

B2B PROCEDURE

SERVICE ORDER PROCESS

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Document History

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1.3 DRAFT	30/6/2006	NEMMCO	Update for changes proposed prior to Tranche 1 go live that have no operational impact and changes required to accommodate the commencement of FRC in Queensland.
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1.3	30/01/07	NEMMCO	Version recommended by the IEC to NEMMCO on 22 January 2007 and approved by NEMMCO for publication on 30 January 2007.
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1.5.1	27/04/2009	NEMMCO	Update the version number and release date to retain version numbering with the other B2B procedures. Updated singular and plural references to the word "Procedure (s)". Issued as FINAL Determination.
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2.0	13/11/2013	AEMO	Updates to capture QC 776 CSDN Project Changes
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Interpretation

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

Documentation Conventions

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

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1 INTRODUCTION

1.1 Document Structure

Section One provides an introduction and context to this Procedure.

Section Two describes the types of Service Order, and their business context.

This section includes details the high-level process flows for Service Orders.

Section Three defines the Timing Requirements for the Service Order Process.

Section Four itemises the data to be provided in each transaction (and for each type of Service Order).

1.2 Introduction

- a. This B2B Procedure: Service Order Process (“Procedure”) is approved by AEMO in accordance with clause 7.2A.5.a.1 of the National Electricity Rules (“Rules”).
- b. This Procedure may only be amended in accordance with clause 7.2A.3 of the Rules.
- c. In the event of any inconsistency between this Procedure and the Rules, the Rules shall prevail to the extent of the inconsistency.
- d. In the event of any inconsistency between this Procedure and the Metrology Procedure, the Metrology Procedure shall prevail to the extent of the inconsistency.
- e. In the event of any inconsistency between this Procedure and the MSATS Procedures, the MSATS Procedures shall prevail to the extent of the inconsistency.
- f. In the event of any inconsistency between this Procedure and the B2B Procedure: Technical Delivery Specification or the B2B Procedure Technical Guidelines for B2B Procedures (together referred to as the “B2B Technical Procedures”), unless this Procedure provides otherwise, the relevant B2B Technical Procedure shall prevail to the extent of the inconsistency.
- g. In this Procedure, a capitalised word or phrase has the meaning given to it:
 1. in this Procedure;
 2. if no meaning is given to it in this Procedure, it is defined in the B2B procedure Technical Guidelines for B2B Procedures; or
 3. if no meaning is given to it in the B2B Procedure Technical Guidelines for B2B Procedures, it is defined in the Rules.
- h. This Procedure shall be interpreted in accordance with the rules of interpretation set out in clause 1.7 of the Rules and the B2B Procedure Technical Guidelines for B2B Procedures. Provisions that are placed in a square box coloured grey are provided by way of explanation and to assist readers and do not form any obligation on Participants nor do they affect the interpretation of this Procedure. Provisions that fall within a section entitled “Worked Example” are provided for assistance only and do not form any obligation on the Participants nor do they affect the interpretation of this Procedure.

1.3 Jurisdictional Instruments

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

1.4 Purpose

- a. This Procedure defines standard process and transaction data requirements, which apply to Participants in the NEM. This Procedure enable Retailers to request defined services (“Service Orders”) from Service Providers and 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.

This Procedure assumes the use of automated business processes using the agreed industry standard of aseXML messaging.

1.5 Scope

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

1.5.1 Inclusions

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

1.5.2 Exclusions

- a. This Procedure does not apply to:
 1. processes for unmetered supplies – as this is usually organised between the Customer and Service Provider / Retailer directly;
 2. requests for network augmentation or changes to the network to support installation modifications;
 3. new connections and metering work performed by Accredited Service Providers in NSW – as this process involves a third Party, with interactions managed by paperwork;
 4. automated / electronic Service Order status requests. The Retailer should contact the Service Provider if they require a status report (refer to sections 3.2 and 3.3 for details of expected response times for the process steps).
 5. any updates to MSATS that may be required during any of these Service Order processes;
 6. the technical infrastructure and delivery mechanism allowing Participants to send and receive Service Order transactions; or
 7. the reporting of faults and emergencies, such as off-peak relay failure (“no hot water”) or loss of power.

1.5.3 Requirement for Service Paperwork

- a. This Procedure does not remove the need for related paperwork for individual Service Order processes (such as an electrical work request or a notice of work request).
- b. Where an individual Service Order process requires Service Paperwork¹, the following Service Order Transaction fields must be completed depending upon jurisdictional requirements:
 - *FormReference*,
 - *FormNumber*
 - *SafetyCertificateId*

See clause 2.12.2 for details regarding Service Paperwork processes.

1.6 Use of aseXML

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

1.7 Application of this Procedure

- a. As required by clause 7.2A.4(i) of the National Electricity Rules, Local Retailers, Market Customers, Distribution Network Service Providers, AEMO, Metering Data Providers and Metering Providers must comply with this Procedure.

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

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

1.8 Enforceability of the Procedure

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

1.9 Terminology and Definitions

1.9.1 Interpretation of Time

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

1.9.2 Terminology

- a. In this Procedure:

¹ The Service Paperwork reference table is described in the B2B Procedure Technical Delivery Specification.

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

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

The term "Customer" includes their nominated agent.

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

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

Current jurisdictional Service Paperwork include for example,

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

1.9.3 Business Documents

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

1.9.4 Business Signals

- a. This Procedure requires that the technical delivery mechanism support the following "Business Signals":
 1. BusinessReceipt; and
 2. BusinessAcceptance/Rejection

A BusinessReceipt indicates that a Business Document has been received and its contents indicate if it is readable by the Recipient.

A BusinessAcceptance/Rejection represents formal acceptance or rejection of the appropriate Business Document by the Recipient based on the application of business rules.

1.10 Related Documents

- a. This Procedure has been prepared in conjunction with and should be read in conjunction with:

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

2 BUSINESS PROCESS

2.1 Process Overview

- a. There are ten types of Service Orders. The table below describes each type and details each one's business context.

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

Figure 1: Service Order types

Service Order Type		Description	Typical Triggers	Obsolete Terminology
Allocate NMI		Retailer requests a NMI for a Site prior to its connection to the network.	Customer contracts with a Retailer and the Retailer wants the Site to be allocated to the Retailer from the date of creation of the NMI.	Greenfield NMI creation
New Connection (Not NSW)		Retailer requests a Service Provider to arrange a new supply connection to a specified address. Retailer specifies preferred timeframe and relevant installation requirements.	Customer contacts a Retailer to make arrangements for a new supply connection at a specified address. A new connection can arise in a number of circumstances, including: <ul style="list-style-type: none"> a Customer moving into a new premise which currently does not receive an electricity supply; or a builder wishes to provide permanent or temporary supply to new properties under construction. 	New Supply Install Meter Greenfield Connection
Re-energisation		Retailer requests a Service Provider to arrange for a Connection Point to be re-energised. Methods include: <ul style="list-style-type: none"> Insert Fuse Main switch Meter connection Connection at pole or pillar or pit Remove sticker 	Energisation of a new supply where a previous new connection <u>ServiceOrderRequest</u> required the Site to be left de-energised. Re-energisation of a Site following a request to de-energise. A need to re-energise a Connection Point arises where a Customer: <ul style="list-style-type: none"> is moving into a premise; or has previously requested that a supply be temporarily de-energised and now wishes the supply restored; or has been disconnected for non-payment. 	Turn-on Move in Reconnection Energisation Insert Fuse Remove Sticker

Service Order Type		Description	Typical Triggers	Obsolete Terminology
De-energisation		<p>Retailer requests Service Provider to arrange for a Connection Point to be de-energised.</p> <p>Methods include:</p> <ul style="list-style-type: none"> • Remove Fuse • Turn off main switch and sticker • Turn off main switch • Meter Disconnection (meter wire disconnection or turn meter) • Disconnection at pole top, pillar box or pit 	<p>A need to de-energise a Connection Point can arise in these situations:</p> <ul style="list-style-type: none"> • where the Retailer has grounds to proceed with a De-energisation for non-payment (where the Customer has failed to meet their obligations under jurisdictional rules). • the Customer requires a temporary disconnection of supply because the Site is to be left vacant for a time; or • the Customer is moving out of a premise and no new tenant has requested supply at the same address. 	<p>Turn-off</p> <p>Disconnection</p> <p>Apply sticker</p> <p>Move out</p>
Special Read		<p>Retailer requests a Service Provider to perform a Special Read of a manually read meter.</p> <p>This is a reading not associated with a Re-energisation or a De-energisation.</p>	<p>A need to obtain a Special Read (rather than a scheduled read) arises for manually read metering where an out of cycle reading is required.</p>	<p>Check Read</p> <p>Final read</p> <p>Start read</p> <p>Opening read</p>
Additions and Alterations (Not NSW)		<p>Retailers requests a Service Provider to change the metering associated with a Connection Point.</p> <p>This Service Order Process applies to all physical changes to a Connection Point during its life cycle. It excludes New Connection and Supply Abolishment. Additional exclusions are listed at 1.5.2.b.</p>	<p>An adds/alts <u>ServiceOrderRequest</u> can arise for a large number of reasons related to making a physical change to the supply at a given Connection Point. These include:</p> <ul style="list-style-type: none"> • Installation or Decommissioning of a hot water meter; or • Removal of meter/time-switch; or • Change a single phase supply into a multi-phase supply (metering only); or • Meter replacement (at request of Retailer); • Relocation of the service line not involving change of the NMI for a Connection Point; or • Move a meter (eg. to facilitate building works at Customer's Site) but not decommission the NMI. 	<p>There are a wide range of terms related to Additions and alterations related to the specific service requested (such as installation of a new hot water meter). These are not included here.</p>

Service Order Type		Description	Typical Triggers	Obsolete Terminology
Meter Reconfiguration		Retailer requests the Service Provider to reconfigure/ reprogram the metering at a given Connection Point.	<p>This includes:</p> <ul style="list-style-type: none"> Change the hours of application of different registers (eg. peak and off-peak boundaries). Turn on/off off-peak registers. Off peak conversion (change from one off-peak control load tariff to another). <p>A meter reconfiguration <u>ServiceOrderRequest</u> usually arises where the Retailer needs to reprogram a meter to reflect a tariff change to the Customer.</p>	<p>Meter Reprogramming</p> <p>Register Reconfiguration</p> <p>Off peak tariff change</p> <p>Off peak conversion</p> <p>Tariff change</p>
Meter Investigation		Retailer requests Service Provider to investigate the metering at a given Connection Point. Retailer may provide a context for this request.	<p>A need to investigate a Connection Point can arise in two distinct situations:</p> <ul style="list-style-type: none"> where a Customer raises a request with their Retailer to investigate a meter fault; or where the Retailer has grounds to proceed with an investigation. <p>Typically a Customer may request an investigation where they believe that there is a problem with the metering installation.</p> <p>A Retailer may request an investigation on the grounds of:</p> <ul style="list-style-type: none"> suspected fraud/tampering; consistent abnormal meter readings suspected to be caused by a faulty meter. 	<p>Meter Fault investigation</p> <p>Meter Fraud investigation</p> <p>Meter Tamper investigation</p> <p>Meter inspection</p> <p>Meter Testing</p>
Supply Abolishment		Retailer requests the Service Provider to abolish supply at a given Connection Point. This involves decommissioning of a NMI and all associated metering (eg. demolition of Customer's Site). Whilst this Service Order can be used to terminate a single meter, it should only be used where the removal of this single meter also constitutes the abolishment of the supply.	<p>Typically a Customer (or their agent) may request a Supply Abolishment for a number of reasons, such as where:</p> <ul style="list-style-type: none"> a property is to be demolished or its usage changed and a supply is no longer required; or an alternative Connection Point can be used and the redundant supply is to be removed. <p>Note: no De-energisation Request required unless the De-energisation is to take place at some time prior to the supply abolishment.</p>	<p>Supply point termination</p> <p>Permanent Disconnection</p>

