B2B PROCEDURE:

SERVICE ORDER PROCESS

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3.8	May 2023	Updated to include the changes for Coincident service order logic with single service order Notified Party.

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1. INTRODUCTION

1.1. Purpose and Scope

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

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

(c) This Procedure defines standard process and transaction data requirements, which enables Participants to request defined services ("Service Orders") 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.

1.2. Definitions and Interpretation

(a) The Retail Electricity Market Procedure – Glossary and Framework:

(i) is incorporated into and forms part of this Procedure; and

(ii) should be read with this Procedure.

(b) In the event of any inconsistency between this Procedure and the B2B Procedure: Technical Delivery Specification for B2B Procedures, unless this Procedure provides otherwise, the relevant B2B Technical Procedure shall prevail to the extent of the inconsistency.

(c) In some instances certain B2B communications can only be initiated by a nominated role in the NEM and therefore have been specified in this Procedure.

(d) 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.

1.3. Related Documents

Table 1 Related 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	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures
B2B Procedure: One Way Notification	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures
B2B Procedure: Meter Data Process	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures
B2B Procedure: Customer and Site Details Notification Process	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures
MDFF Specification NEM12, NEM13	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Metering-procedures-guidelines-and-processes
B2B Guide	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures

1.4. Exclusions

(a) This Procedure does not apply to:

(i) requests for network augmentation;

(ii) automated / electronic Service Order status requests;

(iii) any updates to MSATS that may be required during any of these Service Order processes;

(iv) the technical infrastructure and delivery mechanism allowing Participants to send and receive Service Order transactions; or

(v) the reporting of faults and emergencies;

(vi) Market Settlement and Transfer Solution (MSATS).

1.5. Guidance Reference Notes

(a) This document contains Guidance Notes that provides the reader with a reference point where an obligation for services is provided in the NEM.

(b) A number of timing requirements that represent common industry practice have also been included. These timings are not associated with the communication of B2B transactions, but have been included as good industry practice and/or to support Participants in meeting obligations arising from other instruments, but do not have a head of power and are not enforceable.

(c) Guidance Notes are indicated by the use of [Guidance Note #] at the commencement of the clause in this procedure and highlighted in grey.

(d) The table below lists the document or documents for reference.

Table 2 Guidance Notes

Reference	Document Name
[Guidance Note 1]	This is an accepted or common industry practice that does not have a direct reference to a specific legal or jurisdictional requirement.
[Guidance Note 2]	National Energy Retail Rules (NERR)
[Guidance Note 3]	Service Level Procedure Metering Data Provider Services
[Guidance Note 4]	National Electricity Rule (NER)
[Guidance Note 5]	Essential Services Commission (ESC) Electricity Distribution Code (Victoria)
[Guidance Note 6]	Service Level Procedure Metering Provider Services
[Guidance Note 7]	Victorian Electricity Distributors Service & Installation Rules
[Guidance Note 8]	SA Power Networks Service & Installation Rules
[Guidance Note 9]	Electricity Distribution Network Code (Queensland)
[Guidance Note 10]	Metrology Procedures – Part A and Part B
[Guidance Note 11]	Electricity Distribution Code (South Australia)

2. BUSINESS COMMUNICATION PROCESS

2.1. Process Overview

(a) Table 3 describes each Service Order type and related subtypes to be used where the required type of work at a *connection point* or *metering point* is known and covered by the available codes.

(b) The use of *ServiceOrderType* and *ServiceOrderSubType* combination must be applied as identified in the table below.

Table 3 Service Order Types and Subtypes

Service Order Type	Service Order Sub Type	Description	Description of use	Use of Notified Party (either via SO transaction or via stand-alone notified party transaction)
Supply Service Works	Allocate NMI	The Initiator requests a *NMI* for a Site.	Used where the *retailer* wants the Site registered in MSATS with *retailer* as the current FRMP at the time of *NMI* allocation.	Optional
Supply Service Works	Tariff Change	DNSP is requested to change the Network Tariff.	This is used where the Initiator wishes to change the tariff. Where a *meter* is required to be reconfigured, a Metering Service Works – Meter Reconfiguration SO should be raised.	Optional
Supply Service Works	Supply Alteration	DNSP is requested to alter the *supply.* It does not include new *supply* connections and *supply* abolishment.	Examples of use: • Increasing *supply* from 1 phase to 3 phase. • Relocation of the service line not involving a change of *NMI*.	Optional
Supply Service Works	Supply Abolishment	This involves decommissioning a *NMI*. In all jurisdictions other than NSW and the ACT, the DNSP is requested to remove the service line/cable as *supply* is no longer required at the Site. Further information on jurisdictional differences is available in section 2.16.5.	For example, where a building is to be demolished and a *supply* is no longer required or *supply* to the *NMI* is no longer required at the customer's premise. Note: A De-energisation request is not required unless it is to occur prior to the *supply* abolishment.	Optional
Supply Service Works	Establish Temporary Supply	DNSP is requested to arrange a new physical connection to a temporary *connection point*.	Where a customer wants to establish temporary *supply* to a builder's temporary *supply* pole at a construction Site.	Optional
Supply Service Works	Establish Temporary in Permanent	DNSP is requested to arrange a new physical connection to a temporary *connection point* that will convert to the permanent location after building construction.	Where a customer wants to establish temporary *supply* to a construction Site and when completed will remain as the permanent *supply*.	Optional
Supply Service Works	Establish Permanent Supply	DNSP is requested to arrange a new physical connection.	Where a customer wants to establish a new permanent *supply* at a connection point.	Optional

Service Order Type	Service Order Sub Type	Description	Description of use	Use of Notified Party (either via SO transaction or via stand-alone notified party transaction)
Supply Service Works	Temporary Isolation	DNSP is requested to temporarily isolate (disconnect) *supply* at a *supply* point for a limited time, usually just for the day.	Where *supply* at a connection point requires isolation for a limited time without the need for a Re-energisation. For example where a service line needs to be dropped and reconnected 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. Where *supply* isolation extends beyond 24 hours, a follow up Re-energisation Service Order to the DNSP is required to reconnect the *supply*.	Optional
Supply Service Works	Temporary Isolation-Group Supply	DNSP is requested to temporarily isolate (disconnect) *supply* where multiple *NMI*s are connected to a *supply* point,	E.g. needing to isolate *supply* to an apartment block for a limited time, usually just for the day.	Optional
Re-energisation	After Disconnection For Non-Payment	A re-energisation after disconnection as part of a non-payment process.		Mandatory as per section 2.3.1
Re-energisation	Remote	Where the Initiator requires re-energisation not requiring a physical visit to the customer's premises.	Examples: • Customer is moving into a premises. • Customer has previously requested that *supply* be temporarily de-energised and now wishes the *supply* restored.	Mandatory as per section 2.3.1
Re-energisation	Retrospective Move-in	When a move-in reading is required for an already Energised Site.		Mandatory as per section 2.3.1
Re-energisation	New Reading Required	Where a Retailer wants a reading taken, rather than a deemed *Meter Reading* for a manually read *meter*.		Mandatory as per section 2.3.1
Re-energisation	Physical Visit	Where the Initiator requires Re-energisation requiring a physical visit to the customer's premises.		Mandatory as per section 2.3.1
Re-energisation	Move-in	When an energisation and reading is required.		Mandatory as per section 2.3.1
Re-energisation	Recipient Discretion	The Recipient will re-energise the Site in the most efficient manner at the Recipient's discretion.	Where standard practice applies.	Mandatory as per section 2.3.1

Service Order Type	Service Order Sub Type	Description	Description of use	Use of Notified Party (either via SO transaction or via stand-alone notified party transaction)
De-energisation	Disconnect at Pillar-Box Pit Or Pole-Top	A physical disconnection of the service mains at the connection to the network.		Mandatory as per section 2.3.1
De-energisation	Remove Fuse	The Initiator requires the physical removal of the *supply* fuse.		Mandatory as per section 2.3.1
De-energisation	Remote	Where the Initiator requires de-energisation not requiring a physical visit to the customer's premises.		Mandatory as per section 2.3.1
De-energisation	Local Meter Disconnection	Attend Site and disconnect at the *meter*, by either isolating the *meter* point itself, opening the contactors or removing tails from the *meter* terminal.		Mandatory as per section 2.3.1
De-energisation	Recipient Discretion	The Recipient will de-energise the Site in the most efficient manner at the Recipient's discretion.	Where standard practice applies.	Mandatory as per section 2.3.1
Special Read	Check Read	Where there is a reported error in the *Meter Reading*.	Used to check the accuracy of the *Meter Reading* only. For example, used to obtain a Special Read (rather than a scheduled read) arises where an out of cycle reading is required.	Optional
Special Read	Final Read		Used when a reading is required for preparing a final bill for the Customer.	Optional
Special Read	*<Blank>*	Where a Special Read Service Order is raised and is not a Check Read or Final Read a Special Read Service Order with no Service Order Sub type is permitted.	E.g. used for transfers and move ins.	Optional
Metering Service Works	Exchange Meter	The Initiator requires an exchange of one or more *meters*.	Examples: • Change a single phase *meter* into a multi-phase *meter*. • Meter Churn.	Optional
Metering Service Works	Install Meter	The Initiator requires the installation of one or more *meters*.		Optional
Metering Service Works	Move Meter	The Initiator requires the relocation of one or more *meters*.	For example, to facilitate building works at a Site, but not decommission the *NMI*.	Optional

Service Order Type	Service Order Sub Type	Description	Description of use	Use of Notified Party (either via SO transaction or via stand-alone notified party transaction)
Metering Service Works	Meter Reconfiguration	The Initiator requires the reconfiguration or reprogramming of the *metering installation*.	Usually required when a Retailer needs to change tariff. Examples include: • Changing the hours of application of different registers (peak and off-peak). • Turn on/off off-peak registers. • Off-peak conversion (change from one off-peak Controlled Load tariff to another). • Installation of solar.	Optional
Metering Service Works	Meter Investigation-Inspect	The Initiator requires an investigation of a *metering installation*. The Initiator must provide additional information in the special instruction field where a Service Order Sub Type of Meter Investigation-Inspect or 'Meter Investigation-Test is used.	Examples: A need to investigate a can arise where: • A Customer raises a request with their Retailer to investigate a *meter* fault; or • The Retailer has grounds to proceed with an investigation. • A Customer believes there is a problem with the *metering installation*. A Retailer may request an investigation for example, on the grounds of suspected fraud/tampering or consistently abnormal *meter* readings.	Optional
Metering Service Works	Meter Investigation–Meter Test			Optional
Metering Service Works	Remove Meter	The removal of one or more *meters* is required.	Remove redundant *meters*. A Remove Meter used to remove the last *meter* on Site should be accompanied with a *Supply* Abolishment sent to the DNSP.	Optional
Metering Service Works	Install Controlled Load	The Initiator requires the installation of Controlled Load equipment.	Installation of a controlled load. For example, hot water, pool pump.	Optional
Metering Service Works	Change Timeswitch settings	The Initiator requires a change to timeswitch settings.	Example: Change of timeswitch settings for daylight savings.	Optional
Metering Service Works	Reseal Device	Device seal missing and requires replacement.		Optional
Miscellaneous	*<Blank>*	The Initiator requires a service not covered by one of the above Service Orders and the use of this transaction is covered by a bilateral agreement. A Service Order Sub Type is not to be provided for Miscellaneous Service Orders.	This Service Order type can only be used when a bilateral agreement exists.	Optional

2.1.1. Communication Process Diagram

(a) Figure 1 illustrates the high-level communication process flow for Service Orders.

