formatted: No bullets or numbering

Formatted Table

Formatted: Normal, Space After: 8 pt, Line spacing: Multiple
1.08 li

4.4.1. Applicable Events and their EventCodes

- (a) Participants must use the most relevant Business Event(s). Where multiple *EventCode*(s) are applicable these may be provided.
- ~~(b) Where the *EventCode* is not in the aseXML reserved range (0-999), an *EventCode* Description must be included in the *BusinessAcceptance/Rejection* in accordance with the aseXML Guidelines.~~
- ~~(b) The reference table for Business Events that can apply to this process and the relevant Business Signals, including *EventCode*(s) is located in section 5.4 of the B2B Procedure Technical Guidelines for B2B Procedures.~~

Figure 15 Business Event Codes

Business Document	Business Signal	Business Event	Explanation Required	Severity	EventCode	Relevant Procedure clause or Reference Notes
ServiceOrderRequest	<u>BusinessAcceptance/Rejection</u>	ServiceOrderSubType does not match ServiceOrderType.	No	Error	1910	
		Unable to perform the work within the Required Timeframe, alternative date provided in <i>Explanation</i> .	Yes	Warning	1912	
			Yes	Error	2000	
		Unable to perform the work after hours, alternative time provided in <i>Explanation</i> .	Yes	Warning	1940	
			Yes	Error	2001	
		New Request with previously used Ret ServiceOrderID.	No	Error	1914	
		Recipient does not support this ServiceOrderType or ServiceOrderSubType.	No	Error	1915	
		The Request falls outside the Recipient's regulatory and contractual obligations.	Yes	Error	1957	
		Invalid AppointmentReference.	No	Error	1916	
		Unable to cancel <u>ServiceOrderRequest</u> . Requested work has commenced or is completed.	No	Error	1917	2.8
		NMI already allocated for this address.	No	Error	1918	
		Requested metering configuration is incorrect.	Yes	Error	1919	

Formatted: Caption Figure, Space Before: 0 pt, Outline numbered + Level: 1 + Numbering Style: 1, 2, 3, ... + Start at: 1 + Alignment: Left + Aligned at: 1.27 cm + Tab after: 3.02 cm + Indent at: 3.02 cm

B2B PROCEDURE:



SERVICE ORDER PROCESS

Business Document	Business Signal	Business Event	Explanation Required	Severity	EventCode	Relevant Procedure clause or Reference Notes
		No Meter At Site	No	Error	1941	When a <u>ServiceOrderRequest</u> requires a meter to be present at the Site but there is no meter installed at the Site.
		Unable To Cancel, Original Request Not Received	No	Error	1937	2.8. – Used where a "Cancel" <u>ServiceOrderRequest</u> is received without a matching "New" <u>ServiceOrderRequest</u> .
		Previous Cancellation Already Processed	No	Error	1938	2.8.– Used where a "New" <u>ServiceOrderRequest</u> is received after "Cancel" version of the same Request has been rejected.
		Initiator Is Not Permitted To Raise This Service Order Type	No		1945	
		Rejection – Site already de-energised.	No	Error	1944	
		Request submitted by another Initiator	No	Error	1956	
		<i>RetServiceOrder</i> value of the original Request that was rejected is not in <i>SpecialInstructions</i> .	No	Error	1955	
		<i>ScheduledDate</i> greater than 100 calendar days in the future.	No	Error	1954	
		Documentation required	No	Warning	1953	
		"Replace" <u>ServiceOrderRequest</u> sent without the prior agreement of the Recipient.	No	Error	1967	
		Unable To Cancel, Original Request Rejected	No	Error	1964	
		Invalid Multiple Service Order Combination	Yes	Error	1952	
		Unable to perform the work due to unacceptable notice period provided, alternative time provided in Explanation	Yes	Error	2002	
		<u>Unable to perform Service Order due to communications disabled.</u>	<u>Yes</u>	<u>Error</u>	<u>####</u>	
		<u>Unable to perform Service Order as communications does not exist.</u>	<u>Yes</u>	<u>Error</u>	<u>####</u>	

B2B PROCEDURE:



SERVICE ORDER PROCESS

Business Document	Business Signal	Business Event	Explanation Required	Severity	EventCode	Relevant Procedure clause or Reference Notes
		<u>No Metering</u>	<u>Yes</u>	<u>Warning</u>	<u>####</u>	
		<u>Missing Service Paperwork</u>	<u>Yes</u>	<u>Warning</u>	<u>####</u>	
		<u>Service Paperwork Required</u>	<u>Yes</u>	<u>Warning</u>	<u>####</u>	
		<u>Service Not Provided</u>	<u>No</u>	<u>Error</u>	<u>####</u>	
		<u>No Contract</u>	<u>No</u>	<u>Error</u>	<u>####</u>	
<u>ServiceOrderResponse</u>	<u>BusinessAcceptance/Rejection</u>	<u>ActualDateAndTime</u> is after the date and time the <u>ServiceOrderResponse</u> was sent.	No	Error	1921	
		Product Code does not match requested work	No	Warning	1951	
<u>ServiceOrderAppointmentNotification</u>	<u>BusinessAcceptance/Rejection</u>	Appointment Notification does not match a <u>ServiceOrderRequest</u> .	No	Error	1922	
<u>All</u>	<u>All</u>	Accept.	No	Information	0	Standard aseXML Code
		Data missing. Details provided in <i>Explanation</i> .	Yes	Error	201	Standard aseXML Code Used where data with a usage of Required in the Procedure is missing.
		Invalid data. Details provided in <i>Explanation</i> .	Yes	Error	202	Standard aseXML Code Covers situations where the data in individual or combinations of fields is invalid.
		Mandatory field not populated. Missing field(s) listed in <i>Explanation</i> .	Yes	Error	1950	Used where a field with a usage of Mandatory in the Procedure is not supplied.
		<i>NMIChecksum</i> invalid.	No	Error	1924	
		Recipient did not initiate Request	Yes	Error	206	Standard aseXML Code
		Recipient is not responsible for the supplied NMI.	Yes	Error	1923	



Disclaimer

Purpose — This document has been prepared by the Australian Energy Market Operator Limited (**AEMO**) for the purpose of complying with clause 7.17.2(i) of the National Electricity Rules (**Rules**).

Supplementary Information — This document might also contain information the publication of which is not required by the Rules. Such information is included for information purposes only, does not constitute legal or business advice, and should not be relied on as a substitute for obtaining detailed advice about the National Electricity Law, the Rules, or any other relevant laws, codes, rules, procedures or policies or any aspect of the national electricity market, or the electricity industry. While AEMO has used due care and skill in the production of this document, neither AEMO, nor any of its employees, agent and consultants make any representation or warranty as to the accuracy, reliability, completeness, currency or suitability for particular purposes of the information in this document.

Limitation of Liability — To the extent permitted by law, AEMO and its advisers, consultants and other contributors to this document (or their respective associated companies, businesses, partners, director, officers or employees) shall not be liable for any errors, omissions, defects or misrepresentation in the information contained in this document or for any loss or damage suffered by persons who use or rely on this information (including by reason of negligence, negligent misstatement or otherwise). If any law prohibits the exclusion of such liability, AEMO's liability is limited, at AEMO's option, or the re-supply of the information, provided that this limitation is permitted by law and is fair and reasonable.

© 2014 – All rights reserved.

End of Document

Formatted: Left: 2.31 cm, Right: 3.3 cm, Top: 2.4 cm, Bottom: 2.4 cm, Width: 29.7 cm, Height: 21 cm

Formatted: Left

Formatted: Body Text