Service Order Type		Description	Typical Triggers	Obsolete Terminology
Miscellaneous Services		Retailer requests the Service Provider to perform a service not covered by one of the above Service Order types. One example of a Miscellaneous Service Order is a Drop and Reconnect” (or other temporary disconnection to supply).	Retailer needs to request an agreed Service Provider service that is not covered under any other type of <u>ServiceOrderRequest</u> .	“Other” Service Order”

2.1.1 Jurisdictional Applicability and Variations

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

Figure 2: Jurisdictional table

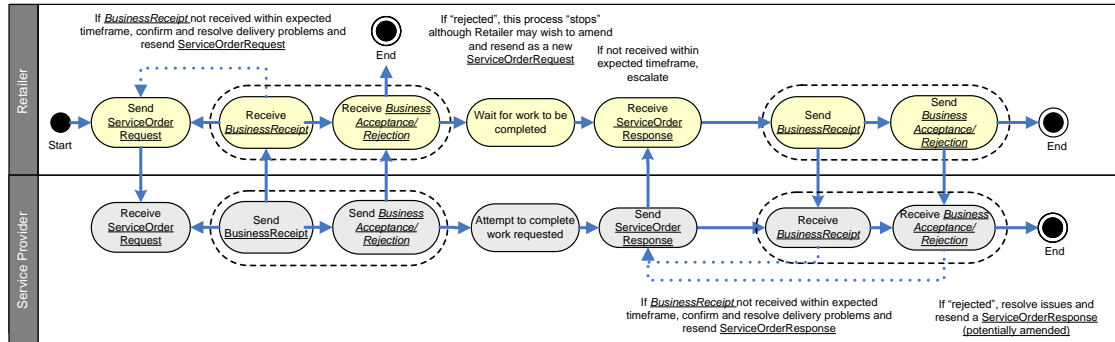
Service Order Type	ACT	NSW	QLD	SA	VIC	TAS
Allocate NMI	No	Yes	No	No	No	Yes
New Connection	Yes	No	Yes	Yes	Yes	Yes
Re-energisation	Yes	Yes	Yes	Yes	Yes	Yes
De-energisation	Yes	Yes	Yes	Yes	Yes	Yes
Special Read	Yes	Yes	Yes	Yes	Yes	Yes
Adds and Alts	Yes	No	Yes	Yes	Yes	Yes
Meter Reconfiguration	Yes	Yes	Yes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

Key	
Yes	Applicable as defined.
No	Not applicable.

2.2 Process Diagrams

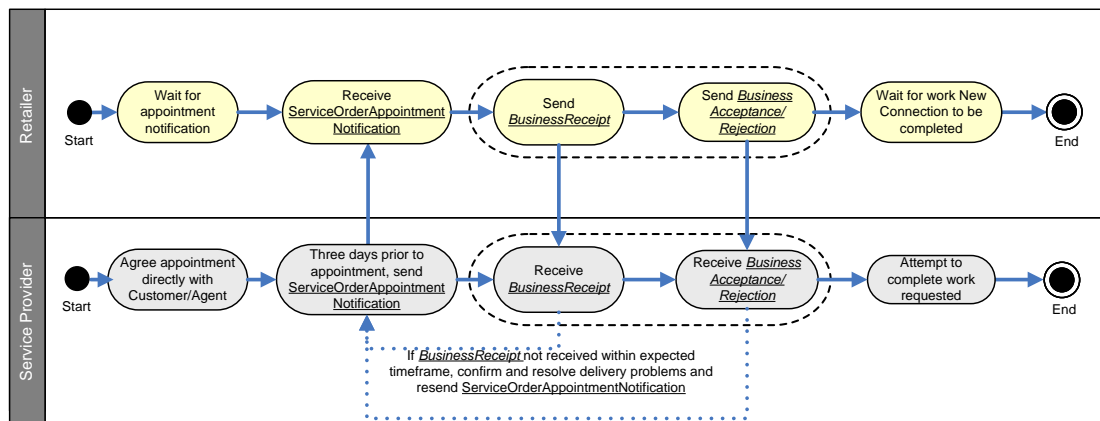
a. The following diagrams illustrate the high-level process flow:

Figure 3: Service Order process



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

Figure 4: Appointment Notification process



2.2.1 General Principles

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

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

- c. A Previous Retailer for a NMI that is the subject of the ServiceOrderRequest is only permitted to raise a Meter Investigation or Special Read (with *ServiceOrderSubType* of “Check Read”) ServiceOrderRequest.
- d. If a DNSP is the RP for the NMI, then the Retailer must send any ServiceOrderRequest to the DNSP. If the DNSP is not the RP for the NMI, then the Retailer must send any ServiceOrderRequest to the appropriate Participant responsible for the required service.
- e. The Service Provider must ensure that the *ServiceProviderID* receiving the ServiceOrderRequest must be the same *ServiceProviderID* used in the ServiceOrderResponse.
- f. The Service Provider must return a BusinessReceipt to the Retailer to confirm that they have received the ServiceOrderRequest.
- g. The Service Provider must send a BusinessAcceptance/Rejection to the Retailer.
- h. If a Service Provider wishes to reject a ServiceOrderRequest, the Service Provider must indicate the reason for rejecting a Request by the use of an appropriate *EventCode* in a BusinessAcceptance/Rejection transaction. Refer section 4.4.1 for the list of relevant *EventCodes*.
- i. If the Service Provider rejects the ServiceOrderRequest, the Retailer may seek further clarification from the Service Provider or dispute the rejection. Where the Service Provider has inappropriately rejected the ServiceOrderRequest, the Retailer must raise a ServiceOrderRequest if they still require the work to be done. Where the Retailer raises a replacement ServiceOrderRequest, the Retailer must:
 - 1. Agree with the Service Provider that the Retailer may issue a replacement ServiceOrderRequest with an *ActionType* of “Replace”;
 - 2. Use an *ActionType* of “Replace”;
 - 3. Use a new *RetServiceOrder* value; and
 - 4. Include the *RetServiceOrder* value of the rejected Request in the *SpecialInstructions* field.The Service Provider must use reasonable endeavours to meet the original Timing Requirement for the completion of requested work that was inappropriately rejected.
- j. On accepting the ServiceOrderRequest, the Service Provider must use reasonable endeavours to complete the work within the Required Timeframe for the Completion of the Requested Work.
- k. With the exception of the Allocate NMI and Miscellaneous ServiceOrderRequests, the requested work will always require the taking of a meter reading. A meter reading is not required for an Allocate NMI ServiceOrderRequest. A meter reading may be required for a Miscellaneous ServiceOrderRequest, depending on the nature of the work. Refer 2.12.1.f.
- l. Upon the successful, or unsuccessful, completion of the work, or the cancellation of a ServiceOrderRequest, the Service Provider must send a ServiceOrderResponse (see Section 4.2) to the Retailer with details of the status of the requested work.

- m. If the Service Provider issues a ServiceOrderResponse with a *ServiceOrderStatus* of “Partially Completed” or “Not Completed”, the Retailer must raise a new ServiceOrderRequest if they still require the work to be completed.
- n. The Retailer must indicate receipt of the ServiceOrderResponse with a BusinessReceipt transaction. If the Retailer considers that incomplete or incorrect information has been provided in the ServiceOrderResponse, the Retailer must send the Service Provider a BusinessAcceptance/Rejection transaction indicating a rejection.
- o. The process ends when the Retailer sends the Service Provider a BusinessAcceptance/Rejection transaction. Refer 2.7.

2.3 Organising an Appointment

- a. Appointments for Service Orders are only supported where the relevant parties have a bilateral agreement that specifically deals with Appointments. The *CustomersPreferredDateAndTime* field in the ServiceOrderRequest should be used to support any bilateral agreements and a confirmed appointment (agreed between the Retailer and Service Provider) must also include an *AppointmentReference*.

2.4 Raising a ServiceOrderRequest

- a. The Retailer must send a Service Order as a ServiceOrderRequest to the appropriate Service Provider.
- b. The ServiceOrderRequest must include the *ActionType* set to “New” to indicate that this is a new Request.

2.5 Acknowledging Receipt of the ServiceOrderRequest

- a. Upon receipt of a ServiceOrderRequest, a Service Provider must acknowledge receipt of the ServiceOrderRequest using a BusinessReceipt. This indicates that the Service Order has been received and is readable by the Recipient.
- b. The Service Provider must send a BusinessAcceptance/Rejection to the Retailer, following a business validation of the ServiceOrderRequest. This process provides the Retailer with timely acknowledgment that the ServiceOrderRequest has been validated and it is either understood and accepted by the Service Provider, or rejected.
 - 1. A BusinessAcceptance/Rejection with a Business Event of ‘Accept’ indicates that the Service Provider reasonably believes they will be able to complete the work within the Required Timeframe for the Completion of the Requested Work.
 - 2. Reasons for a business rejection and/or validation errors must be advised to the Retailer using *EventCodes* (refer 4.4) in a BusinessAcceptance/Rejection transaction.
- c. Retailers acknowledge and accept that a Service Provider will reject all De-energisation, Supply Abolishment and Miscellaneous services ServiceOrderRequests from Retailers who are not the Current Retailer for a Site. The BusinessAcceptance/Rejection will use an *EventCode* indicating “Retailer Is Not Permitted To Raise This Service Order Type”. Refer 2.2.1.b.and c.

- d. Where the Retailer receives a *BusinessAcceptance/Rejection* transaction indicating that there were validation errors, the Retailer should address any issues and, if necessary, submit a new *ServiceOrderRequest* with a new *RetServiceOrder*. In this situation the Retailer must not issue a "Cancel" *ServiceOrderRequest* to the Service Provider for the original (invalid) *ServiceOrderRequest*.
- e. Where the Retailer does not receive a *BusinessReceipt* or *BusinessAcceptance/Rejection* from the Service Provider, the Retailer should investigate the failure of the delivery and notify the Service Provider if the problem is deemed to lie with the Service Provider, resending the original *ServiceOrderRequest*, as appropriate.