Figure 1 Service Orders

2.2. General Principles

(a) A ServiceOrderRequest is raised by the Initiator.

(b) [Guidance Note 4] A prospective Retailer is only permitted to send the following ServiceOrderRequest:

(i) Supply Service Works with a *ServiceOrderSubType* of Allocate NMI, Establish Temporary Supply, Establish Temporary in Permanent, Establish Permanent Supply;

(ii) Special Read (excluding ones with a *ServiceOrderSubType* of "Check Read");

(iii) Re-energisation;

(iv) Metering Service Works ServiceOrderRequest, with a *ServiceOrderSubType* of Install Meter, Exchange Meter;

(v) Miscellaneous.

(c) [Guidance Note 4] A previous Retailer for a *NMI* that is the subject of the ServiceOrderRequest is only permitted to raise a Metering Service Works (with *ServiceOrderSubType* of Meter Investigation – Inspect and Test), or Special Read (with *ServiceOrderSubType* of "Check Read") ServiceOrderRequest.

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

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

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

(ii) Use a new *ServiceOrderID* value;

(iii) Include the *ServiceOrderID* value of the rejected ServiceOrderRequest in the *SpecialInstructions* field; and

(iv) Include details of Notified Parties (as appropriate where Notified Party is used).

(f) [Guidance Note 1] 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*.

(g) The Recipient must send a ServiceOrderResponse with details of the status of the requested work.

(h) If the Recipient issues a ServiceOrderResponse with a *ServiceOrderStatus* of "Partially Completed" or "Not Completed" and the Initiator:

(i) Is satisfied with the outcome, send a *BusinessAcceptance/Rejection* of Accept;

(ii) Requires the work to be completed, raise a new ServiceOrderRequest (with a new *ServiceOrderID*);

(iii) Considers that incomplete or incorrect information has been provided in the ServiceOrderResponse, the Initiator must send the Recipient a *BusinessAcceptance/Rejection* transaction of Reject.

(i) The final step of the process is when the Initiator sends the Recipient a *BusinessAcceptance/Rejection* transaction to the ServiceOrderResponse.

(j) [Guidance Note 1] Appointments for Service Orders are only supported where the relevant parties have a bilateral agreement.

(i) Where required, the *CustomersPreferredDateAndTime* in the ServiceOrderRequest should be used to confirm an Appointment as agreed between the Initiator and Recipient and must include an *AppointmentReference*.

(k) [Guidance Note 1] The Initiator must have agreement from the party nominated as the coordinating party prior to raising the ServiceOrderRequest.

2.3. Notified Party - General

(a) The Service Order Procedures contains the ~~concept~~ capability of a Notified Party as part of the Service Order process. The aim is to notify related parties at~~of~~ the connection point (ie the Notified Party) who are not involved directly in the provision of the requested service, and provide them visibility of activities undertaken by a Service Order Recipient (the Service Provider) prior to commencement and at completion of any request. ~~The use of Notified Party is not mandatory, t~~The following clauses apply to ~~those who choose to notify~~the use of Notified Parties using B2B:

(i) The use of the Notified Party transaction by the Initiator is optional except for the Service Orders specified in section 2.3.1.

(ii) The use of the Notified Party transaction by the Recipient is ~~Notifications in the form of a NotifiedParty transaction, are~~ for information purposes only except for the Service Orders specified in sections 2.3.1 and 2.16.4~~; no action is required of the Notified Party apart from acknowledging the transaction~~.

(b) The Initiator must identify and include details of Notified Parties using the *NotifiedPartyID* in the ServiceOrderRequest, unless the Initiator has elected to manage notifications to Notified Parties separately by issuing a NotifiedParty One Way Notification transaction.

(c) If the Initiator has elected to manage notifications to Notified Parties separately, they must not populate the *NotifiedPartyID* in the ServiceOrderRequest.

(d) The Initiator must notify Notified Party/s on:

(i) Receipt of a positive *BusinessReceipt* for a ServiceOrderRequest from a Recipient;

(ii) Receipt of a negative *BusinessAcceptance/Rejection* for a ServiceOrderRequest from a Recipient;

(iii) Receipt of a ServiceOrderResponse from a Recipient.

(e) Notifications to Notified Parties are not required for Service Orders with an *ActionType* of Cancel.

(f) The Recipient of a ServiceOrderRequest cannot be the Notified Party for the same ServiceOrderRequest.

(g) Upon receipt of a NotifiedParty transaction, a Notified Party must acknowledge receipt using a *BusinessReceipt*.

(h) The Notified Party must only reject a NotifiedParty transaction by sending a negative *BusinessAcceptance/Rejection* if they do not have an association with the *NMI* identified in the NotifiedParty transaction.

(i) If an Initiator receives a NotifiedParty transaction with *NotificationStatus* 'Rejected by Notified Party', the Initiator must identify the correct Notified Party and send a NotifiedParty transaction with the correct Participant ID, along with the latest payload information related to the ServiceOrderRequest.

(j) If the Initiator has elected to manage notifications to Notified Parties separately, and receives a negative *BusinessAcceptance/Rejection* from a Notified Party, the Initiator must identify the correct Notified Party and send a NotifiedParty transaction with the correct Participant ID, along with the latest payload information related to the ServiceOrderRequest. Any subsequent NotifiedParty transactions must be sent to the correct Notified Party/s.

(k) Refer to the B2B Procedure Technical Delivery Specification for further information on Notified Parties and message/transaction acknowledgement patterns.

(l) Refer to the B2B Procedure One Way Notification Process for transaction data requirements of the NotifiedParty transaction.

(m) Further information on the suggested Notified Parties for each B2B Communication is available in the B2B Guide.

2.3.1. Notified Party for Re-energisation and De-energisation

(a) Clause 2.3.1 applies to *small customer metering installations* and does not apply when the meter is a BASIC, MRIM or VICAMI.

(b) The requirement to use Notified Parties is Mandatory for the Initiator of Re-Energisation and De-Energisation Service Orders so that the Notified Party transaction can be considered by the Recipients in their coincident service order processes (as per 2.16.4), and associated processes that are triggered by a re-energisation or de-energisation.

(c) The Initiator of a Service Order for re-energisation or de-energisation must raise a Notified Party transaction.

(i) The Initiator must notify the DNSP when requesting a re-energisation or de-energisation by the MPB.

(ii) The Initiator must notify the current MPB when requesting a re-energisation or de-energisation by the DNSP.

2.4. Acknowledging Receipt of the ServiceOrderRequest

(a) Upon receipt of a ServiceOrderRequest, a 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 Recipient must send a *BusinessAcceptance/Rejection* to the Initiator acknowledging whether the ServiceOrderRequest has been validated by the Recipient and is understood and accepted by the Recipient, or rejected.

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

(d) Reasons for a rejection or validation errors must be advised to the Initiator using the *EventCodes* detailed in Table 16 *BusinessAcceptance/Rejection*.

(e) Where the Initiator receives a *BusinessAcceptance/Rejection* transaction indicating that there were validation errors, the Initiator should address any issues and, if necessary, submit a new ServiceOrderRequest with a new *ServiceOrderID*. In this situation the Initiator must not issue a "Cancel" ServiceOrderRequest to the Recipient for the original (invalid) ServiceOrderRequest.

(f) Where the Initiator does not receive a *BusinessAcceptance/Rejection* from the Recipient, the Initiator should investigate the failure of the delivery and notify the Recipient if the problem is deemed to lie with the Recipient.

2.5. Service Orders Requiring Customer Consultation

(a) In order to complete the work requested by the Initiator, there are some instances where the Recipient may need to consult directly with the 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 Initiator requests the Recipient to consult with the Customer to make arrangements for the completion of the work requested, the 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 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 Order Recipient will contact the Customer.

(iv) Complete the *ContactName* and *ContactTelephoneNumber* fields in the ServiceOrderRequest.

(c) [Guidance Note 1] The Recipient must use reasonable endeavours to consult with the Customer to make arrangements for the completion of the work requested where the Initiator has provided a value of "Yes" in *CustomerConsultationRequired*.

(d) [Guidance Note1] In discussions between the Recipient and the Customer, the nature of the work requested must not be changed without obtaining the consent of the Initiator. Where the nature of the work changes, the Recipient must advise the Initiator and reach agreement regarding the resolution of the change in the scope of work (for example, the Initiator may need to cancel the original ServiceOrderRequest and issue a new one).

2.6. Scheduled Date and Customer Preferred Date and Time

(a) The following apply to the *ScheduledDate* and *CustomerPreferredDateAndTime* fields on a ServiceOrderRequest:

(i) Where only the *ScheduledDate* field is completed:

(A) The Initiator must not put a retrospective date in the *ScheduledDate* field.

(B) If a retrospective date is received in the *ScheduledDate* field, the Recipient must provide the 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 Initiator must not put a retrospective date in the *ScheduledDate* field.

(B) If a retrospective date is received in the *ScheduledDate* field the Recipient must provide the Initiator with a *BusinessAcceptance/Rejection* with a rejection message of 'Invalid data. Details provided in the *Explanation*.'

(C) The date specified by the Initiator in the *ScheduledDate* and *CustomerPreferredDateAndTime* fields must be the same except as allowed in 2.6(c)(i)(B) and 2.6(c)(i)(C) in which case only the *CustomerPreferredDateAndTime* can be retrospective.

(D) If a retrospective *CustomerPreferredDateAndTime* is provided otherwise than in accordance with 2.6(c)(i)(B) or 2.6(c)(i)(C), the Recipient must reject the ServiceOrderRequest with a rejection message of 'Invalid data. Details provided in the *Explanation*.'

(b) [Guidance Note 1] The Recipient 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 Initiator and Recipient, on the *ScheduledDate*.

(c) Where the *CustomerPreferredDateAndTime* is provided in accordance with 2.6.(a)(ii)

(i) The *CustomerPreferredDateAndTime* should represent

(A) The Customer's preference, as agreed with the Initiator, which becomes the *ScheduledDate* for the Service Order, or

(B) A date and time agreed between the Initiator and Recipient 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 *ServiceOrderID* quoted by the Initiator to the Recipient 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 Initiator they have already moved into the Site and the Site is energised (left energised or energised by the Customer), if the Initiator requires a move-in reading the Initiator may raise a Re-energisation ServiceOrderRequest with a *ServiceOrdersubType* of "Retrospective Move-in", a *CustomerPreferredDateAndTime* that matches the move-in date, and a prospective *ScheduledDate*.

[Guidance Note 10] The Recipient 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 02~~2.6~~(c)(i)(B) and 02~~2.6~~(c)(i)(C), the Recipient must provide the 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 Recipient must provide the Initiator with a *BusinessAcceptance/Rejection* with a rejection message of 'Invalid data. Details provided in the Explanation'

(d) [Guidance Note 1] The *ScheduledDate* must not be more than 100 calendar days in the future.