2.6 Actioning the *ServiceOrderRequest*

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

2.6.1 Service Orders Requiring Customer Consultation

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

2.6.2 Scheduled Date and Customer Preferred Date and Time

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

1. Where only the *ScheduledDate* field is completed:
 - i. The Retailer must not put a retrospective date in the *ScheduledDate* field
 - ii. If a retrospective date is received in the *ScheduledDate* field, the Service Provider must provide the Retailer with a BusinessAcceptance/Rejection with a rejection message of 'Invalid data. Details provided in the *Explanation*.'
2. Where both the *ScheduledDate* and *CustomerPreferredDateAndTime* fields are completed:
 - i. The Retailer must not put a retrospective date in the *ScheduledDate* field.
 - ii. If a retrospective date is received in the *ScheduledDate* field the Service Provider must provide the Retailer with a BusinessAcceptance/Rejection with a rejection message of 'Invalid data. Details provided in the *Explanation*.'
 - iii. The date specified by the Retailer in the *ScheduledDate* and *CustomerPreferredDateAndTime* fields must be the same except as allowed in 2.6.2 c.1.ii. and 2.6.2 c.1.iii in which case only the *CustomerPreferredDateAndTime* can be retrospective.
 - iv. If a retrospective *CustomerPreferredDateAndTime* is provided otherwise than in accordance with 2.6.2 c.1.ii or 2.6.2 c.1.iii, the Service Provider must reject the ServiceOrderRequest with a rejection message of 'Invalid data. Details provided in the *Explanation*.'

b. The Service Provider must use reasonable endeavours to complete the work requested and accepted on or after the *ScheduledDate* included in the ServiceOrderRequest, and within the Required Timeframe from this *ScheduledDate* or in the case of an appointment, agreed by the Retailer and Service Provider, on the *ScheduledDate*.

c. Where the *CustomerPreferredDateAndTime* is provided in accordance with 2.6.2 a.2,

1. *The CustomerPreferredDateAndTime* should represent
 - i. The Customer's preference, as agreed with the Retailer, which becomes the *ScheduledDate* for the Service Order, or
 - ii. A date and time, agreed between the Retailer and Service Provider 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 *RetServiceOrder* quoted by the Retailer to the Service Provider by phone. In this instance, the *CustomerPreferredDateAndTime* is the date agreed by both parties for the work to be completed; or

- iii. Where a Customer advises the Retailer they have already moved into the Site and the Site is energised (left energised or energised by the Customer), if the Retailer requires a move-in reading the Retailer 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*. The Service Provider will provide a meter reading in accordance with the Metrology Procedure, undertaking field work if necessary.
2. If the *CustomerPreferredDateAndTime* and *ScheduledDate* are not the same date, except as permitted in 2.6.2 c.1.ii and 2.6.2 c.1.iii, the Service Provider must provide the Retailer with a BusinessAcceptance/Rejection with a rejection message of ‘Invalid data. Details provided in the Explanation’.
3. If the *CustomerPreferredDateAndTime* is not reflected by the *ServiceTime*, the Service Provider must provide the Retailer with a BusinessAcceptance/Rejection with a rejection message of ‘Invalid data. Details provided in the Explanation’
- d. The *ScheduledDate* must not be more than 100 calendar days in the future.

2.6.3 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 3.3.5 of this Procedure.
- b. The following provisions cover the various aspects related to difficulties completing work within the Required Timeframe.
- c. Where a Service Provider and Customer agree an alternative timeframe (other than the Required Timeframe) for the completion of requested work, this arrangement takes precedence over any *ScheduledDate* or *CustomerPreferredDateAndTime*. The Service Provider must inform the Retailer of the agreed alternative timeframe by an appropriate message in the *SpecialNotes* field of the ServiceOrderResponse.
- d. Subject to specific provisions detailed in 3.3.5, the Required Timeframe is deemed to start from the *ScheduledDate*.
- e. Where the Service Provider is unable to complete the requested work within the Required Timeframe (from the *ScheduledDate*), the Service Provider must contact³ the Retailer as soon as reasonably practicable to negotiate a new date. This situation may arise:
 - i. When the Service Provider first receives the ServiceOrderRequest and has an issue with the *ScheduledDate* requested by the Retailer; 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*.

³ The Retailer may choose to use email to confirm telephone agreements.

- f. If the Service Provider becomes aware of an inability to meet the Required Timeframe then, prior to sending a BusinessAcceptance/Rejection, the Service Provider must telephone the Retailer to negotiate an acceptable date and confirm any arrangements via the BusinessAcceptance/Rejection.

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

- g. If the Service Provider becomes aware of an inability to meet the Required Timeframe after sending a BusinessAcceptance/Rejection:
1. The Service Provider must telephone the Retailer to negotiate an acceptable date and confirm any arrangements via email; and
 2. The Retailer will either:
 - a) Note the change and update their systems accordingly, leaving the ServiceOrderRequest unchanged; or
 - b) Wait until the Service Provider sends a ServiceOrderResponse, then raise a new ServiceOrderRequest if necessary.
 3. If the *ServiceOrderStatus* is 'Partially Completed' or 'Not Completed', the Retailer may issue a new ServiceOrderRequest with amended details.
- h. Where a *CustomerPreferredDateAndTime* has been agreed (with an *AppointmentReference*) and the Appointment cannot be met, the Service Provider must telephone the Retailer to negotiate an acceptable alternative date (ie a new *CustomerPreferredDateAndTime*). In this instance, if the Retailer does not cancel and re-issue the ServiceOrderRequest, the Retailer must confirm any revised Appointment details with the Service Provider by email.

2.6.4 Raising a ServiceOrderResponse

- a. Upon the successful, or unsuccessful, completion of the work, or the cancellation of a ServiceOrderRequest, the Service Provider must send a ServiceOrderResponse (see Section 4.2) to the Retailer with details of the status of the requested work using *ServiceOrderStatus* and *ExceptionCode*.
- b. If the Retailer still requires work to be done, the Retailer must do so using a new ServiceOrderRequest (with a new *RetServiceOrder*).
- c. A Retailer must acknowledge receipt of the ServiceOrderResponse using a BusinessReceipt transaction. This acknowledges that the ServiceOrderResponse has been received.
- d. The Retailer must send a BusinessAcceptance/Rejection, following a business validation of the ServiceOrderResponse. This process provides the Service Provider with timely acknowledgment that the ServiceOrderResponse has been validated and it is both understood and accepted by the Retailer.
- e. Where the Service Provider does not receive a BusinessReceipt or BusinessAcceptance/Rejection from the Retailer, the Service Provider may investigate the failure of the delivery and notify the Retailer if the Service Provider reasonably considers that delivery failure lies with the Retailer, resending the original ServiceOrderResponse, as appropriate.

2.6.5 Use of Status, Exception and Product Codes in ServiceOrderResponses

- a. The *ServiceOrderStatus* reflects whether the requested work was:
 - i. Completed ("Completed") - If all aspects of the work that is the subject of the ServiceOrderRequest is completed by the Service Provider the Service Provider must put a Code of "Completed" in the *ServiceOrderStatus* field. In this case, the *ExceptionCode* is not required.
 - ii. Partially completed ("Partially Completed") - If the Service Provider has completed the primary work (described by the *ServiceOrderType*) but was unable to complete the associated actual meter reading, the Service Provider must complete the *ServiceOrderStatus* as "Partially Completed". In this case a substituted meter reading will be provided and the Service Provider must use an *ExceptionCode* to indicate the reason the meter read could not be taken.
 - iii. Not completed ("Not Completed") - If the primary work requested could not be completely fulfilled, the Service Provider must complete the *ServiceOrderStatus* as "Not Completed" and the reason for the work being incomplete must be indicated using an *ExceptionCode*.
- b. The Service Provider must identify any chargeable work by using one or more applicable *ProductCodes*.
- c. Specific requirements apply to the use of the "Cost TBA" code as follows:
 - i. The *ProductCode* "Cost TBA" must not be used for Re-energisation, De-energisation and Special Read ServiceOrderRequests; and
 - ii. The *ProductCode* "Cost TBA" must only be used when the Service Provider needs to do further investigation to determine what work was attempted or completed at the Site. This *ProductCode* must not be used as a default.
- d. Where the work done by the Service Provider does not match what was requested in the ServiceOrderRequest, the *ProductCode* must correspond to the actual work done, not what was requested. An example of this situation is where the Service Provider reconciles concurrent Requests for the same NMI (refer 2.12.15.d).

2.7 Closing the Service Order Process

- a. The Service Order Process ends when:
 - i. The Retailer has confirmed acceptance of the ServiceOrderResponse with a BusinessAcceptance/Rejection transaction indicating acceptance; or
 - ii. The Retailer has rejected the ServiceOrderResponse (with a negative BusinessAcceptance/Rejection transaction) and the Service Provider has investigated and communicated a reply with the results of the investigation by telephone or email to the Retailer. The Service Provider must communicate this reply within 2 business days. The Service Provider and the Retailer must negotiate a resolution of the situation, with the agreed resolution being reflected in each party's systems.
- b. If the requested work was partially completed (*ServiceOrderStatus* = "Partially Completed") or not completed (*ServiceOrderStatus* = "Not Completed"), the Retailer may need to raise a new ServiceOrderRequest for follow-up work.

2.8 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.
- b. The Retailer may only use the *Priority* value of "High" (in the Message header) for 'High Priority' ServiceOrderRequests.
- c. The Service Provider must not reject an otherwise valid ServiceOrderRequest due to the incorrect use of the "High" *Priority* value.
- d. Delivery priority (the Message *Priority* field) must only be used to prioritise the retrieval, validation and acknowledgement of ServiceOrderRequests.

2.9 Works Scheduling

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

2.10 Cancelling a ServiceOrderRequest

- a. A Retailer may attempt to cancel the work associated with a ServiceOrderRequest up to the point at which a ServiceOrderResponse has been received. To do so, the Retailer must send a Service Order cancellation to the relevant Service Provider using a ServiceOrderRequest. The ServiceOrderRequest must have the *ActionType* set to "Cancel" and must quote the *RetServiceOrder* of the Request to be cancelled.
- b. If the Retailer needs to cancel a Service Order urgently, this must be communicated to the Service Provider by phone. The Retailer must also send a "Cancel" ServiceOrderRequest on the same business day, unless otherwise agreed with the Service Provider.
- c. On receipt of a ServiceOrderRequest cancellation:
 1. If the original Request has been received by the Service Provider and a BusinessAcceptance/Rejection has not been sent, the Service Provider will:
 - a. Accept both Requests, and
 - b. Send a ServiceOrderResponse to the original ServiceOrderRequest with a Status of "Not Completed" and an *ExceptionCode* of "Retailer Cancellation".
 2. If the original Request has been received and accepted by the Service Provider:
 - a) If the ServiceOrderRequest has been completed or the Service Provider is unable to cancel the field work, the Service Provider will reject the "Cancel" ServiceOrderRequest with an *EventCode* indicating "Unable to cancel ServiceOrderRequest. Requested work has commenced or is completed."
 - b) If the ServiceOrderRequest has already been cancelled in the Service Provider system (e.g. triggered by a phone call from the Retailer for a same day cancellation) or the Service Provider is able to cancel the field work, the Service Provider will accept the "Cancel" ServiceOrderRequest.

3. If the original ServiceOrderRequest has not been received by the Service Provider, the Service Provider must:
 - a) Wait for 30 minutes (to allow time for the associated “New” (or “Replace”) ServiceOrderRequest to arrive).
 1. If the “New” (or “Replace”) ServiceOrderRequest arrives:
 - a) Accept the “New” (or “Replace”) ServiceOrderRequest.
 - b) Accept the “Cancel” ServiceOrderRequest.
 - c) Provide a ServiceOrderResponse to the Service Order.
 2. If the “New” (or “Replace”) ServiceOrderRequest has not arrived:
 - a) Reject the “Cancel” ServiceOrderRequest with an *EventCode* indicating “Unable to Cancel, Original Request Not Received”.
 4. If the “New” (or “Replace”) ServiceOrderRequest subsequently arrives, the Service Provider will reject the Request using an *EventCode* indicating “Previous Cancellation Already Processed”.
- d. Charges consistent with the allowed *ProductCodes* may apply for any cancelled ServiceOrderRequest.

2.11 Updating a ServiceOrderRequest

- a. Service Providers shall not accept updated ServiceOrderRequest transactions. To change a ServiceOrderRequest Retailers may either:
 - i. Cancel the original Request and issue a new one or,
 - ii. By agreement, the Service Provider may accept updates to ServiceOrderRequests advised by telephone or email.