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

(a) The term 'Required Timeframe' refers to the timeframes required for the completion of Service Order activities. See Section 3.3.3 of this Procedure.

(b) Subject to specific provisions detailed in 3.3.3, the Required Timeframe is deemed to start from the *ScheduledDate*.

(c) Where a Recipient 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 Recipient must inform the Initiator of the agreed alternative timeframe by an appropriate message in the *SpecialNotes* field of the ServiceOrderResponse.

(d) [Guidance Note 1] Where the Recipient is unable to complete the requested work within the Required Timeframe (from the *ScheduledDate*), the Recipient should contact[1] the Initiator as soon as reasonably practicable to negotiate a new date. This situation may arise:

(i) When the Recipient first receives the ServiceOrderRequest and has an issue with the *ScheduledDate* requested by the Initiator; 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*.

(e) [Guidance Note1] If the Recipient becomes aware of an inability to meet the Required Timeframe then, prior to sending a *BusinessAcceptance/Rejection,* the Recipient should contact the Initiator to negotiate an acceptable date and confirm any arrangements via the *BusinessAcceptance/Rejection*.

An example would be where the Recipient needs to make special arrangements for a large or complex Site.

(f) If the Recipient becomes aware of an inability to meet the Required Timeframe after sending a *BusinessAcceptance/Rejection*:

(i) [Guidance Note 1] The Recipient should contact the Initiator to negotiate an acceptable date and confirm any arrangements via email; and

(ii) The Initiator will either:

(A) Note the change and update their systems accordingly, leaving the ServiceOrderRequest unchanged; or

(B) Wait until the Recipient sends a ServiceOrderResponse, then raise a new ServiceOrderRequest if necessary.

(iii) If the *ServiceOrderStatus* is 'Partially Completed' or 'Not Completed', the Initiator may issue a new ServiceOrderRequest with amended details.

(g) [Guidance Note 1] Where a *CustomerPreferredDateAndTime* has been agreed (with an *AppointmentReference*) and the Appointment cannot be met, the Recipient should contact the Initiator to negotiate an acceptable alternative date (i.e. a new *CustomerPreferredDateAndTime*).

[1] The Initiator may choose to use email to confirm telephone arrangements

(i) [Guidance Note 1] In this instance, if the Initiator does not cancel and re-issue the ServiceOrderRequest, the Initiator must confirm any revised Appointment details with the Recipient by email.

2.8. 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.

2.9. Raising a ServiceOrderResponse

(a) The Recipient must send a ServiceOrderResponse to the Initiator with details of the status of the work specified in the ServiceOrderRequest using *ServiceOrderStatus* and *ExceptionCode*.

(b) The Initiator must acknowledge receipt of the ServiceOrderResponse using a *BusinessReceipt* transaction. This acknowledges that the ServiceOrderResponse has been received.

(c) The Initiator must send a *BusinessAcceptance/Rejection* acknowledging whether the ServiceOrderResponse has been validated and is understood and accepted by the Initiator.

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

(a) The *ServiceOrderStatus* reflects whether the work requested in a ServiceOrderRequest was:

(i) **Completed** - If all aspects of the work requested are completed by the Recipient, the Recipient must use the Code of "Completed" in the *ServiceOrderStatus.* In this case, an *ExceptionCode* is not required.

(ii) **Partially Completed** - If the Recipient has completed the primary work (described by the *ServiceOrderType*) but was unable to complete other associated activity, for example; obtain an *Actual meter Reading*, the Recipient must complete the *ServiceOrderStatus* as "Partially Completed". The Recipient must use an *ExceptionCode* to indicate the reason the work could not be completed.

(iii) **Not Completed** - If the primary work requested could not be completed, the Recipient must complete the *ServiceOrderStatus* as "Not Completed" and the reason for the work being incomplete must be indicated using an *ExceptionCode*.

(b) The Recipient identifies 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 Order Recipient 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) Where the work done by the Recipient 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 Recipient reconciles concurrent Requests for the same *NMI* (refer 2.17).

2.11. Closing the Service Order Process

(a) The Service Order process ends when:

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

(ii) The Initiator has rejected the ServiceOrderResponse (with a negative *BusinessAcceptance/Rejection*).

2.12. Cancelling a ServiceOrderRequest

(a) The Initiator cannot cancel a ServiceOrderRequest after a ServiceOrderResponse has been received.

(b) To cancel a ServiceOrderRequest, the Initiator must send a ServiceOrderRequest with the *ActionType* set to "Cancel" and must quote the *ServiceOrderID* of the ServiceOrderRequest to be cancelled.

(c) If the Initiator needs to cancel a Service Order urgently, this must be communicated to the Recipient as soon as practicable. The Initiator must also send a "Cancel" ServiceOrderRequest on the same business day, unless otherwise agreed with the Recipient. On receipt of a "Cancel" ServiceOrderRequest:

(i) if the original ServiceOrderRequest has been delivered and a *BusinessAcceptance/Rejection* has not been sent by the Recipient, the Recipient will:

(A) accept both ServiceOrderRequests; and

(B) send a ServiceOrderResponse to the original ServiceOrderRequest with a status of "Not Completed" and an *ExceptionCode* of "Initiator Cancellation";

(ii) if the original ServiceOrderRequest has been received and accepted by the Recipient:

(A) If the ServiceOrderRequest has been completed or the Recipient is unable to cancel the field work, the Recipient 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 or the Recipient can cancel the field work, the Recipient will accept the "Cancel" ServiceOrderRequest.

(C) [Guidance Note 1] 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).

(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:

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

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

2.13. Updating a ServiceOrderRequest

(a) To change a ServiceOrderRequest, the Initiator cancels the original ServiceOrderRequest and issues a new one.

2.14. 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)[2].

(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

(iv) SafetyCertificateMethodSent

(v) MeteringSafetyCertificateID

(vi) MeteringSafetyCertificateMethodSent

(c) Where Service Paperwork is required, the Initiator must ensure that:

(i) If providing the Service Paperwork, the Service Paperwork number must be included in the FormNumber or the SafetyCertificateId field of the Service Order, as appropriate;

(ii) If the Service Paperwork is being sent separately, the ServiceOrderID must be clearly displayed on the Service Paperwork;

(iii) If Service Paperwork is to be provided directly to the Recipient by someone other than the Initiator, the Service Paperwork number is not required in the ServiceOrderRequest; or

(iv) When Service Paperwork is left on Site:

(A) The Initiator must include information on an alternative, agreed, method to provide the Service Paperwork; and

(B) ServiceOrderID is not required on the Service Paperwork,

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

(i) is not required to resend the Service Paperwork (e.g. the Recipient already has this paperwork); and

(ii) must populate the *ServiceOrderID* 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).

(e) Upon receipt of the *BusinessAcceptance/Rejection* of 'Accept' with a Business Event of "Documentation Required", the Initiator must provide the missing documentation to the Recipient as agreed.

(f) After providing the *BusinessAcceptance/Rejection* of 'Accept' with a Business Event of "Documentation Required*",* if the Recipient has not received the required documentation within an agreed timeframe, the Recipient must send a ServiceOrderResponse with *ServiceOrderStatus* of 'Not Completed' and an *ExceptionCode* of 'Documentation Not Provided'.

(g) Figure 2 illustrates the Timing Points for managing Service Orders requiring Service Paperwork and Table 4 defines the Timing Points:

[2] Refer to Section 6.1.8.2 of the B2B Guide for additional information on common industry practices.

Figure 2 Service Paperwork Timing Points

Table 4 Timing Point Definitions

Timing Point	Definition
A	This is the timing point where the Initiator issues a ServiceOrderRequest to the Recipient.
B	This is the timing point where the Recipient sends a *BusinessReceipt* for the Service Order.
C	This is the timing point where the Recipient commences the required waiting period for Service Paperwork. Note: The Recipient 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.
D	The timing point where the Initiator receives the *BusinessAcceptance/Rejection* of 'Accept'. Where the Service Paperwork is missing, this 'Accept' shall include a warning – Missing Paperwork. Following a *BusinessAcceptance/Rejection* of Warning, this timing point commences the agreed period in which the Initiator must provide the Recipient the necessary Service Paperwork.
E	The timing point where, the Recipient has still not received the necessary Service Paperwork. The Recipient must provide a ServiceOrderResponse with *ServiceOrderStatus* of 'Not Completed' and an *ExceptionCode* of "Documentation Not Provided".

2.15. Explanation of use of *ExceptionCodes*

ExceptionCodes must conform with the rules in Table 5 below.

Table 5 *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 with the status of 'Not Completed'. Not allowed for De-energisation ServiceOrderRequests with *ServiceOrderSubType* of "Remove Fuse" or "Pillar-Box, PitorPole-Top" and De-energisation Reason "Non-Payment (DNP)".
Customer Prevented	Customer prevented de-energisation.	Limited to a physical De-energisation ServiceOrderRequests with a status of 'Not Completed'.

Value	Definition	Used with ServiceOrderStatus
Recipient Cancellation	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 for the same period.	Limited to a De-energisation ServiceOrderRequests with the status of 'Not Completed'.
Metering Problem	*Metering* problem preventing completion of *Meter Reading*.	Partially Completed.
Meter Reading Only Undertaken Due To Prior Re-energisation	A Meter Reading only was taken, rather than the requested de-energisation, due to a prior re-energisation.	Completed.
New Customer On-Site	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.
Other	Other reasons. Details must be provided in *SpecialNotes*.	Not Completed, Partially Completed.
Reading Problem	Reading problem preventing completion of Meter Reading.	Partially Completed.
Initiator Cancellation	Initiator cancellation (any charges for work partially completed should be indicated in *ProductCodes*).	Not Completed.
Request Submitted By Another Initiator	Alternative Request received from another Participant.	Not Completed.
Sensitive Load	Sensitive load and did not de-energise.	Limited to De-energisation ServiceOrderRequests with a status of 'Not Completed'.
Life Support	Life Support Customer and did not de-energise.	Limited to De-energisation ServiceOrderRequests with a status of 'Not Completed'.
Unable To Access	Unable to gain access to complete work.	Not Completed.
No Comms	Recipient unable to contact a remotely controlled device.	ServiceOrderRequests with the status of 'Not Completed'.
Unknown Connection Status	Recipient unable to determine connection status of a remotely controlled device.	ServiceOrderRequests with the status of 'Not Completed'.
Unknown Load	The Site draws a significant *load* when re-energised and the 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 a 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	Unsafe to complete work.	Not Completed.
Site Already Energised	Customer Site is energised at the time of the ServiceOrderRequest.	Not Completed.
Shared Supply Point	Unable to perform the requested work because the disconnection point is common with other customers.	Not Completed.
Tariff Change Not Approved	Request for a tariff change is not approved.	Not Completed.
Metering not compatible with proposed Tariff Change	The Recipient is not able to complete the request due to the *meter* not being compatible proposed tariff.	Not Completed.
Inadequate infrastructure	Where significant work is required to provide supply work to the customer and no customer contact has been made to the Distributor.	Not Completed.

2.16. Specific Service Order Requirements

2.16.1. Allocate NMI

(a) This Service Order sub type must be used for a Site where the Retailer wants the Site registered in MSATS with them at the time of *NMI* creation.