2.12 Common business practices

2.12.1 General

- a. **MSATS Relationship** - An MSATS transaction does not remove the need for a Service Order. For example, where the prospective transfer is to take place on a Special Read, the Retailer must raise a Special Read ServiceOrderRequest to the appropriate Service Provider.
- b. **Service Time**
 1. *ServiceTime* is used to inform the Service Provider when the work can be performed, and it also indicates what charges the Retailer is willing to accept.
 2. For work the Retailer requests only to be undertaken outside Business Hours:
 - i. The Retailer must specify a *ServiceTime* of "Non-Business Hours" and must ensure the information in the *SpecialInstructions* field provides additional and specific information regarding the detail and reason for the “Non-Business Hours” request.
 - ii. The Service Provider must take into account the value in the *ServiceTime* field when scheduling the ServiceOrderRequest.
 - iii. Indicates that the Retailer will accept any “Non-Business Hours”

charges.

3. 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.
 4. Where the Retailer prefers the work to be undertaken within business hours but is willing to pay the after-hours fee where necessary in order to speed up completion, a *ServiceTime* of "Any Time" should be used. This indicates that the Retailer will accept after-hours charges if the work needs to be undertaken outside Business Hours.
- c. **Meter Reading Date** – Where a meter reading is associated with a Service Order, the Service Provider must ensure that the meter reading date provided via the MDF file aligns with the date the Service Order was completed (*ActualDateAndTime*).
 - d. **Customer Details** – Where Customer Details (name and telephone number) are required for the completion of a ServiceOrderRequest, these must be provided using the Customer's contact details fields (*CustomerContactName*, *CustomerContactTelephoneNumber*). It is anticipated that this information not be used to permanently update the Service Provider's customer-related records; any permanent updates to Customer Details must be sent from the Retailer to the Service Provider in a CustomerDetailsNotification. The Customer and contact information provided in a ServiceOrderRequest should only be used for the completion of the identified work.
 - e. **Site Details** – The Retailer should ask the Customer if there are any Hazards or Access Requirements prior to initiating a ServiceOrderRequest. Where the Customer reports no Hazards or Access requirements the Retailer must indicate this using the appropriate values in the ServiceOrderRequest. This information should be used for the completion of the identified work only.
 - i. If the Customer has supplied any special access details, the Retailer must include these in *AccessDetails*. These details exclude the hazards covered by the *HazardDescription* field.
 - a) Where the Customer reports no access requirements, the Retailer must indicate this by using the value "Customer Reports No Access Requirements" in the *AccessDetails* field.
 - b) Any permanent updates to access or hazard details must be sent from the Retailer to the Service Provider in a SiteAccessNotification.

f. Read all meters

- i. Where the Service Provider reads the meter as part of completing the ServiceOrderRequest, the Service Provider must use reasonable endeavours to read all meters at the NMI. Excluding ServiceOrderRequests that are Not Completed, where an actual meter reading is not taken, a substitution meter reading must be provided.

g. Meter Serial Number

- i. *MeterSerialNumber* is required where work is specific to a meter. The Retailer must provide the *MeterSerialNumber* if it is available. A Service Provider will reconcile the *NMI / MeterSerialNumber* combination(s) against information held in their records, and thereby help confirm the correct Site will be visited for the Service as early in the process as possible. If the requested work affects all meters, the Retailer does not have to provide any meter serial numbers.
- ii. Where the Service Provider identifies a discrepancy between a *NMI* and the *MeterSerialNumber* the Service Provider must progress the ServiceOrderRequest if it believes the discrepancy relates to its own data. If it believes the discrepancy relates to the *MeterSerialNumber* provided by the Retailer, the Service Provider will Reject the ServiceOrderRequest except for High Priority Service Orders, where the Service Provider will contact the Retailer and agree how to resolve the discrepancy. If the ServiceOrderRequest is Rejected, the Service Provider must provide the *MeterSerialNumber(s)* in the *Explanation* field associated with the appropriate *EventCode* ("Invalid data. Details provided in *Explanation*").

h. ProposedTariff field

The Service Provider must not reject the ServiceOrderRequest if the *ProposedTariff* value is wrong or does not suit the Site's metering. The MSATS notification will provide the details of the tariff(s) actually allocated to the Site.

i. Other rules

- i. The Service Provider may seek to recover costs for any actioned work from the Retailer who requested that work that was completed or attempted.
- ii. Retailers must use reasonable endeavours to send ServiceOrderRequests as they arise and not to save them up and send them in a batch. Refer section 2.4.a of the Technical Delivery Specification for details regarding the bundling of transactions.

2.12.2 Service Paperwork

- a. Where Service Paperwork⁴ is required the Service Provider is not obligated to complete the Service Order until the Service Paperwork jurisdictional obligations are satisfied.

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

- b. For connection points, where Retailers receive Service Paperwork or are required to provide paperwork to the Service Provider, Retailers must;
 - i. Only raise the Service Order after receiving or preparing all Service Paperwork, and
 - ii. Include the Service Paperwork number, where provided on the Service Paperwork, in the *FormNumber* or the *SafetyCertificateId* field of the Service Order as appropriate
- c. In other instances where a Service Paperwork is required the Service Order number is to be included with the Service Paperwork, as follows, (*SafetyCertificateMethodSent* page 63):
 - i. For Faxing - the Service Order number is to be clearly displayed at the top right hand corner of the Service Paperwork
 - ii. For emailing - the Service Order number is to be clearly displayed in the subject line of the email
 - iii. For Online systems - as agreed by the users of the online system
 - iv. When left 'On-Site' – the Service Order number is not required
 - v. When provided directly to the Service Provider by a party other than the Retailer - the Service Order number is not required

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

- d. Upon receipt of the ServiceOrderRequest that requires Service Paperwork to be provided by the Retailer, the Service Provider must:
 - i. not reject the ServiceOrderRequest on the basis of missing paperwork
 - ii. where the necessary Service Paperwork has not been received, wait at least 1 hour to receive Service Paperwork prior to providing a Business Signal of BusinessAcceptance/Rejection

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

- iii. within the timeframes permitted for the BusinessAcceptance/Rejection and after 1 hour, where all necessary Service Paperwork has not been received and the Service Provider wishes to accept the ServiceOrderRequest, respond with a severity "Warning" with a Business Event of 'Documentation required'
- e. where the Service Order is 'Rejected' or 'Not Completed' for reasons other than 'Missing Paperwork', the Retailer raises a subsequent ServiceOrderRequest, the Retailer:
 - i. is not required to resend the Service Paperwork (eg the Service Provider already has this paperwork)
 - ii. must populate the *RetServiceOrder* value of the rejected or not completed Service Order in the *SpecialInstructions* field of the replacement Service Order. This will be used to cross reference with the Service Paperwork already provided

- f. Upon receipt of the BusinessAcceptance/Rejection of Accept with a Business Event of “Documentation required”, the Retailer must provide missing paperwork by the end of the next business day.
- g. After providing the BusinessAcceptance/Rejection of Accept with a Business Event of “Documentation required”, the Service Provider has not received the necessary Service Paperwork by the end of the next business day, the Service Provider must send a ServiceOrderResponse with ServiceOrderStatus of ‘Not Completed’ and an ExceptionCode of ‘Documentation Not Provided’.
- h. The following timing definitions apply for managing Service Orders requiring paperwork, as demonstrated in the figure below:

Figure 5: Service Paperwork Timing

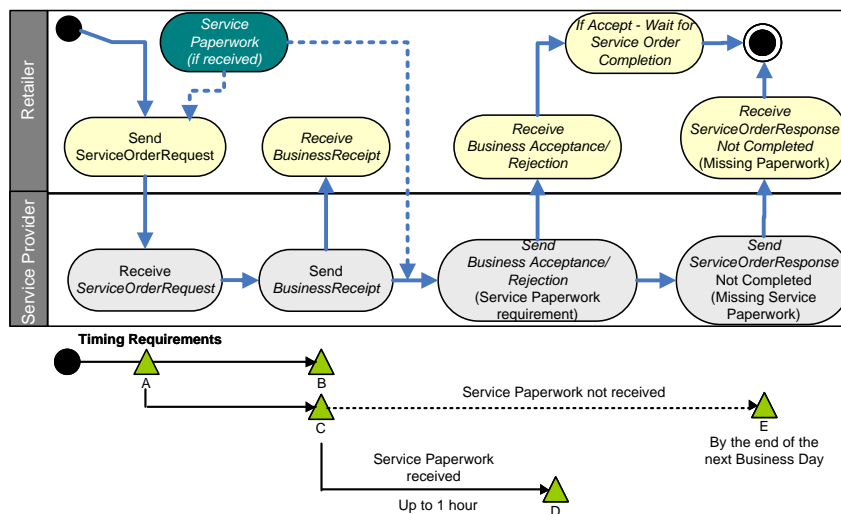


Figure 6: Timing Points

Timing Point	Definition
A	This is the timing point where the Retailer issues a <u>ServiceOrderRequest</u> to a Service Provider.
B	This is the timing point where the Service Provider sends a <u>BusinessReceipt</u> for the Service Order.
C	<p>This is the timing point where the Service Provider commences the required waiting period for Service Paperwork.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: The Service Provider can send a <u>BusinessAcceptance/Rejection</u> at any time within the hour when the paperwork is received (and reconciled to the Service Order) or is not required.</p> </div>
D	<p>This is the timing point where the Retailer receives the <u>BusinessAcceptance/Rejection</u> of Accept. When Service Paperwork is missing this Accept shall include a warning - missing paperwork.</p> <p>Following a <u>BusinessAcceptance/Rejection</u> of Warning, this timing point is also the commencement of the period where the Retailer must provide the Service Provider the necessary Service Paperwork, by the end of the next business day.</p>
E	This is the timing point where, if the Service Provider has still not received the necessary Service Paperwork, then the Service Provider must provide a <u>ServiceOrderResponse</u> with <u>ServiceOrderStatus</u> of 'Not Completed' and an <u>ExceptionCode</u> of "Documentation Not Provided".