(b) By submitting the ServiceOrderRequest, the Retailer confirms they expect to be the Customer's Retailer as at the time of energisation.

(c) On receipt of an Allocate NMI ServiceOrderRequest, the DNSP must allocate a *NMI* and issue it to the Retailer using a ServiceOrderResponse.

[Guidance Note 1] The 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.

(d) Where a DNSP receives an Allocate NMI ServiceOrderRequest for a Site that a *NMI* has already been allocated, the DNSP must send a *BusinessAcceptance/Rejection* with a rejection message of "*NMI* already allocated for this address".

(e) [Guidance Note 1] 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 complete the Allocate NMI. The ServiceOrderRequest does not replace the need for paperwork.

(f) A Retailer and an Embedded Network Manager can agree to use the Allocate NMI transaction for the purposes of B2B communications. If the Retailer and Embedded Network Manager agree to use these B2B Procedures they must comply with all obligations in this procedure for Allocating a *NMI*.

2.16.2. Re-energisation

(a) The Retailer must raise a ServiceOrderRequest to the appropriate party and use the *ServiceOrderSubType* to indicate the type of Re-energisation required.

(b) The Recipient must not reject a Re-energisation ServiceOrderRequest if the Site is already energised. The Recipient must return the appropriate ServiceOrderResponse and where possible provide a *Meter Reading*.

(c) Where a Retailer raises a ServiceOrderRequest to a DNSP, the following provisions apply;

(i) [Guidance Note 1] For Type 6 metered sites, if there is no requirement to visit the Site to perform the Re-energisation (e.g. Customer removes sticker and switches the main switch on), the DNSP 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.

(ii) [Guidance Note 1] In order to avoid delay in Customer re-energisations, DNSPs should re-energise upon receiving a ServiceOrderRequest irrespective of the transfer status in MSATS.

(iii) For after-hours Re-energisations,

(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) [Guidance Note 1] The DNSP 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.

(D) 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) 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.

(F) [Guidance Note 1] DNSPs may refuse to complete a Re-energisation where there is no access to the main switch, Retailers should provide suitable advice to the Customer regarding turning off the main switch(es) to ensure safety of the premises when re-energised.

(iv) [Guidance Note 7 and 8] In Victoria and South Australia, 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; e.g. Electrical Certificate of Compliance (ECC) in SA, 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 DNSP may reject the ServiceOrderRequest. This Service Order type has Service Paperwork requirements in some jurisdictions. See clause 2.13 for details regarding Service Paperwork processes.

(v) [Guidance Note 1] 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 from the DNSP, the Retailer must raise a Re-energisation ServiceOrderRequest with a *ServiceOrderSubType* of "New Reading Required". The DNSP 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.

2.16.3. De-energisation

(a) The Retailer must issue a ServiceOrderRequest to the appropriate party and use the *ServiceOrderSubType* to indicate the type of De-energisation required.

(b) Where a Retailer issues the ServiceOrderRequest to the DNSP, the following provisions apply:

(i) [Guidance Note 1] When the DNSP has access to perform the De-energisation but reasonably believes that there is a valid reason the De-energisation should not take place, the DNSP may contact the Retailer by phone and (within reason) act upon the instructions provided by the Retailer.

(ii) Where payment is received by the Retailer before the ServiceOrderResponse is received, the Retailer must raise a cancellation ServiceOrderRequest, where the *ScheduledDate* is in the future. If urgent, the Retailer must communicate this to the DNSP immediately (e.g. by phone).

(iii) [Guidance Note 1] The DNSP must not accept payment of any kind on behalf of the current Retailer. If payment is offered or discussion/dispute eventuates the DNSP's Disconnecting Officer may contact the Current Retailer for direction whilst at the premises. The Officer, not the Customer, should make this call.

(iv) This Service Order type has Service Paperwork requirements in some Jurisdictions. See clause 2.14 for details regarding Service Paperwork processes.

2.16.4. De-energisation Service Orders and Notifications for Re-energisation

(a) The obligations under this clause applies to:

(i) *NMIs* in jurisdictions where remote re-energisation and de-energisation can occur, excluding Victoria; and

(ii) When a NotifiedParty transaction with a ServiceOrderType of 'Re-energisation' and a NotificationStatus of 'SO Requested' is received. For the avoidance of any doubt, there is no action required for any of the other NotificationStatus.

(b) The De-energisation Service Orders and Notifications for Re-energisation rules apply to any incomplete[3] De-energisation ServiceOrderRequests and Re-energisation NotifiedParty transactions with *ScheduledDates* within a 5 business day period.

(c) The key principles for the management of De-energisation Service Orders and Notifications for Re-energisation situations are:

(i) The Customer's interests take priority (i.e. minimising the risk of power being disrupted).

(ii) Each Initiator must use reasonable endeavours to minimise sending multiple conflicting ServiceOrderRequests for a single *NMI*.

(d) The Recipient of a Re-energisation NotifiedParty transaction must, where possible, cancel any coinciding De-energisation ServiceOrderRequests.

(e) If the Recipient has cancelled the De-energisation ServiceOrderRequest they must send a corresponding ServiceOrderResponse transaction with a ServiceOrderStatus of 'Not Complete' and the ExceptionCode of "De-energisation Not Completed Due To A Re-energisation".

(f) If the Recipient cannot cancel the De-energisation ServiceOrderRequest, the Recipient of the NotifiedParty transaction will not be required to carry out any further work and cannot provide any notification to the Initiator that the de-energisation could not be cancelled. If a Re-energisation is required then the Initiator must raise a ServiceOrderRequest to the relevant Recipient.

~~2.16.4.~~2.16.5. Special Read

(a) [Guidance Note 1] 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 prospective Retailer must still initiate a transfer request in MSATS within 2 business days.

(b) A Recipient must ensure that a ServiceOrderResponse to a Special Read ServiceOrderRequest does not have a *ServiceOrderStatus* of "Partially Complete".

~~2.16.5.~~2.16.6. Supply Abolishment

(a) [Guidance Note 1] In South Australia, Victoria, and Tasmania, the Initiator ensures that all necessary paperwork, where available, is supplied to the DNSP 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 2.14 for details regarding Service Paperwork processes.

[3] Incomplete' means a ServiceOrderResponse has not been sent or the Recipient is unaware of the status of work that is currently in progress.

(b) In NSW, the DNSP is requested to make the NMI extinct in MSATS as the service line / cable has been confirmed by the Initiator to be already removed. Note that the DNSP will not perform a site visit.

(c) In the ACT, this Service Order Sub Type is not used. For further information on Supply Abolishment in the ACT, please see the B2B Guide.

2.17. Multiple Service Orders

(a) The obligations under this clause apply to regulated businesses.

(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.

(c) The multiple Service Order rules apply to any incomplete[4] ServiceOrderRequests with *ScheduledDates* within a 5 business day period.

(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 Initiator must use reasonable endeavours to minimise sending multiple conflicting ServiceOrderRequests for a single *NMI*.

(e) Where there is a physical Re-energisation and De-energisation received for the same *NMI*, the Recipient has the discretion to undertake a single *meter* reading. Scenarios 1-6, detailed in section 2.17.1.1, allow for this practice.

(f) The scenarios, detailed in section 2.17.1.1, 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 Recipient as an exception to the rules in this section; and

(ii) [Guidance Note1] The Recipient must contact the Prospective Retailer (Initiator), who has raised a Re-energisation Request to assist in the resolution of the situation.

2.17.1. Multiple Service Orders for Multiple Initiators

(a) In these scenarios, other Service Order Types that can be raised by a prospective Retailer (Initiator) 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.

Table 6 Multiple Service Order Scenarios

Scenario	1st Request Received	2nd 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	Various (as per Table 7)	Various (as per Table 7)	Where two Service Orders are received and clarification is required from both parties.

[4] Incomplete' means a ServiceOrderResponse has not been sent or the Recipient is unaware of the status of work that is currently in progress.

Scenario	1st Request Received	2nd Request Received	Description
8	Any Service Order	Matching Service Order	Multiple Service Orders of the same type in a 5 business day window.
9	Any Service Order	Any Service Order	Any other multiple ServiceOrderRequest situations not covered by Scenario's 1-8 above.

(b) The following Table 7 summarises the scenarios that apply to specific combinations of ServiceOrderRequests raised by current and prospective Retailers (Initiator). The numbers in each cell indicate which scenario applies to the specific combination. An "x" means the Recipient will reject the ServiceOrderRequest from the prospective Retailer, irrespective of whether it is received first or second.

(c) Table 7 applies specifically to the services performed by DNSP's or DNSP's in their role as Initial MC.

(d) This table describes how a DNSP/Initial MC should treat consecutive Service Orders received from prospective Retailers and current Retailers that are scheduled for action within 5 business days.

(e) The transactions marked as "NA" are not applicable transactions for a DNSP following Metering Competition (they should be rejected).

Summary of the management of multiple Service Order and multiple Retailer situations

Current Retailer		Prospective Retailer / Transaction Type	Supply Service Works	Supply Service Works	Supply Service Works	Supply Service Works	Supply Service Works	Supply Service Works	Metering Service Works	Metering Service Works	Metering Service Works	Metering Service Works	Metering Service Works	Metering Service Works	Metering Service Works	Metering Service Works	Metering Service Works	Re-energisation	De-energisation	Special Read	Miscellaneous Services
Transaction Type	**Sub Type**	**Sub Type**	Allocate NMI	Establish (Permanent/temp etc)	Supply Abolishment	Supply Alteration	Tariff Change	Temporary Isolation (Incl. Group Supply)	Exchange Meter	Install Controlled Load	Change Timeswitch Settings	Install Meter	Meter Investigation(Inspect or Test)	Meter Reconfiguration	Move Meter	Remove Meter	Reseal Device	ALL SUBTYPES	ALL SUBTYPES	ALL SUBTYPES	NO SUB TYPE - Ignore if populated
Supply Service Works	Allocate NMI		8	X	NA	X	X	X	X	X	X	X	NA	X	X	X	X	X	NA	X	NA
Supply Service Works	Establish (Permanent/Temp Etc)		X	8	NA	7	7	7	7	7	7	7	NA	7	7	7	7	X	NA	X	NA
Supply Service Works	Supply Abolishment		X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	7	NA	8	NA
Supply Service Works	Supply Alteration		X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA
Supply Service Works	Temporary Isolation (Incl.Group Supply)		X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA
Supply Service Works	Tariff Change		X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA
Metering Service Works	Install Controlled Load		X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA
Metering Service Works	Change Timeswitch Settings		X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA
Metering Service Works	Install Meter		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Metering Service Works	Exchange Meter		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Metering Service Works	Move Meter		X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA
Metering Service Works	Remove Meter		X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA
Metering Service Works	Meter Reconfiguration		X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA
Metering Service Works	Meter Investigation (Inspect or Test)		X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA
Metering Service Works	Reseal Device		X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA
Re-energisation	ALL SUBTYPES		X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	8	NA	9	NA
De-energisation	ALL SUBTYPES		X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	1-6	NA	9	NA
Special Read	ALL SUBTYPES		X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA
Miscellaneous Services	NO SUB TYPE - Ignore if populated		X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA

Table 7 Service Order summary

2.17.1.1. Scenario Process Description - Scenarios 1 – 6

(a) Upon receipt of a Re-energisation Request and a De-energisation Request, the Recipient will:

(i) Accept the Re-energisation Request (having already accepted the De-energisation Request).