2.12.3 Explanation of the use of the ServiceOrderSubType codes

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

Figure 7: Service Order Subtypes

ServiceOrderSubType	Explanation of use	Used with ServiceOrderType
Empty Refer to clause 2.12.3.a	Each Service Providers' Standard Practice will apply.	All <i>ServiceOrderTypes</i>
Exchange Meter	This code must only be used for the exchange of one meter for another.	Adds & Alts
Install Controlled Load	This code must only be used for the installation of standard controlled load equipment. "Standard" refers to the normal type of equipment installed by the Service Provider for this purpose.	Adds & Alts
Install Hot Water	This code must only be used for the new installation of a standard hot water meter and associated control equipment. "Standard" refers to the normal type of equipment installed by the Service Provider for this purpose.	Adds & Alts
Install Meter	This code must only be used for the installation of a new meter(s) (except for a hot water meter).	Adds & Alts
Move Meter	This code must be used when a meter requires relocation.	Adds & Alts
Remove Meter	This code must only be used when removal of a single redundant meter is required. The specific meter should be indicated by using the <i>MeterSerialNumber</i> field. This code must not be used for a Supply Abolishment <u>ServiceOrderRequest</u> .	Adds & Alts
Pillar box, Pit or Pole Top	This code must only be used for a De-energisation by a physical disconnection of the service mains at the connection to the network.	De-energisation

ServiceOrder SubType	Explanation of use	Used with ServiceOrderType
Pillar-Box Pit Or Pole-Top (Non-Payment)	This code must only be used for a De-energisation by a physical disconnection of the service mains at the connection to the network for non-payment.	De-energisation
Remove Fuse	This code must only be used for a De-energisation at the fuse or where the meter wires are to be removed at the meter.	De-energisation
Remove Fuse (Non-Payment)	This code must only be used for a De-energisation at the fuse or meter as part of a non-payment process.	De-energisation
Sticker	This code must only be used for a De-energisation using a sticker without physical de-energisation and a final read is required.	De-energisation
Inspect	This code must only be used when a general metering inspection is required to check a reported or suspected fault.	Meter Investigation
Meter Test	This code must only be used to check that the metering installation is accurately measuring the energy consumed.	Meter Investigation
Tamper	This code must only be used when an inspection is required where supply or equipment tampering is suspected.	Meter Investigation
Change Controlled Load	This code must only be used for changing from one controlled load tariff to another.	Meter Reconfiguration
Change Tariff	This code must only be used for changes to tariff that require meter reprogramming (except for controlled load timing changes).	Meter Reconfiguration
Change Timeswitch	This code must only be used for changing timeswitch settings.	Meter Reconfiguration
Permanent	This code must be used when the supply location is expected to be the final location.	New Connection
Temporary	This code must be used when the supply location is expected to be removed at a later date.	New Connection
Temporary In Permanent	This code must be used for temporary connections at the permanent supply location.	New Connection

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

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

2.12.4 Explanation of use of *ExceptionCodes*

a. The use of *ExceptionCodes* must conform with the rules in the table below.

Figure 8: *ExceptionCodes* Usage

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

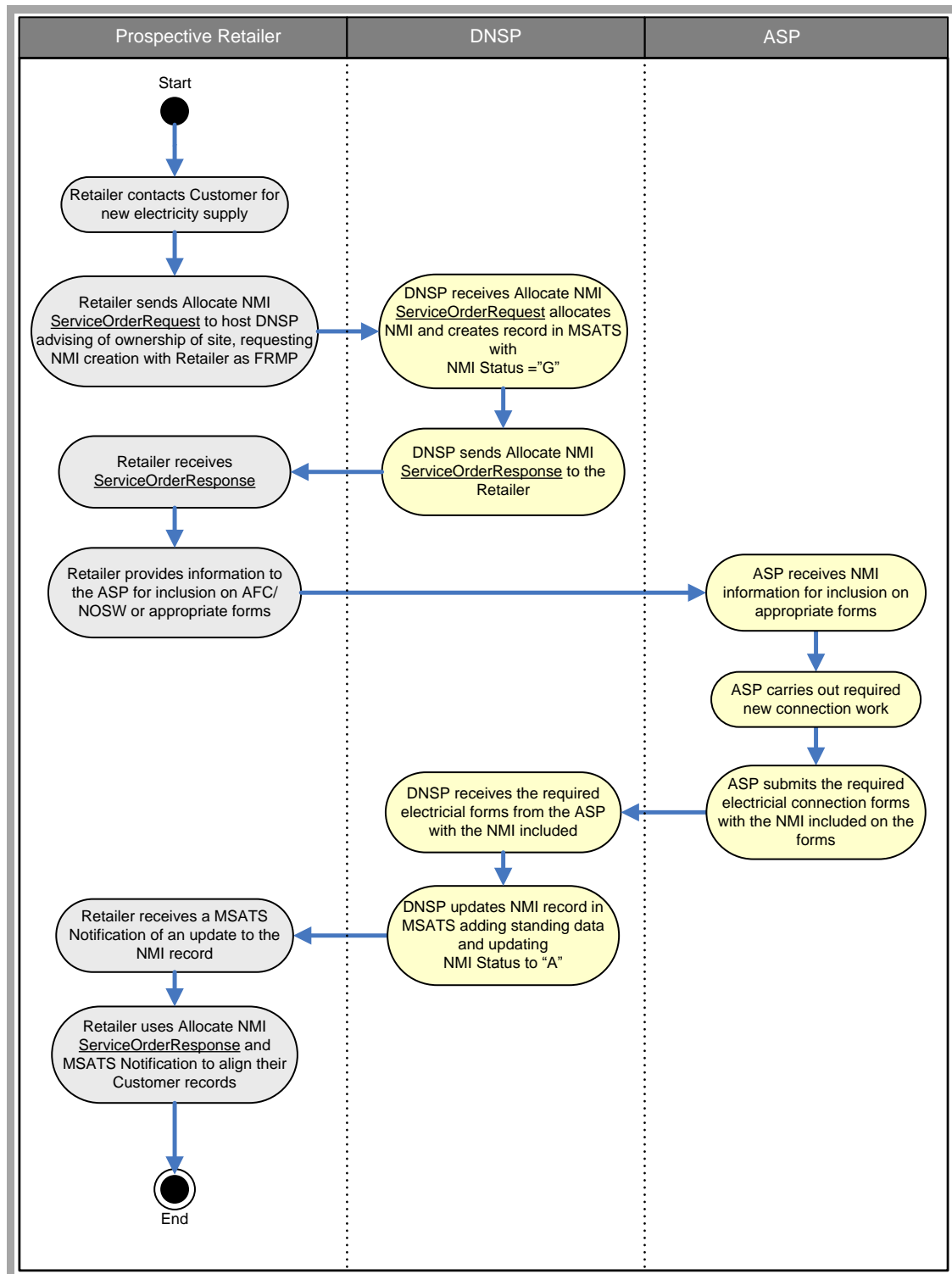
Value	Definition	Used with <i>ServiceOrderStatus</i>
Retailer Cancellation	Retailer cancellation (any charges for work partially completed should be indicated by appropriate <i>Product Codes</i>).	Not Completed
Request Submitted By Another Retailer	Request not completed due to an alternate Request received from another Retailer.	Not Completed
Sensitive Load	Sensitive load (such as a Life-Support Customer) and did not de-energise.	Limited to De-energisation <u>ServiceOrderRequests</u> only with a status of 'Not Completed'.
Unable To Access	Unable to gain access to complete Request.	Not Completed
Unknown Load	Used where 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
Unsafe	Deemed unsafe to complete Request.	Not Completed

2.12.5 Allocate NMI

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

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

Figure 9: NSW Greenfield New Connection process



2.12.6 New Connections

- a. The Retailer and Service Provider must ensure that all necessary paperwork is available and completed in order to progress and complete the New Connection. The ServiceOrderRequest does not replace the need for the paperwork associated with a New Connection. This Service Order type has Service Paperwork requirements in some jurisdictions. See clause 2.12.2 for details regarding Service Paperwork processes.
- b. A Retailer must use the *SpecialInstructions* field to advise a Service Provider of any specific tariff or metering requirements that are not already provided in the New Connection ServiceOrderRequest
- c. If the Service Provider considers the requested metering configuration is incorrect, the Service Provider may advise the Retailer of this using a BusinessAcceptance/Rejection transaction.
- d. If the Service Provider installs a metering configuration different from that requested by the Retailer, the Service Provider must advise the Retailer of the metering configuration and the reason for it in the *SpecialNotes* field of the ServiceOrderResponse.
- e. In SA the Service Provider must advise the Retailer of the date for an Appointment to complete a New Connection using an ServiceOrderAppointmentNotification transaction.

2.12.7 Re-energisation

- a. For Type 6 metered sites, if there is no requirement to visit the Site to perform the Re-energisation (eg Customer removes sticker and switches the main switch on), the Service Provider may use the last actual read if it is less than 6 weeks prior to the move-in date, or such other period as otherwise permitted by jurisdictional regulations. This read must be provided to the Retailer and MSATS as if an actual read occurred on the move-in date.
- b. In order to avoid delay in Customer re-energisations, Service Providers should re-energise upon receiving a ServiceOrderRequest irrespective of the transfer status in MSATS.
- c. For after hours Re-energisations, see 2.12.1.
- d. Service Providers 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.
- e. If a Retailer raises a Re-energisation ServiceOrderRequest without a *ServiceOrderSubType*, the Service Provider must undertake the necessary fieldwork to ensure that the Site is energised and a read is provided for the date component of *ActualDateAndTime* (subject to 2.12.7.a).
- f. If the Retailer does not know what specific type of Re-energisation is required, the Retailer should not specify a *ServiceOrderSubType*.
- g. The Service Provider must not reject a Re-energisation ServiceOrderRequest if the Site is already energised. They must return an appropriate ServiceOrderResponse and provide a meter reading.

- h. In Victoria, if a service has been off supply (de-energised) for more than 12 months, the SIRs (Service Installation Rules) require certified evidence that an installation is safe to reconnect; eg Certificate of Electrical Safety (CES), EWR or a letter that a safety check has been conducted by an electrical contractor. If this notification is not provided, the Service Provider may reject the ServiceOrderRequest. This Service Order type has Service Paperwork requirements in some jurisdictions. See clause 2.12.2 for details regarding Service Paperwork processes.
- i. In SA, where a Customer advises the Retailer they have already moved into the Site, the Site is energised (left energised or energised by the Customer) and the Retailer requires a move-in reading, the Retailer must raise a Re-energisation ServiceOrderRequest with a *ServiceOrderSubType* of "Sticker Removal". The Service Provider will provide a meter reading in accordance with the Metrology Procedure, undertaking field work if necessary. Where this code is used, the *CustomerPreferredDateAndTime* must not be retrospective where the meter type is 6.
- j. In Tasmania, if a service has been off supply (de-energised) for more than 6 months, the SIR (Service Installation Rules) require certified evidence in the form of an Electrical Installation Notice (EIN) and an Electrical Works Request (EWR) to state that the installation is safe prior to re-energisation. If this notification is not provided, the Service Provider may reject the ServiceOrderRequest.

2.12.8 De-energisation

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

2. If payment is received by the Retailer before the ServiceOrderResponse is received by the Retailer from the Service Provider, the Retailer must raise a cancellation ServiceOrderRequest, if the *ScheduledDate* is in the future. (Same day cancellations are to follow clause 4 below.)
3. The Service Provider must not accept payment of any kind on behalf of the Current Retailer. If payment is offered or discussion/dispute eventuates the Service Provider's Disconnecting Officer may contact the Current Retailer for direction whilst at the premises. The Officer, not the Customer, should make this call.
4. If the Retailer needs to cancel the ServiceOrderRequest urgently, this must be communicated to the Service Provider by phone (refer 2.10).
5. This Service Order type has Service Paperwork requirements in some jurisdictions. See clause 2.12.2 for details regarding Service Paperwork processes.
6. "Customer On-Site" is not a valid *ExceptionCode* for this *ServiceOrderSubType*.

2.12.9 Meter Reconfiguration

- a. The Retailer must specify the required configuration in the *SpecialInstructions* field of the ServiceOrderRequest.

2.12.10 Special Read

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

2.12.11 Adds and Alts

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

- d. If the Service Provider installs a metering configuration different from that requested by the Retailer, the Service Provider must advise the Retailer of the metering configuration and the reason for it in the *Special/Notes* field of the ServiceOrderResponse.

2.12.12 Meter Investigation

[Intentionally left blank.]

2.12.13 Supply Abolishment

- a. In SA, Victoria, Tasmania and Queensland, the Retailer must ensure that all necessary paperwork is supplied to the Service Provider in order to progress and complete the Supply Abolishment. The ServiceOrderRequest does not replace the need for the paperwork associated with a Supply Abolishment. This Service Order type has Service Paperwork requirements in some jurisdictions. See clause 2.12.2 for details regarding Service Paperwork processes.

2.12.14 Miscellaneous

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

2.12.15 Multiple Service Orders

- a. This section provides the business rules for the management of situations where multiple ServiceOrderRequests apply to a Site at, or close to, a point in time. The business rules are presented in a series of scenarios.
- b. The multiple Service Order rules apply to any incomplete* ServiceOrderRequests with *ScheduledDates* within a 5 business day period.
* *'Incomplete'* means a ServiceOrderResponse has not been sent or the Service Provider is unaware of the status of work that is currently in progress.
- c. The key principles for the management of multiple Service Order situations are:
 - 1. The Customer's interests take priority (i.e. ensuring power is turned on in a timely manner/ not disrupted).
 - 2. Each Retailer must use reasonable endeavours to minimise sending multiple conflicting ServiceOrderRequests for a single NMI.
- d. Where there is a Re-energisation and De-energisation received for the same Site, Service Providers have the discretion to undertake a single meter reading instead of a fuse removal followed by a fuse insertion. Scenarios 1-6, detailed in section 2.12.15.2, allow for this practice.
- e. The scenarios, detailed in section 2.12.15.2, assume that the De-energisation ServiceOrderRequest has a *ConfirmedDe-energisation* value of "No".

1. Where the *ConfirmedDe-energisation* value is “Yes” in the De-energisation ServiceOrderRequest, the situation will be treated by the Service Provider as an exception to the rules in this section. The Service Provider must contact the Prospective Retailer who has raised a Re-energisation Request to assist in the resolution of the situation.

2.12.15.1 Multiple Service Orders for Multiple Retailers

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

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

Figure 10: Service Order summary

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

b. The shading in the De-energisation, Meter Investigation, Supply Abolishment and Miscellaneous columns indicate that Prospective Retailers are not allowed to raise these types of ServiceOrderRequests (refer 2.2.1.b).

- c. The management of situations involving concurrent Service Orders will be according to which of 9 scenarios apply.

Figure 11: Multiple Service Order Scenarios

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

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

2.12.15.2 Scenario Process Description - Scenarios 1 – 6

- a. Upon receipt of a Re-energisation Request and a De-energisation Request, the Service Provider will:
1. Accept the Re-energisation Request (having already accepted the De-energisation Request).
 2. If the Service Provider can cancel the de-energisation fieldwork, the Service Provider will send a "Not Completed" ServiceOrderResponse to the De-energisation Request with an *ExceptionCode* indicating " De-energisation Not Completed Due To A Re-energisation ".
 - a. If the Re-energisation field work associated with the Re-energisation Request is successful, the Service Provider will:
 - Send a "Completed" ServiceOrderResponse to the Re-energisation Request with a meter reading *ProductCode*.

- b. If the Re-energisation field work associated with the Re-energisation Request is not successful:
 - Send a "Not Completed" ServiceOrderResponse to the Re-energisation Request with an *ExceptionCode* indicating the reason.
- 3. If the de-energisation fieldwork cannot be rationalised by the Service Provider, the Service Provider 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 Retailer 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 Retailer may raise a new ServiceOrderRequest with a *ConfirmedDe-energisation* value of "Yes".

2.12.15.3 Scenario Process Description - Scenario 7

- a. Upon receipt of Re-energisation and Supply Abolishment ServiceOrderRequests from different Retailers, the Service Provider will contact both parties to confirm the Requests.
- b. Upon receipt of Adds and Alts or Meter Reconfiguration and any other type of ServiceOrderRequests from different Retailers, the Service Provider will contact both parties to confirm the Requests.

2.12.15.4 Scenario Process Description - Scenario 8

- a. This scenario covers situations of multiple ServiceOrderRequests of the same type. (These are usually Re-energisations).
- b. If the new ServiceOrderRequest has a *ScheduledDate* greater than or equal to the existing ServiceOrderRequest.
 - 1. Reject the new ServiceOrderRequest with an Event indicating "Request submitted by another Retailer".
 - 2. Undertake the existing ServiceOrderRequest as scheduled.
- c. If the new ServiceOrderRequest has an earlier *ScheduledDate* than the existing ServiceOrderRequest.
 - 1. Accept the new ServiceOrderRequest and schedule the work.
 - 2. Send a "Not Completed" ServiceOrderResponse to the first ServiceOrderRequest with an *ExceptionCode* indicating "Request Submitted By Another Retailer."

2.12.15.5 Scenario Process Description - Scenario 9

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

2.12.15.6 Multiple Service Orders from Same Retailer

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

Figure 12: New Service Order same Retailer

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

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

3 TIMING REQUIREMENTS

3.1 Overview of Timing Requirements

- a. Each stage of the Service Order Process must be completed within prescribed Timing Requirements. These requirements help ensure that activities are completed within regulated timeframes and also provide a reasonable opportunity for relevant participants to process and respond to transactions that may require some manual intervention (where requests have *SpecialInstructions*, for example).
- b. The Timing Requirements expressed in this section do not take precedence over jurisdictional regulatory requirements and agreed contractual service levels. The Timing Requirements marked with an asterisk in sections 3.3.2 and 3.3.5 are not enforceable under this Procedure. Refer 1.3.
- c. The diagram below illustrates the Timing Requirements for the Service Order Process. These Timing Requirements depend upon the type of Service Order and the *ScheduledDate* (for ServiceOrderRequests). Specific Timing Requirements are described below.

Figure 13: Timing Overview

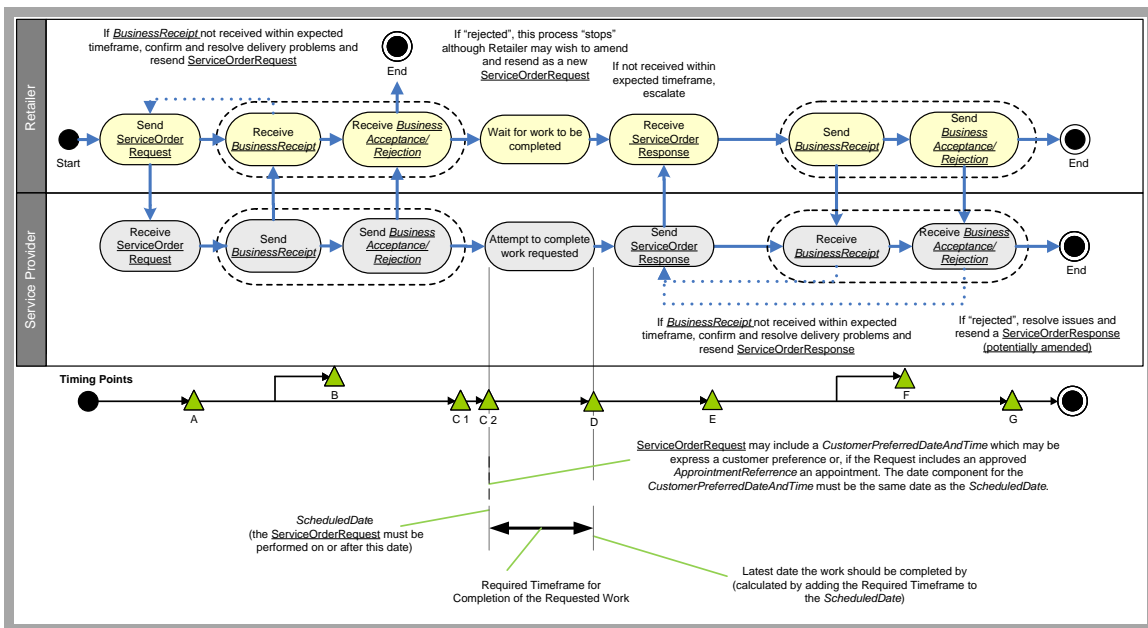
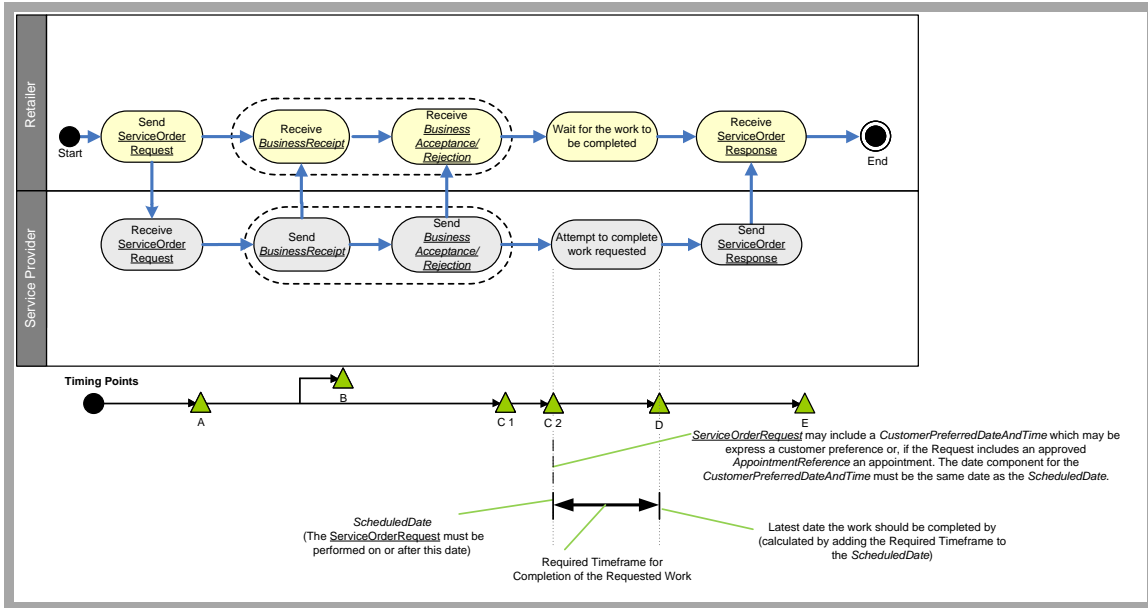


Figure 14: Timing for completion of work



3.2 Definition of timing points and periods

3.2.1 Timing points

a. The following definitions apply:

Figure 15: Timing Point table

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

3.2.2 Use of timing periods

Figure 16: Timing Period Table

Timing Period	Definition	Usage
Initiation Period	<p>This is the period from the Customer's request to the Retailer to the sending of the <u>ServiceOrderRequest</u> by the Retailer.</p> <p>Timing Point A is the end of this period.</p>	To be monitored by the Retailer to ensure that regulated requirements are being achieved.
Notice Period	<p>This is the period from the sending of the <u>ServiceOrderRequest</u> by the Retailer to the <i>ScheduledDate</i> in the <u>ServiceOrderRequest</u>.</p> <p>Timing points A and C2 define this period.</p>	To be monitored by the Retailer and the Service Provider to ensure that regulated requirements are being achieved.
<u>BusinessReceipts</u> for Requests	<p>This is the period from the sending of the <u>ServiceOrderRequest</u> by the Retailer to the receipt of the <u>BusinessReceipt</u> for the <u>ServiceOrderRequest</u> from the Service Provider.</p> <p>Timing Points A and B define this period.</p>	<p>Used by the Retailer to determine whether a <u>ServiceOrderRequest</u> has been received and can be read.</p> <p>If the <u>BusinessReceipt</u> has not been received before the expiry of this period, the Retailer may escalate the non-receipt and, if agreed with the Service Provider, resend the original Request.</p>
<u>Business Acceptance/Rejection</u> for Requests	<p>This is the period from the sending of the <u>ServiceOrderRequest</u> by the Retailer to the receipt of the <u>BusinessAcceptance/Rejection</u> for the <u>ServiceOrderRequest</u> from the Service Provider.</p> <p>This point must be on or before the <i>ScheduledDate</i> in the <u>ServiceOrderRequest</u>.</p> <p>Timing Points A and C1 define this period.</p>	<p>Used by the Retailer to determine whether a service Request has been accepted (and will subsequently be actioned by the Service Provider).</p> <p>If the <u>BusinessAcceptance/Rejection</u> has not been received before the expiry of this period, the Retailer may escalate the non-receipt.</p>