(ii) If the Recipient can cancel the de-energisation fieldwork, the Recipient 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 Recipient will

i. 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:

i. 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 Recipient, the Recipient 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 Initiator 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 Initiator may raise a new ServiceOrderRequest with a *ConfirmedDe-energisation* value of "Yes".

2.17.1.2. Scenario Process Description - Scenario 7

(a) Upon receipt of ServiceOrderRequests from different Initiators, the Recipient will contact both parties to confirm/clarify the Requests.

2.17.1.3. 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 *EventCode* 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."

2.17.1.4. 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 Recipient will process each of the Requests.

2.17.2. Multiple Service Orders from Same Initiator

(a) The following Table 8 summarises the specific combinations of ServiceOrderRequests that could potentially be raised by the same Initiator.

(b) This table applies specifically to the services performed by DNSP's or DNSP's in their role as Initial MC. Upon receipt of a combination of multiple ServiceOrderRequests that are deemed valid per Table 8 (shown by a "✓" in the relevant cell), the Recipient will process both ServiceOrderRequests.

(c) This table describes whether a DSNP/Initial MC should process a New Service Order for a given *NMI* when there is an Existing Service order scheduled for action within 5 business days. 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 Recipient will reject the new ServiceOrderRequest with an *EventCode* indicating "Invalid Multiple Service Order Combination".

(d) The transactions marked as "NA" are not applicable transactions for a DNSP (they should be rejected).

Table 8 New Service Order same Initiator

Existing Service Order		New Service Order	Transaction Type	Supply Service Works	Supply Service Works	Supply Service Works	Supply Service Works	Supply Service Works	Supply Service Works	Supply Service Works	Metering Service Works	Metering Service Works	Metering Service Works	Metering Service Works	Metering Service Works	Metering Service Works	Metering Service Works	Metering Service Works	Metering Service Works	Metering Service Works	Metering Service Works	Re-energisation	De-energisation	Special Read	Miscellaneous Services
			Sub Type	Allocate NMI	Establish (Perm/temp/Etc)	Supply Abolishment	Supply Alteration	Tariff Change	Temporary Isolation (Incl. Group Supply)	Exchange Meter	Install Controlled Load	Change Timesswitch Settings	Install Meter	Meter Investigation (Inspect or Test)	Meter Reconfiguration	Move Meter	Remove Meter	Reseal Device	ALL SUBTYPES	ALL SUBTYPES	ALL SUBTYPES	NO SUB TYPE - Ignore if populated
Transaction Type	**Sub Type**																							
Supply Service Works	Allocate NMI			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Supply Service Works	Establish (Permanent/Temp Etc)			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Supply Service Works	Supply Abolishment			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	✓
Supply Service Works	Supply Alteration			X	X	X	X	✓	X	X	X	X	X	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Supply Service Works	Temporary Isolation (Incl. Group Supply)			X	X	X	X	✓	X	X	✓	✓	X	X	X	X	X	✓	X	X	✓	✓	✓	✓
Supply Service Works	Tariff Change			X	X	X	✓	X	✓	X	✓	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Metering Service Works	Install Controlled Load			X	X	X	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Metering Service Works	Change Timeswitch Settings			X	X	X	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Metering Service Works	Install Meter			NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Metering Service Works	Exchange Meter			NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Metering Service Works	Move Meter			X	X	X	✓	✓	X	X	✓	✓	X	✓	✓	X	✓	✓	✓	✓	✓	✓	✓	✓
Metering Service Works	Remove Meter			X	X	X	✓	✓	X	X	✓	✓	X	✓	✓	✓	X	✓	✓	✓	✓	✓	✓	✓
Metering Service Works	Meter Reconfiguration			X	X	X	✓	✓	X	X	✓	✓	X	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
Metering Service Works	Meter Investigation (Inspect or Test)			X	X	X	✓	✓	X	X	✓	✓	X	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Metering Service Works	Reseal Device			X	X	X	✓	✓	X	X	✓	✓	X	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Re-energisation	ALL SUBTYPES			X	X	X	✓	✓	X	X	✓	✓	X	✓	✓	✓	✓	✓	X	✓	✓	✓	✓	✓
De-energisation	ALL SUBTYPES			X	X	✓	✓	✓	X	X	✓	✓	X	✓	✓	✓	✓	✓	✓	X	✓	✓	✓	✓
Special Read	ALL SUBTYPES			X	X	✓	✓	✓	✓	X	✓	✓	X	✓	✓	✓	✓	✓	✓	✓	X	✓	✓	✓
Miscellaneous Services	NO SUB TYPE - Ignore if populated			X	X	✓	✓	✓	✓	X	✓	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X

2.18. Multiple Service Orders sent to the MPB

(a) The obligations under this clause apply to non-regulated businesses.

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

(c) The key principles for management of multiple Service Order situations are:

(i) The Customer's interests take priority (i.e. ensuring power is not disrupted).

(ii) Each Initiator must use reasonable endeavours to minimise sending multiple conflicting ServiceOrderRequests for a single *NMI*.

[5] Incomplete' means a ServiceOrderResponse has not been sent or the Recipient is unaware of the status of work that is currently in progress.

3. TIMING REQUIREMENTS

3.1. Overview of Timing Requirements

(a) The Timing Requirements ensure that works are completed and provide a reasonable opportunity for Participants to process and respond to transactions that require manual intervention (where requests have *SpecialInstructions*, for example).

(b) The Timing Requirements do not take precedence over Jurisdictional requirements and any contract service levels agreed between Participants.

(c) Figures 3 and 4 illustrate the relevant Timing Requirements.

Figure 3 Timing Overview

Figure 4 Timing for completion of work

3.2. Definition of Timing Points and Timing Periods

3.2.1. Timing Points

(a) The definitions in Table 9 below apply:

Table 9 Timing Point Definitions

Timing Point	Definition
A	When the Initiator issues a ServiceOrderRequest.
B	When the Initiator receives a *BusinessReceipt* for a ServiceOrderRequest from the Recipient.
C1	When the Initiator receives a *BusinessAcceptance/Rejection* for a ServiceOrderRequest from the Recipient.
C2	This point is the *ScheduledDate* in the ServiceOrderRequest.
D	This timing point is when the work requested has been completed, or has been attempted. This point is the *ActualDateAndTime* in the ServiceOrderResponse.
E	This timing point is when the Recipient sends a ServiceOrderResponse following the completion of the work requested. The work request can be completed, partially completed or not completed.
F	When the Recipient receives a *BusinessReceipt* for a ServiceOrderResponse from the Initiator.
G	When the Recipient receives a *BusinessAcceptance/Rejection* for the ServiceOrderResponse from the Initiator.

3.2.2. Use of Timing Periods

(a) The definitions in Table 10 below apply:

Table 10 Timing Period Definitions

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

3.3. Specific Timing Requirements

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

Table 11 Notice Period Table

Service Request	Notice Period
Supply Service Works	No specific requirement.
Re-energisation	The DNSP must receive a valid Request for a same business day Re-energisation by: a) [Guidance Note 1] by 2:00pm in ACT b) Not available in NSW c) [Guidance Note 9] by 1:00pm in Queensland d) [Guidance Note 1] by 3:00pm in SA except for; [Guidance Note 11] Re-energisations following disconnection for non-payment, in which case it is 5:00pm. e) [Guidance Note 5] by 3:00pm in Victoria. This only applies to Re-energisations following disconnection for non-payment f) [Guidance Note 1] by 3.00pm in Tasmania For same business day, **after hours** Re-energisations, the DNSP must receive a valid Request: a) [Guidance Note 1] Not available in ACT b) Not available in NSW c) Not available in Queensland d) [Guidance Note 1] Between 3:00pm and 9:00pm in SA, except for; [Guidance Note 11] Re-energisations following a disconnection for non-payment, in which case it is between 5:00pm and 9:00pm. e) [Guidance Note 1] Between 3:00pm and 9:00pm in Victoria. This only applies to Re-energisations following disconnection for non-payment f) Not available in Tasmania For **next business day** Re-energisations, the DNSP must receive a valid Request on a business day: a) [Guidance Note 5] by 3:00pm in Victoria, b) [Guidance Note 1] by 3:00pm in NSW, Tasmania and ACT c) [Guidance Note 9] by 5:00pm in Queensland d) [Guidance Note 1] by 10:00pm in SA

Service Request	Notice Period
De-energisation	To carry out the work in the required timeframe from the day of the receipt of the request the DNSP must receive a valid Request by: a) [Guidance Note 1] In ACT, 5:00pm b) [Guidance Note 1] In SA, if logged by 3:00pm, 2 business days c) [Guidance Note 1] In Victoria, if logged by 3:00pm, 2 business days d) [Guidance Note 1] In NSW and Queensland, there is no Notice Period. Work is carried out in the required timeframe irrespective of delivery time. e) [Guidance Note 1] In Tasmania, by 3pm one business day before the next scheduled day for the area. (i.e. Permissible Day)
Special Read	a) ACT, NSW, Victoria and Queensland: There is no notice period. b) [Guidance Note 1] SA: The Notice Period is 3 days if lodged by 3pm. c) [Guidance Note 1] TAS: by 3pm one business day before the next scheduled day for the area. (i.e. Permissible Day)
Metering Service Works	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.

3.3.1. Timing Requirement for *BusinessReceipts* for Requests

(a) The Timing Requirement for the *BusinessReceipt* is set out in the B2B Procedure Technical Delivery Specification.

3.3.2. Timing Requirement for *BusinessAcceptance/Rejection* for Requests

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

3.3.3. Timing Requirement for Completion of the Requested Work

(a) Table 12 summarises the Required Timeframe within which DNSPs 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 DNSP and/or all preconditions have been met (not when the ServiceOrderRequest is received).

(c) The Required Timeframes for Completion of the Requested Work:

(i) These apply to regulated businesses.

(ii) Do not apply to *NMI*s with a *NMI* Classification code in MSATS of “Large”.

Table 12 Timing Period for completion of work

Service Request	Required timeframe
Allocate NMI	The following timeframes apply for Allocate NMI: a) [Guidance Note 1] All jurisdictions – 2 business days
Supply Service Works	The following timeframes apply for establishing a new *supply* connection (Establish Temporary, Establish Temporary In Permanent & Establish Permanent): a) [Guidance Note 5] Victoria – 10 business days b) [Guidance Note 11] SA – 6 business days or as agreed with customer c) [Guidance Note 9] Queensland – 5 business days d) [Guidance Note 1] Tasmania – 10 business days (from Service Request acceptance) See clause 2.14 for details regarding Service Paperwork processes.
Re-energisation	The following timeframes apply for Re-energisations. a) [Guidance Note 1] Depending on the location and the time of receipt of the Request, within 1 or 2 business days in SA. b) [Guidance Note 1] Same day or after, depending on the *ScheduledDate* and the time of receipt of the Request (see Table 11) in ACT, Queensland, Victoria, Tasmania or NSW. See clause 2.14 for details regarding Service Paperwork processes
De-energisation	[Guidance Note 1] 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. The following timeframes apply for De-energisations: a) [Guidance Note 1] 3 business days in ACT b) [Guidance Note 1] in NSW, the DNSP must disconnect within 2 days of the *ScheduledDate* 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). c) In Queensland, refer to the Electricity Distribution Network Code d) [Guidance Note 1] 1 business day in SA normally, but may be up to 3 days. e) [Guidance Note 1] 2 business days in Victoria (or the earliest permissible day thereafter) f) [Guidance Note 1] In Tasmania, normally on the permissible day, but may be within 2 days See clause 2.14 for details regarding Service Paperwork processes.
Special Read	[Guidance Note 1] 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.

Service Request	Required timeframe
Metering Service Works	Different timeframes may apply depending on the work requested. The following timeframes apply: a) [Guidance Note 1] Tasmania – up to 10 Business days; b) In Queensland refer to the Electricity Distribution Network Code. c) Victoria/SA – no jurisdictional timeframes; See clause 2.14 for details regarding Service Paperwork processes. The following timeframes apply for Meter Investigations: d) [Guidance Note 1] Victoria and ACT – 20 business days; e) [Guidance Note 1] In all other jurisdictions – 15 business days. The following timeframe applies for Meter Investigations with a sub-type of 'Test': f) [Guidance Note 1] Use reasonable endeavours to carry out a test within 15 business days for all jurisdictions. The following timeframes apply for Supply Abolishment: g) [Guidance Note 1] 20 business days in all jurisdictions. See clause 2.14 for details regarding Service Paperwork processes.
Meter Reconfiguration	The following timeframe applies for Meter Reconfigurations: a) [Guidance Note 1] All jurisdictions 20 Business Days
Miscellaneous	The timeframe depends on the work requested and may be subject to commercial negotiation between parties.

3.3.4. Timing Requirement for Issuing a ServiceOrderResponse

(a) The DNSP must send a ServiceOrderResponse to an Allocate NMI ServiceOrderRequest within two business days of receiving the ServiceOrderRequest.

(b) For all other ServiceOrderRequests, the Recipient must send a ServiceOrderResponse within five business days of completing the work requested.

3.3.5. Timing Requirement for *BusinessReceipts* for Responses

(a) The Timing Requirement for the *BusinessReceipts* is set out in the B2B Procedure Technical Delivery Specification.

3.3.6. Timing Requirement for *BusinessAcceptance/Rejection* for Responses

(a) The Timing Requirement for the *BusinessAcceptance/Rejection* is set out in the B2B Procedure: Technical Delivery Specification.

4. TRANSACTIONS

(a) Participants must ensure that each Transaction complies with the usage, definitional and format rules detailed in the Table 13, Table 14, Table 15 and Table 16 below.

(b) A participant cannot reject a Service Order Request or Response simply because the Initiator populates a field that is non-mandatory or not required denominated by "N" in the following tables:

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 Recipient if provided, as per bilateral agreements).
N = Not required (not required and may be ignored by the Recipient if provided).

Table 13 Transaction table

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation - All AND Reseal Device and ChangeTimeSwitch	Miscellaneous
ActionType	VARCHAR(7)	A code used to indicate: New = new ServiceOrderRequest. Cancel = cancel a previously raised ServiceOrderRequest. Replace = replacement. ServiceOrderRequest for an incorrectly rejected ServiceOrderRequest.	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
ServiceOrderID	VARCHAR(15)	Initiator defined, used for tracking. Must be a previously sent number if the *ActionType* = "Cancel". Otherwise (*ActionType* = "New" or "Replace") must be a new (unused) number, unique for the Initiator/Recipient combination.	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
InitiatorID	VARCHAR(10)	Initiator's Participant ID.	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation - All AND Reseal Device and ChangeTimeSwitch	Miscellaneous
RecipientID	VARCHAR(10)	Recipient's Participant ID.	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
NotifiedPartyID	VARCHAR(10)	Notified Party's Participant ID. This is a repeatable field where there is more than one Notified Party. Refer to section 2.3.1 for managing notifications for Mandatory/Optional for re-energisation and de-energisation Not Required when managing notifications to Notified Parties separately, refer to section 2.3. Not Required for a "Cancel" ServiceOrderRequest.	N	O/N	O/N	O/N	O/N	N	M/O/N	M/O/N	O/N	O/N	O/N	O/N	O/N	O/N	N	N	O/N
ServiceOrderType	VARCHAR(22)	Code indicating type of ServiceOrderRequest: • Supply Service Works • Re-energisation • De-energisation • Special Read • Metering Service Works • Miscellaneous Not Required for a "Cancel" ServiceOrderRequest.	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N
ServiceOrderSubType	VARCHAR(40)	Sub-category of the *ServiceOrderType*. The codes for each are: Supply Service Works • Allocate NMI • Supply Abolishment • Supply Alteration • Tariff Change • Establish Temporary Supply • Establish Temporary In Permanent	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	R/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation - All AND Reseal Device and ChangeTimeSwitch	Miscellaneous
		• Establish Permanent Supply • Temporary Isolation • Temporary Isolation–Group Supply <u>Re-Energisation</u> • After Disconnection For Non-Payment • Remote • Retrospective Move-in • New Reading Required • Physical Visit • Move-in • Recipient Discretion <u>De-Energisation</u> • Disconnect at Pillar-Box Pit Or Pole-Top • Remove Fuse • Remote • Local Meter Disconnection • Recipient Discretion <u>Metering Service Works</u> • Install Controlled Load • Move Meter • Install Meter • Remove Meter • Exchange Meter • Meter Reconfiguration • Meter Investigation-Inspect • Meter Investigation-Test • Change Timeswitch Settings • Reseal Device <u>Special Read</u> • Check Read • Final Read																	

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation - All AND Reseal Device and ChangeTimeSwitch	Miscellaneous
		Service Order Sub Types are mandatory for all Service Orders except for Special Read, Miscellaneous and Cancel ServiceOrderRequest.																	
RegClassification	VARCHAR(40)	Use to indicate whether it is customer Initiated and regulatory timeframes apply, or not. • Customer Initiated • Malfunction • New Meter Deployment • Shared Fuse • Other Not Required when a Distributor is the Recipient of a ServiceOrderRequest. If 'Other' is selected, it is Mandatory to provide details in SpecialInstructions.	N	N	N	N	N	N	N	N	N	O/N	N	O/N	N	N	N	N	N
PurposeOfRequest	VARCHAR(40)	Used to clearly indicate the purpose of visit – allowable values • New connection, • Additional Meter, • Part of BTS Temp to Perm, • Part of supply alteration, • Bidirectional flows at premises • Bypassed Customer • Communications Remove • Communications Install • Revenue Protection • Site Abolishment • Family Failure • Fault	N	N	N	N	N	N	N	N	N	O/N	O/N	O/N	N	N	O/N	O/N	N

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		• Retailer Led • None • Other Not Required when a Distributor is the Recipient of a ServiceOrderRequest. If 'None' or a blank entry or 'Other' are selected, it is Mandatory to provide details in SpecialInstructions.																	
CustomerNotificationMethod	VARCHAR(40)	This is the method by which the notice of interruption to the customer is to be delivered. This is used when the Recipient is to issue the notice on behalf of the Initiator. Allowable values are: • Post • E-mail • SMS • Waiver • Phone Not Required when a Distributor is the Recipient of a ServiceOrderRequest. If 'E-mail' is selected, it is Mandatory to provide details in *CustomerNotificationEmail*. If 'Post' is selected, it is Mandatory to provide details in *CustomerNotificationAddress*. If 'Phone' or 'SMS' are selected, it is Mandatory to provide details in *CustomerContactTelephoneNumber*. If 'Waiver' is selected, it is Mandatory to populate *CustomerAgreedStartDate* & *CustomerAgreedEndDate* or *CustomerPreferredDate*	N	N	N	N	N	N	N	N	N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	N

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CustomerNotificationAddress	ADDRESS	Customer postal address used for the purposes of a *retailer planned interruption* notice when the CustomerNotificationMethod is 'Post' Not Required when a Distributor is the Recipient of a ServiceOrderRequest.	N	N	N	N	N	N	N	N	N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	N
CustomerNotificationEmail	VARCHAR(100)	Customer email address used for the purposes of a *retailer planned interruption* notice when the customerNotificationMethod is 'E-Mail' Not Required when a Distributor is the Recipient of a ServiceOrderRequest.	N	N	N	N	N	N	N	N	N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	N
Escalation	VARCHAR(40)	Used to indicate the Service Order is to be prioritised over other Service Orders. Initiator and Recipient must agree the circumstances and indicator to be used. Allowable values are: • Complaint • Ombudsman • VIP • No Supply • Other Where "Other" is used, *Specialinstruction* should contain a code that is agreed between the Initiator and Recipient e.g. [PRIORITY=abc] If the field is unpopulated, it should be assumed that the escalation level of the transaction is 'Normal'. Not Required when a Distributor is the Recipient of a ServiceOrderRequest.	N	N	N	N	N	N	N	N	N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	N

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		If 'Other' is selected, it is Mandatory to provide details in *SpecialInstructions*.																	
ExemptionCode	VARCHAR(40)	AEMO assigned malfunction exemption code. Used to communicate the exemption code that the MC has been allocated to the MP. Not Required when a Distributor is the Recipient of a ServiceOrderRequest.	N	N	N	N	N	N	N	N	N	N	O/N	O/N	N	N	N	N	N
De-EnergisationReason	VARCHAR(40)	Allowed values indicating the reason for De-Energisation: • Customer Requested • Move Out • Non-Payment (DNP) • Unauthorised Usage (DNI) • Illegal Usage • No Access • Safety • Defect • Site Works • Breach of Contract • Other Not Required for a "Cancel" ServiceOrderRequest. If 'Other' is selected, it is Mandatory to provide details in *SpecialInstructions*.	N	N	N	N	N	N	N	M	N	N	N	N	N	N	N	N	N
ConfirmedDe-energisation	YESNO	Allowed values: "No" = Default value. The normal business rules regarding De-energisation apply.	N	N	N	N	N	N	N	M/N	N	N	N	N	N	N	N	N	N

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		"Yes" = Used only where the Retailer has confirmed with the Customer that the Customer details in the ServiceOrderRequest are accurate. The value of "Yes" can only be used by the Retailer where the earlier De-energisation Request was not performed by the Recipient due to a Re-energisation Request from another Retailer. Not Required for a "Cancel" ServiceOrderRequest.																	
ServiceTime	VARCHAR(40)	Indicates the time the work is to be performed. Allowed values: • Any Time • Business Hours • Non-Business Hours Not Required for a "Cancel" ServiceOrderRequest.	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N
NMI	CHAR(10)	*NMI*. Not Mandatory where Service Order subtype is 'Allocate NMI'.	N	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
NMIChecksum	CHAR(1)	*NMI* Checksum.	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
MeterSerialNumber	VARCHAR(12)	Meter Serial ID. Not required where requested work affects all *meters* (refer to the B2B Guide for further details). This field repeats to allow provision of details for multiple *meters*. Not Required for a "Cancel" ServiceOrderRequest.	N	N	N	N	N	M/N	N	N	N	N	M/N	M/N	M/N	R/N	M/N	M/N	R/N