Timing Period	Definition	Usage
Completion of the Requested Work	<p>This is the period from the <i>ScheduledDate</i> in the <u>ServiceOrderRequest</u> to the completion of the requested work (or attempted completion) by the Service Provider (the <i>ActualDateAndTime</i> in the <u>ServiceOrderResponse</u>).</p> <p>Timing Points C2 and D define this period.</p>	<p>This period represents the regulatory timeframe for the performance of the work requested (where a regulatory timeframe exists).</p> <p>Used by the Retailer and Service Provider to monitor achievement of regulated Timing Requirements.</p>
Issuing a <u>ServiceOrderResponse</u>	<p>This is the period from the completion of the requested work (or attempted completion) by the Service Provider (the <i>ActualDateAndTime</i> in the <u>ServiceOrderResponse</u>) and the sending of the <u>ServiceOrderResponse</u> by the Service Provider.</p> <p>Timing Points D and E define this period.</p>	<p>If the <u>ServiceOrderResponse</u> has not been received before the expiry of this period, the Retailer may escalate the non-receipt.</p>
<u>BusinessReceipts</u> for Responses	<p>This is the period from the sending of the <u>ServiceOrderResponse</u> by the Service Provider to the receipt of a <u>BusinessReceipt</u> for the <u>ServiceOrderResponse</u> from the Retailer.</p> <p>Timing Points E and F define this period.</p>	<p>Used by the Service Provider to determine whether a <u>ServiceOrderResponse</u> has been received and can be read.</p> <p>If the <u>BusinessReceipt</u> has not been received before the expiry of this period, the Service Provider may escalate the non-receipt and, if agreed with the Retailer, resend the original response.</p>

Timing Period	Definition	Usage
<u>BusinessAcceptance/Rejection</u> for Responses	<p>This is the period from the sending of the <u>ServiceOrderResponse</u> by the Service Provider to the receipt of a <u>BusinessAcceptance/Rejection</u> for the <u>ServiceOrderResponse</u> from the Retailer.</p> <p>Timing Points E and G define this period.</p>	<p>Used by the Service Provider to determine whether a service response has been accepted by the Retailer and can be "closed".</p> <p>If the <u>BusinessAcceptance/Rejection</u> has not been received before the expiry of this period, the Service Provider may escalate the non-receipt.</p>

3.3 Specific Timing Requirements

- a. The information in this section summarises the Timing Requirements for various activities. Users of this document should refer to the relevant regulatory documents for details of the exact requirements.

3.3.1 Initiation Period Timing Requirements

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

3.3.2 Notice Period Timing Requirements

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

Figure 17: Notice Period Table

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

Service Request	Notice Period
Re-energisation	<p>The Service Provider must receive a valid Request for a same business day Re-energisation by:</p> <ol style="list-style-type: none"> a. 2:00pm in ACT b. Not available in NSW c. 1:00pm in Queensland d. 3:00pm in SA except for <ul style="list-style-type: none"> • Re-energisations following disconnection for non-payment, in which case it is 5:00pm. • Sticker Removal sub-type where the notice period is 3 days e. 3:00pm in Victoria. This only applies to Re-energisations following disconnection for non-payment f. 4.00pm in Tasmania <p>For same business day, after hours Re-energisations, the Service Provider must receive a valid Request:</p> <ol style="list-style-type: none"> a. by 9:00pm in ACT b. Not available in NSW c. Not available in Queensland d. Between 3:00pm and 9:00pm in SA (or 5:00pm and 9:00pm for a re-energisation following a disconnection for non-payment), except for <ul style="list-style-type: none"> • 3 days for Sticker Removal sub-type e. Between 3:00pm and 9:00pm in Victoria. This only applies to Re-energisations following disconnection for non-payment f. Not available in Tasmania <p>For next business day Re-energisations, the Service Provider must receive a valid Request on a business day:</p> <ol style="list-style-type: none"> a. by 3:00pm in Victoria, NSW, Tasmania and ACT b. by 5:00pm in Queensland c. By 10:00pm in SA except for 3 days for Sticker Removal sub-type

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

3.3.3 Timing Requirement for BusinessReceipts for Requests

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

3.3.4 Timing Requirement for BusinessAcceptance/Rejection for Requests

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

3.3.5 Timing Requirement for Completion of the Requested Work

- a. The following table summarises the Required Timeframe within which Service Providers must use reasonable endeavours to complete each type of ServiceOrderRequest.
- b. The commencement of this Timing Requirement is once the associated Service Paperwork has been received by the Service Provider and/or all preconditions have been met (not when the ServiceOrderRequest is received).
- c. The Required Timeframes for Completion of the Requested Work:
 1. In Queensland, the Completion Periods for different feeder types and locations are documented within the Queensland Electricity Code.
 2. Do not apply to NMIs with a NMI Classification code in MSATS of “Large”.

Figure 18: Timing Period for completion of work

Service Request	Required timeframe
Allocate NMI	The following timeframes apply for Allocate NMI: <ul style="list-style-type: none"> • NSW – 2 business days
New Connection	The following timeframes apply for New Connections: <ul style="list-style-type: none"> • Victoria – 10 business days • SA – 6 business days • Queensland – 5 business days • Tasmania – 10 business days (from Service Request acceptance) See clause 2.12.2 for details regarding Service Paperwork processes.
Re-energisation	The following timeframes apply for Re-energisations. <ul style="list-style-type: none"> • Depending on the location and the time of receipt of the Request, within 1 or 2 for business days in SA. • Same day or after, depending on the <i>ScheduledDate</i> and the time of receipt of the Request (see Section 3.3.2) in ACT, Queensland, Victoria, Tasmania or NSW. See clause 2.12.2 for details regarding Service Paperwork processes

Service Request	Required timeframe
De-energisation	<p>A 'permissible day' is a day on which a De-energisation is allowed, and is as defined by each jurisdiction. The definition of a permissible day may vary for a normal De-energisation and for a De-energisation for non-payment. NSW uses a reversal of this definition, using the term 'restricted' day for days when De-energisations cannot occur.</p> <p>The following timeframes apply for De-energisations:</p> <ul style="list-style-type: none"> • 3 business days in ACT • in NSW, the Service Provider must disconnect within 2 days of the Request being received by the Service Provider or, if any of these days falls on a restricted day, the first day following that is not a restricted day (that is, a 'permissible' day). • in Queensland, please refer to the Electricity Industry Code • one business day in SA normally, but may be up to 3 days. • In Victoria, two business days in Victoria (or the earliest permissible day thereafter) • In Tasmania, normally on the permissible day, but may be within 2 days <p>See clause 2.12.2 for details regarding Service Paperwork processes.</p>
Special Read	<p>Use reasonable endeavours to obtain a meter read within the three business day's timeframe which applies for Special Reads or within such other time period as specified in the relevant transfer rules or jurisdictional regulatory instruments.</p>
Adds and Alts	<p>Different timeframes may apply depending on the work requested. The following timeframes apply:</p> <ul style="list-style-type: none"> • Queensland and Tasmania – up to 10 Business days; • Victoria/SA –no jurisdictional timeframes; • NSW – this <i>ServiceOrderType</i> is not available. <p>See clause 2.12.2 for details regarding Service Paperwork processes.</p>
Meter Reconfiguration*	<p>The following timeframe applies for Meter Reconfigurations:</p> <ul style="list-style-type: none"> • 20 Business Days

* This Timing Requirement does not have a regulatory basis.

Service Request	Required timeframe
Meter Investigation	<p>The following timeframes apply for Meter Investigations:</p> <ul style="list-style-type: none"> • NSW – Service Provider must give the Customer 5 business days written notice regarding the testing and must commence the work within 15 business days. Service Provider must repair or replace defective metering equipment no later than 10 business days after the test; • SA, Tasmania and Queensland – 15 business days; • Victoria and ACT – 20 business days. <p>The following timeframe applies for Meter Investigations with a sub-type of 'Test':</p> <ul style="list-style-type: none"> • Use reasonable endeavours to carry out a test within 15 business days for all jurisdictions.
Supply Abolishment*	<p>The following timeframes apply for Supply Abolishment:</p> <ul style="list-style-type: none"> • 20 business days in all jurisdictions. <p>See clause 2.12.2 for details regarding Service Paperwork processes.</p>
Miscellaneous*	<p>The timeframe depends on the work requested and may be subject to commercial negotiation between parties.</p>

3.3.6 Timing Requirement for Issuing a ServiceOrderResponse

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

3.3.7 Timing Requirement for BusinessReceipts for Responses

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

3.3.8 Timing Requirement for BusinessAcceptance/Rejection for Responses

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

* This Timing Requirement does not have a regulatory basis.

3.4 Timing requirements for Appointment Notifications (SA)

- a. Following receipt of a New Connections ServiceOrderRequest, the Service Provider must send an ServiceOrderAppointmentNotification to the Retailer at least 3 business days prior to the Appointment date.
- b. Where an Appointment is made with the Customer less than three days before the *ScheduledDate*, the Service Provider must notify the Retailer the day the Appointment is made.
- c. The Timing Requirement for BusinessReceipt and BusinessAcceptance/Rejection is set out in section 4.10 of the B2B Procedure Technical Delivery Specification.
- d. If the ServiceOrderAppointmentNotification does not relate to a New Connection raised by a Retailer a BusinessAcceptance/Rejection should be sent with an *EventCode* of "Appointment Notification does not match ServiceOrderRequest".