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ServiceOrderAddress	ADDRESS (Structured)	Site address where the requested work is to be done and must be in the structured format. This field is Mandatory for an Allocate NMI.	M	N	N	N	N	N	N	N	N	N	N	N	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. Refer B2B Procedure: Customer and Site Details Notification for the list of codes. This information does not replace information previously provided in a SiteAccessNotification. Not Required for a "Cancel" ServiceOrderRequest.	N	R/N	R/N	R/N	R/N	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N
AccessDetails	VARCHAR(160)	Where the Customer has supplied special access details, the Retailer must provide these, describing fully the access details, without using abbreviations. Standard values • "Customer Reports No Access Requirements" • "Not Known To Initiator" • <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 SiteAccessNotification. Not Required for a "Cancel" ServiceOrderRequest.	N	M/N	M/N	M/N	M/N	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	R/N

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LifeSupport	YESNO	This value applies where a customer relies on life support equipment. This field indicates whether or not there are potential health or safety issues with loss of supply of the *Connection Point*. This information does not replace information provided in a CustomerDetailsNotification. Not Required for a "Cancel" ServiceOrderRequest.	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N
FormReference	VARCHAR(15)	In NSW and ACT, the Deposited Plan (DP) Number is required with the letters 'DP' appearing before the Deposited Plan (DP) number (eg 'DPXXXXXXXX) for the Allocate NMI. In all other jurisdictions, reference to the forms associated with Supply Works Request and Meter Service Works. Refer to the Service Paperwork reference table in the B2B Guide. Not Required for a "Cancel" ServiceOrderRequest.	R/N	R/N	R/N	N	R/N	N	N	N	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	O
FormNumber	VARCHAR(15)	In NSW and ACT, the Section Number is required for the Allocate NMI. In all other jurisdictions, where the form listed in *FormReference* is numbered, this field is populated with the number on the form. Not Required for a "Cancel" ServiceOrderRequest.	R/N	R/N	R/N	N	R/N	N	N	N	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	O
SafetyCertificateId	VARCHAR(15)	Reference to the safety certificate number.	R/N	R/N	R/N	N	N	N	R/N	N	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	O

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		Not Required for a "Cancel" ServiceOrderRequest.																	
SafetyCertificateMethodSent	VARCHAR(6)	Code indicating how the safety certificate has been provided: • "Faxed" = Faxed to Recipient • "Email" = Emailed to Recipient • "Online" = Available to Recipient from an internet Site • "OnSite" = Left on Site or already provided by Customer/agent (e.g. REC) Not Required for a "Cancel" ServiceOrderRequest.	R/N	R/N	R/N	N	N	N	R/N	N	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	O
MeteringSafetyCertificateID	VARCHAR(15)	Reference to the safety certificate number. Not Required for a "Cancel" ServiceOrderRequest.	N	R/N	R/N	N	N	N	N	N	N	N	N	N	N	N	N	N	O
MeteringSafetyCertificateMethodSent	VARCHAR(6)	Code indicating how the safety certificate has been provided: • "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 Not Required for a "Cancel" ServiceOrderRequest.	N	R/N	R/N	N	N	N	N	N	N	N	N	N	N	N	N	N	O
SpecialInstructions	VARCHAR(240)	Any special instructions the Initiator wishes to convey to the Recipient. Mandatory where:	O/M	O/M	O/M	O/M	O/M	O/M	O/M	O/M	O/M	O/M	O/M	O/M	O/M	O/M	O/M	O/M	O/M

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		• A value of 'Yes' is used in *CustomerConsultationRequired*. • A value of "Other Multi-phase" is used in *SupplyPhases*. • A value of "Other" is used in *MeteringRequired*. • If ActionType = "Replace". • Necessary to support exceptional arrangements for urgent (high priority) ServiceOrderRequests. • *ServiceOrderType* = "Supply Service Works "and any tariff or *metering* requirements are not already provided. • *ServiceOrderType* = "Metering Service Works" and any tariff, *metering* requirements or any other special requirements need to be advised. • *ServiceTime* = "Non-Business Hours". This information does not replace information previously provided in a SiteAccessNotification.																	
ServiceOrderCo-ordinationRequired	YES/NO	Yes = Where the Initiator has made arrangements regarding co-ordination for the completion of the work requested. "No" = where no such arrangements have been made. Not Required for a "Cancel" ServiceOrderRequest unless *SpecialInstructions* provided.	N	M/N	M/N	M/N	M/N	N	N	N	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	N
Co-ordinatingContactName	PERSON NAME	Contact name of Service Order co-ordinating party, where the Recipient may need to contact that person.	N	M/N	M/N	M/N	M/N	N	N	N	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	N

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		Mandatory where *ServiceOrderCo-ordinationRequired* is YES Not Required for a "Cancel" ServiceOrderRequest.																	
Co-ordinatingContactTelephoneNumber	TELEPHONE	Contact telephone number of co-ordinating party. A maximum of three telephone numbers may be provided. Mandatory where *ServiceOrderCo-ordinationRequired* is YES Not Required for a "Cancel" ServiceOrderRequest.	N	M/N	M/N	M/N	M/N	N	N	N	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	N
CustomerConsultationRequired	YESNO	Yes = Where the Recipient is requested to consult with the Customer arrangements for the completion of the work requested. Where 'Yes' is used, the reason for the need to consult must be provided in *SpecialInstructions*. "No" = where no such consultation arrangements are required. Not Required for a "Cancel" ServiceOrderRequest unless *SpecialInstructions* provided.	N	M/N	M/N	M/N	M/N	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N
CustomerContactName	PERSON NAME	Contact name of Customer or their agent, where Recipient may need to contact that person. Mandatory where *CustomerConsultationRequired* is YES Not Required for a "Cancel" ServiceOrderRequest.	N	M/N	M/N	M/N	M/N	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N

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CustomerContactTelephoneNumber	TELEPHONE	Contact telephone number of Customer/agent. A maximum of three telephone numbers may be provided. Mandatory where *CustomerConsultationRequired* is YES Not Required for a "Cancel" ServiceOrderRequest.	N	M/N	M/N	M/N	M/N	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N
InitiatorContactName	PERSON NAME	Contact name for Initiator. Not Required for a "Cancel" ServiceOrderRequest.	O/N	O/N	O/N	O/N	O/N	N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N
InitiatorContactTelephoneNumber	TELEPHONE	Contact telephone number of Initiator contact. A maximum of three telephone numbers may be provided. Only mandatory where *InitiatorContactName* is populated. Not Required for a "Cancel" ServiceOrderRequest.	M/N	M/N	M/N	M/N	M/N	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N
CustomerAgreedStartDate	DATE	The earliest date for the provision of the service as agreed between the Initiator and customer. Not Required when a Distributor is the Recipient of a ServiceOrderRequest.	N	N	N	N	N	N	N	N	N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	N
CustomerAgreedEndDate	DATE	The last date for the provision of the service as agreed between the Initiator and customer. Not Required when a Distributor is the Recipient of a ServiceOrderRequest.	N	N	N	N	N	N	N	N	N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	N
ScheduledDate	DATE	The ServiceOrderRequest must be performed on or after this date.	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N

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		Not Required for a "Cancel" ServiceOrderRequest.																	
AppointmentReference	VARCHAR(15)	Where an Appointment has been agreed between all parties, for example; the Initiator, Customer and Recipient. Not Required for a "Cancel" ServiceOrderRequest.	N	R/N	R/N	R/N	R/N	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N
CustomersPreferredDateAndTime	DATETIME	Preferred date and time for the work to be undertaken. This is the Appointment time if an *AppointmentReference* is provided. Not Required for a "Cancel" ServiceOrderRequest. Mandatory for Re-energisation ServiceOrderRequests if the *ServiceOrderSubType* is *Retrospective Move-In*.	N	O/N	O/N	O/N	O/N	N	O/N/M	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N
RP	VARCHAR(10)	MC's Participant ID. Mandatory for Supply Service Works ServiceOrderRequest with a sub type of Allocate NMI ServiceOrderRequests. Not Required for a "Cancel" ServiceOrderRequest.	M	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
MDP	VARCHAR(10)	MDP's Participant ID. Mandatory for Supply Service Works ServiceOrderRequest with a sub type of Allocate NMI ServiceOrderRequests. Not Required for a "Cancel" ServiceOrderRequest.	M	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
MPB	VARCHAR(10)	MPB's Participant ID. Mandatory for Supply Service Works ServiceOrderRequest with a sub type of Allocate NMI ServiceOrderRequests.	M	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation - All AND Reseal Device and ChangeTimeSwitch	Miscellaneous
		Not Required for a "Cancel" ServiceOrderRequest.																	
MPC	VARCHAR(10)	MPC's Participant ID. Mandatory for Supply Service Works ServiceOrderRequest with a sub type of Allocate NMI ServiceOrderRequests. Not Required for a "Cancel" ServiceOrderRequest.	M	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
NMIStatusCode	CHAR(1)	Status Code that the *NMI* is to become after completion of the Service Order. Allowed values defined in MSATS CATS Procedures Principles and Obligations. Not Required for a "Cancel" ServiceOrderRequest.	N	M/N	M/N	N	N	N	N	N	N	N	N	N	N	N	N	N	O
EmbeddedNetworkParentName	VARCHAR(10)	Valid MSATS Parent identifier. Not Required for a "Cancel" ServiceOrderRequest.	R/N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
CustomerType	VARCHAR(60)	Code indicating Customer type. Allowed values: • Industrial • Commercial • Residential • Farm • Lighting • NCONUML Not Required for a "Cancel" ServiceOrderRequest.	M/N	M/N	M/N	N	N	N	N	N	N	R/N	N	N	N	N	N	N	O
AverageDailyLoad	NUMBER(10)	Estimated load value in kWh.	M/N	M/N	M/N	N	N	N	N	N	N	M/N	N	N	N	N	N	N	O

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation - All AND Reseal Device and ChangeTimeSwitch	Miscellaneous
		Not Required for a "Cancel" ServiceOrderRequest.																	
MaximumDemand	NUMBER(4)	Maximum demand (in kW) in accordance with *Australian Standard* AS3000 (calculated at 230 V). Not Required for a "Cancel" ServiceOrderRequest.	R/N	R/N	R/N	N	N	R/N	N	N	N	R/N	N	N	N	N	N	N	O
REC-Name	PERSON NAME	Registered electrical contractor's name. Not Required for a "Cancel" ServiceOrderRequest.	R/N	M/N	M/N	N	N	N	N	N	N	M/N	N	N	N	N	N	N	O
REC-BusinessName	BUSINESS NAME	Electrical Contractor's business name. Not Required for a "Cancel" ServiceOrderRequest.	R/N	M/N	M/N	N	N	N	N	N	N	M/N	N	N	N	N	N	N	O
REC-Telephone	TELEPHONE	Electrical contractor's telephone number. A maximum of three telephone numbers may be provided. Not Required for a "Cancel" ServiceOrderRequest.	R/N	M/N	M/N	N	N	N	N	N	N	M/N	N	N	N	N	N	N	O
REC-ID	VARCHAR(20)	Electrical contractor's ID/licence number. Not Required for a "Cancel" ServiceOrderRequest.	R/N	M/N	M/N	N	N	N	N	N	N	M/N	N	N	N	N	N	N	O
REC-AttendanceRequired	YESNO	Does Electrical Contractor need to be present when the Recipient performs the field work? Yes = REC to be present. No = No need to have REC present. Not Required for a "Cancel" ServiceOrderRequest.	R/N	M/N	M/N	N	N	N	N	N	N	M/N	N	N	N	N	N	N	O
InstallationType	VARCHAR(30)	Code indicating the type of installation required:	R/N	M/N	M/N	N	N	N	N	N	N	N	N	N	N	N	N	N	O

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation - All AND Reseal Device and ChangeTimeSwitch	Miscellaneous
		• Underground • Overhead • Underground To Overhead Mains • Overhead To Underground Mains • Transformer Overhead • Transformer Ground Level Not Required for a "Cancel" ServiceOrderRequest.																	
SupplyPhases	VARCHAR(20)	Code indicating number of phases *supply* is to support: • 1-phase • 2-phase • 3-phase • Other Multi-phase • Unknown If "Other Multi-phase" used, further details must be provided as *SpecialInstructions*. Not Required for a "Cancel" ServiceOrderRequest.	M/N	M/N	M/N	N	N	N	N	N	N	M/N	N	M/N	N	N	N	N	O
MeteringRequired	VARCHAR(240)	New type of *metering* required, for example: • HV Metering Export only • LV CT Metering Export only • Three Phase Whole Current Export only • Single Phase Export only • Single Phase Multi Element Export only • HV Metering Export & Import • LV CT Metering Export & Import • Three Phase Whole Current Export & Import • Single Phase Export & Import	N	N	N	N	N	N	N	N	N	M/N	N	M/N	N	R/N	N	N	O

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation - All AND Reseal Device and ChangeTimeSwitch	Miscellaneous
		• Single Phase Multi Element Export & Import • Other Not Required for a "Cancel" ServiceOrderRequest.																	
OffPeakRequirements	VARCHAR(240)	Details of any off-peak requirements, For Example: • Space heating • Climate saver • Hot water • Pool Pump Not Required for a "Cancel" ServiceOrderRequest.	R/N	R/N	R/N	N	N	R/N	N	N	N	R/N	N	R/N	N	N	N	N	O
MeterInstallCode	CHAR(8)	Not Required for a "Cancel" ServiceOrderRequest.	N	N	N	N	N	R/N	N	N	N	R/N	N	R/N	N	N	N	N	O
SwitchingServiceRequired	VARCHAR(80)	Recipient expected to provide and install a switching service (e.g. timeswitch or ripple controller) For Example: • In the *meter* • External to the *meter* Not Required for a "Cancel" ServiceOrderRequest.	N	R/N	R/N	N	N	N	N	N	N	R/N	N	N	N	R/N	N	N	O
ProposedTariff	VARCHAR(10)	The new Network Tariff required by the Initiator. Allowed values are the Network's Tariff Code as approved by the Regulator and recorded in MSATS at the Meter register ID level. The field can be repeated as necessary where multiple tariffs are required.	N	N	N	N	N	M/N	N	N	N	M/N	N	M/N	N	N	R/N	N	O/N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation - All AND Reseal Device and ChangeTimeSwitch	Miscellaneous
		Not Required for a “Cancel” ServiceOrderRequest.																	

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).

Table 14 Service Order Transaction

Field	Format	Definition	All Responses
ResponseType	VARCHAR(15)	A code used to indicate Closure = closing out a Service Order.	M
ServiceOrderID	VARCHAR(15)	Initiator defined reference, used for reference and tracking. This is the same field as the one provided in the Initiator's ServiceOrderRequest. The Format must match exactly that used in the ServiceOrderRequest (including leading or trailing zeros and spaces). 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
InitiatorID	VARCHAR(10)	The Participant ID of the Initiator of the ServiceOrderRequest to which this response is related.	M
RecipientID	VARCHAR(10)	This is the Participant ID of the Recipient. This is the party providing the Service Order response.	M
NMI	CHAR(10)	*NMI* (as used by MSATS). This field is Mandatory for all Responses except Responses Service Work ServiceOrderRequest with a sub type of Allocate *NMI* Requests with a *ServiceOrderStatus* of "Not Completed".	M/N
NMIChecksum	CHAR(1)	*NMI* Checksum (as used by MSATS).	O
ServiceOrderAddress	ADDRESS (Structured)	Site/Service Point address in a structured format. For details of the ADDRESS structure, refer B2B Procedure Technical Specification. This field is Mandatory if the *NMI* is not provided in the Response.	M/N
ServiceOrderStatus	VARCHAR(20)	Indicates status of Service Order. Completed = Completed. Partially Completed =Partially Completed (primary work done, but 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" or "Not Completed" is used.	M
ExceptionCode	VARCHAR(80)	Note: this field is Mandatory if *ServiceOrderStatus* is "Not Completed" or "Partially Completed" (refer 2.10.a). The following exception codes should be used where the *ServiceOrderStatus* is "'Not Completed". "Unable To Access" "No Supply" "Unsafe" "Initiator Cancellation" "Recipient Cancellation" "Other" "Unknown Load" "Documentation Not Provided" "Request Submitted By Another Initiator"	M/R

Field	Format	Definition	All Responses
		"De-energisation Not Completed Due To A Re-energisation" "Tariff Change Not Approved" "Inadequate infrastructure" "Life Support" "No Comms" "Unknown Connection Status" "Site Already Energised" "Shared Supply Point" "Metering not compatible with proposed Tariff Change" The following codes are specific to De-energisation Service Orders where the *ServiceOrderStatus* is "Not Completed". "Customer Prevented" "Customer On-Site" "New Customer On-Site" "Sensitive Load" The following exception codes should be used where the *ServiceOrderStatus* is "Partially Completed ": "Metering Problem" "Reading Problem""Other" "Meter Not Retrieved" The following exception codes may be used where the *ServiceOrderStatus* is "Completed ": "Meter Reading Only Undertaken Due To Prior Re-energisation"	
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 Recipient's system.	M
SpecialNotes	VARCHAR(240)	Any special notes related to the Request and fieldwork that the Recipient wishes to make the Initiator aware of. This field is Mandatory if an *ExceptionCode* value of "Other", "Recipient Cancellation", or "Documentation Not Provided" is provided, or a *ServiceOrderStatus* of "Partially Completed" or "Not Completed" is used.	M/O
RecipientContactName	PERSON NAME	Contact name of Recipient, to be provided where Initiator may need to contact the Recipient.	O
RecipientContactTelephoneNumber	TELEPHONE	Contact telephone number of Recipient. This is mandatory where the *RecipientContactName* is populated. A maximum of three telephone numbers must be provided.	O
RecipientReference	VARCHAR(15)	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 Response.	R
ProductCode	VARCHAR(10)	Standard Codes: "No Charge" = used where there is no fee for the service provided. "Cost TBA" = Used where the Recipient needs to do further investigation to determine what work was attempted or completed at the Site. Refer section 2.10.c. "As Quoted" = Used where the parties have previously agreed the price for the work. At least one *ProductCode* must be provided in all Jurisdictions. This field repeats to allow provision of details for multiple *Product Codes.*	M

4.3. 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).

Table 15 Business Acceptance Rejection data

Field	Format	Definition	All ServiceOrderTypes
EventCode	NUMERIC(4)	A code to indicate acceptance or the reason for the rejection.	M
KeyInfo	VARCHAR(15)	The Service Order of the transaction being accepted or rejected.	M
Context	EVENT CONTEXT	The Data Element in the received Business Document (e.g. 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

4.3.1. 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) Below is the reference table for Business Events that can apply to this process and the relevant Business Signals.

Table 16 Business Event Codes

Business Document	Business Signal	Business Event	*Explanation* Required	Severity	EventCode	Relevant Procedure clause or Reference Notes
ServiceOrderRequest	*BusinessAcceptance/Rejection*	*ServiceOrderSubType* does not match *ServiceOrderType.*	No	Error	1910	
		Unable to perform the work within the Required Timeframe, alternative date provided in *Explanation*.	Yes	Warning	1912	
			Yes	Error	2000	
		Unable to perform the work after hours, alternative time provided in *Explanation*.	Yes	Warning	1940	
			Yes	Error	2001	
		New Request with previously used *ServiceOrderID*.	No	Error	1914	
		Recipient does not support this *ServiceOrderType* or *ServiceOrderSubType.*	No	Error	1915	
		The Request falls outside the Recipient's regulatory obligations.	Yes	Error	1957	
		Invalid *AppointmentReference*.	No	Error	1916	
		Unable to cancel ServiceOrderRequest. 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	
		No Meter At Site.	No	Error	1941	When a ServiceOrderRequest requires a *meter* to be present at the Site but there is no *meter* installed at the Site.

Business Document	Business Signal	Business Event	*Explanation* Required	Severity	EventCode	Relevant Procedure clause or Reference Notes
		Unable To Cancel, Original Request Not Received.	No	Error	1937	2.8. – Used where a “Cancel” ServiceOrderRequest is received without a matching “New” ServiceOrderRequest.
		Previous Cancellation Already Processed.	No	Error	1938	2.8.– Used where a “New” ServiceOrderRequest is received after “Cancel” version of the same Request has been rejected.
		Initiator Is Not Permitted To Raise This Service Order Type.	No	Error	1945	
		Rejection – Site already de-energised.	No	Error	1944	
		Request submitted by another Initiator.	No	Error	1956	
		ServiceOrderID value of the original Request that was rejected is not in *SpecialInstructions*.	No	Error	1955	
		ScheduledDate greater than 100 calendar days in the future.	No	Error	1954	
		Documentation required.	No	Warning	1953	
		“Replace” ServiceOrderRequest 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	
		Unable to perform Service Order due to communications disabled.	Yes	Error	2004	
		Unable to perform Service Order as communications does not exist.	Yes	Error	2005	
		Service Not Provided.	No	Error	2006	
		No Contract for service.	No	Error	2007	

Business Document	Business Signal	Business Event	*Explanation* Required	Severity	EventCode	Relevant Procedure clause or Reference Notes
		No Comms.	No	Error	2009	
		Unknown Connection Status.	Yes	Error	2010	
		Meter Not Retrieved.	No	Warning	2011	
		Site Already Energised.	No	Warning	2012	
		Shared Supply Point.	Yes	Error	2013	
		Tariff Change Not Approved.	Yes	Error	2014	
ServiceOrderResponse	*BusinessAcceptance/Rejection*	*ActualDateAndTime* is after the date and time the ServiceOrderResponse was sent.	No	Error	1921	
		Product Code does not match requested work.	No	Warning	1951	
ServiceOrderAppointmentNotification	*BusinessAcceptance/Rejection*	Appointment Notification does not match a ServiceOrderRequest.	No	Error	1922	
All	*All*	Accept.	No	Information	0	Standard aseXML Code.
		Data missing. Details provided in *Explanation.*	Yes	Error	201	Standard aseXML Code. Used where data with a usage of Required in the Procedure is missing.
		Invalid data. Details provided in *Explanation.*	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 *Explanation*.	Yes	Error	1950	Used where a field with a usage of Mandatory in the Procedure is not supplied.
		NMIChecksum 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	