4 TRANSACTIONS

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

4.1 ServiceOrderRequest Transaction Data

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

Figure 19: Transaction table

Field	Format	Definition	Allocate NMI (NSW only)	New Connection (Not NSW)	Re-energisation	De-energisation normal/non-payment	Special Read	Adds and Alts (Not NSW)	Meter Reconfiguration	Meter Investigation	Supply Abolishment	Miscellaneous
<i>ActionType</i>	VARCHAR(7)	A code used to indicate: New = new <u>ServiceOrderRequest</u> Cancel = cancel a previously raised <u>ServiceOrderRequest</u> Replace = Replacement Request for an incorrectly rejected <u>ServiceOrderRequest</u> . Refer clause 2.2.1.i	M	M	M	M	M	M	M	M	M	M
<i>RetServiceOrder</i>	VARCHAR(15)	Retailer defined reference, used for reference and tracking. Must be a previous sent number if the <i>ActionType</i> = "Cancel". Otherwise (<i>ActionType</i> = "New" or "Replace") must be a new (unused) number, unique for the Retailer/Service Provider combination.	M	M	M	M	M	M	M	M	M	M
<i>RetailerID</i>	VARCHAR(10)	Retailer's MSATS Participant ID.	M	M	M	M	M	M	M	M	M	M
<i>ServiceProviderID</i>	VARCHAR(10)	Service Provider (DNSP or MDP or MPB or MPC) MSATS Participant ID.	M	M	M	M	M	M	M	M	M	M

Field	Format	Definition	Allocate NMI (NSW only)	New Connection (Not NSW)	Re-energisation	De-energisation normal/non-payment	Special Read	Adds and Alts (Not NSW)	Meter Reconfiguration	Meter Investigation	Supply Abolishment	Miscellaneous
<i>ServiceOrderType</i>	VARCHAR(22)	Code indicating type of <u>ServiceOrderRequest</u> : <ul style="list-style-type: none"> • Allocate NMI • New Connection • Re-energisation • De-energisation • Special Read • Adds And Alts • Meter Reconfiguration • Meter Investigation • Supply Abolishment • Miscellaneous Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N
<i>ServiceOrderSubType</i>	VARCHAR(40)	Sub category of the <i>ServiceOrderType</i> . Refer section 2.12.3 for details regarding the use of this field. The allowed codes for each <i>ServiceOrderType</i> are: New Connection <ul style="list-style-type: none"> ▪ Temporary ▪ Temporary In Permanent ▪ Permanent Re-energisation <ul style="list-style-type: none"> ▪ After Disconnection For Non-Payment ▪ Sticker Removal ▪ Retrospective Move-in ▪ New Reading Required De-energisation <ul style="list-style-type: none"> ▪ Remove Fuse ▪ Remove Fuse (Non-Payment) ▪ Pillar-Box Pit Or Pole-Top ▪ Pillar-Box Pit Or Pole-Top (Non-Payment) ▪ Sticker 	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	N	N

Field	Format	Definition	Allocate NMI (NSW only)	New Connection (Not NSW)	Re-energisation	De-energisation normal/non-payment	Special Read	Adds and Alts (Not NSW)	Meter Reconfiguration	Meter Investigation	Supply Abolishment	Miscellaneous
		Adds And Alts <ul style="list-style-type: none"> ▪ Install Hot Water ▪ Install Controlled Load ▪ Move Meter ▪ Install Meter ▪ Remove Meter ▪ Exchange Meter Special Read <ul style="list-style-type: none"> ▪ Check Read ▪ Final Read Meter Reconfiguration <ul style="list-style-type: none"> ▪ Change Controlled Load ▪ Change Timeswitch ▪ Change Tariff Meter Investigation <ul style="list-style-type: none"> ▪ Tamper ▪ Inspect ▪ Meter Test Not Required for a "Cancel" ServiceOrderRequest .										

Field	Format	Definition	Allocate NMI (NSW only)	New Connection (Not NSW)	Re-energisation	De-energisation normal/non-payment	Special Read	Adds and Alts (Not NSW)	Meter Reconfiguration	Meter Investigation	Supply Abolishment	Miscellaneous
<i>Confirmed De-energisation</i>	YESNO	<p><u>Allowed values:</u></p> <p>"No" = Default value. The normal business rules regarding De-energisation apply.</p> <p>"Yes" = Used only where the Retailer has confirmed with the Customer that the Customer details in the <u>ServiceOrderRequest</u> are accurate.</p> <p>The value of "Yes" can only be used by the Retailer where the earlier De-energisation Request was not performed by the Service Provider due to a Re-energisation Request from another Retailer.</p> <p>Refer 2.12.15.e and 2.12.15.2 for further details regarding the usage of this value.</p> <p>Not Required for a "Cancel" <u>ServiceOrderRequest</u>.</p>	N	N	N	M/N	N	N	N	N	N	N
<i>ServiceTime</i>	VARCHAR(40)	<p>Indicates time the Retailer requires the service to be performed. Allowed values:</p> <ul style="list-style-type: none"> ▪ Any Time ▪ Business Hours, or ▪ Non-Business Hours <p>Not Required for a "Cancel" <u>ServiceOrderRequest</u>.</p>	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N
<i>NMI</i>	CHAR(10)	NMI (as used by MSATS).	N	R	M	M	M	M	M	M	M	M
<i>NMIChecksum</i>	CHAR(1)	NMI Checksum (as used by MSATS).	N	O	O	O	O	O	O	O	O	O

Field	Format	Definition	Allocate NMI (NSW only)	New Connection (Not NSW)	Re-energisation	De-energisation normal/non-payment	Special Read	Adds and Alts (Not NSW)	Meter Reconfiguration	Meter Investigation	Supply Abolishment	Miscellaneous
<i>MeterSerial Number</i>	VARCHAR(12)	This should be provided where any work is specific to a given meter. Not required where requested work affects all meters (refer clause 2.12.1.g for further details). This field repeats to allow the provision of details for multiple meters. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	N	N	N	N	N	R/N	R/N	R/N	N	R/N
<i>ServiceOrder Address</i>	ADDRESS	Site/Service Point address in a structured format where available, otherwise unstructured. For details of the ADDRESS structure, refer <i>Technical Guidelines for B2B Process Specifications</i> . This field is Mandatory for New Connection <u>ServiceOrderRequests</u> if the NMI is not provided.	M	N (M)	N	N	N	N	N	N	N	N
<i>HazardDescription</i>	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 allowed codes. This information does not replace information previously provided in a <u>SiteAccessNotification</u> . Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N

Field	Format	Definition	Allocate NMI (NSW only)	New Connection (Not NSW)	Re-energisation	De-energisation normal/non-payment	Special Read	Adds and Alts (Not NSW)	Meter Reconfiguration	Meter Investigation	Supply Abolishment	Miscellaneous
<i>AccessDetails</i>	VARCHAR(160)	<p>If the Customer has supplied any special access details, the Retailer must include these. Any access requirements should be fully described, without using abbreviations.</p> <p><u>Standard values</u> "Customer Reports No Access Requirements", or "Not Known To Retailer" for De-energisation for Non-Payment or other Requests not initiated by Customer, or <Description of access requirement></p> <p>Refer B2B Procedure Customer and Site Details Notification for more information.</p> <p>This information does not replace information previously provided in a SiteAccessNotification.</p> <p>Not Required for a "Cancel" ServiceOrderRequest.</p>	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	R/N
<i>FormReference</i>	VARCHAR(15)	<p>Reference to the forms associated with New Connections and Meter Adds and Alts used in each jurisdiction. Allowed values and requirements are defined in the Service Paperwork reference Table.</p> <p>Required field for Supply Abolishment in Victoria and South Australia.</p> <p>The field is Not Required for Connection Points located in NSW.</p> <p>Not Required for a "Cancel" ServiceOrderRequest.</p>	N	R/N	N	N	N	R/N	N	N	N/R	O

Field	Format	Definition	Allocate NMI (NSW only)	New Connection (Not NSW)	Re-energisation	De-energisation normal/non-payment	Special Read	Adds and Alts (Not NSW)	Meter Reconfiguration	Meter Investigation	Supply Abolishment	Miscellaneous
<i>FormNumber</i>	VARCHAR(15)	Where the form listed in <i>FormReference</i> is numbered, this field is populated with the number on the form. Required field for Supply Abolishment in Victoria and South Australia. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	N	R/N	N	N	N	R/N	N	N	N/R	O
<i>SafetyCertificateId</i>	VARCHAR(15)	Reference to the safety certificate number associated with New Connections and Meter Adds and Alts used in each jurisdiction. Service Paperwork must be provided in Victoria for sites that have been physically de-energised for more than 12 months. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	N	R/N	O/N	N	N	R/N	N	N	N	O
<i>SafetyCertificateMethodSent</i>	VARCHAR(6)	Code indicating how the safety certificate has been provided: "Faxed" = Faxed by Retailer to Service Provider "Email" = Emailed by Retailer to Service Provider "Online" = Available to Service Provider from an internet Site "OnSite" = Left on Site or already provided by Customer/Agent (eg. REC) Required in Victoria and SA only. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	N	R/N	O/N	N	N	R/N	N	N	N	O

Field	Format	Definition	Allocate NMI (NSW only)	New Connection (Not NSW)	Re-energisation	De-energisation normal/non-payment	Special Read	Adds and Alts (Not NSW)	Meter Reconfiguration	Meter Investigation	Supply Abolishment	Miscellaneous
<i>Special Instructions</i>	VARCHAR(240)	<p>Any special instructions the Retailer wishes to convey to the Service Provider.</p> <p>Mandatory where:</p> <ul style="list-style-type: none"> ▪ A value of 'Yes' is used in <i>CustomerConsultationRequired</i>; or ▪ A value of "Other Multi-phase" is used in <i>SupplyPhases</i>; or ▪ A value of "Other" is used in <i>MeteringRequired</i>; or ▪ If <i>ActionType</i> = "Replace" (refer 2.2.1.i.4); or ▪ Necessary to support exceptional arrangements for urgent (high priority) <u>ServiceOrderRequests</u> (refer 2.6.2.c.1.ii); or ▪ Where <i>ServiceOrderType</i> = "Meter Reconfiguration" (refer 2.12.9.a); or ▪ Where <i>ServiceOrderType</i> = "New Connection " and any specific tariff or metering requirements are not already provided (refer 2.12.6.b); or ▪ Where <i>ServiceOrderType</i> = "Adds and Alts" and any specific tariff, metering requirements or any other special requirements need to be advised (refer 2.12.11.b); or ▪ Where <i>ServiceTime</i> = "Non-Business Hours". (Refer 2.12.1.b.1.i). <p>This information does not replace information previously provided in a <u>SiteAccessNotification</u>.</p>	O/M	O/M	O/M	O/M	O/M	R/M	O/M	O/M	O/M	O/M

Field	Format	Definition	Allocate NMI (NSW only)	New Connection (Not NSW)	Re-energisation	De-energisation normal/non-payment	Special Read	Adds and Alts (Not NSW)	Meter Reconfiguration	Meter Investigation	Supply Abolishment	Miscellaneous
<i>CustomerConsultationRequired</i>	YESNO	<p>Allowed value: "Yes".</p> <p>Yes = The Retailer requests the Service Provider consult with the Customer to make arrangements for the completion of the work requested.</p> <p>No = The Retailer does not request the Service Provider consult with the Customer to make arrangements for the completion of the work requested.</p> <p>Where 'Yes' is used, the reason for the need to consult with the Customer must be provided in <i>SpecialInstructions</i>.</p> <p>Refer clause 2.6.1.a and b.</p> <p>Not Required for a "Cancel" <u>ServiceOrderRequest</u> unless <i>SpecialInstructions</i> is provided.</p>	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N
<i>CustomerContact Name</i>	PERSON NAME	<p>Contact name of Customer or Customer's agent, to be provided where Service Provider may need to contact Customer/agent.</p> <p>Not Required for a "Cancel" <u>ServiceOrderRequest</u>.</p>	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N
<i>CustomerContact TelephoneNumber</i>	TELEPHONE	<p>Contact telephone number of Customer/agent.</p> <p>A maximum of three telephone numbers must be provided.</p> <p>Not Required for a "Cancel" <u>ServiceOrderRequest</u>.</p>	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N
<i>RetailerContact Name</i>	PERSON NAME	<p>Contact name of Retailer, to be provided where Service Provider may need to contact the Retailer.</p> <p>Not Required for a "Cancel" <u>ServiceOrderRequest</u>.</p>	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N

Field	Format	Definition	Allocate NMI (NSW only)	New Connection (Not NSW)	Re-energisation	De-energisation normal/non-payment	Special Read	Adds and Alts (Not NSW)	Meter Reconfiguration	Meter Investigation	Supply Abolishment	Miscellaneous
<i>RetailerContact TelephoneNumber</i>	TELEPHONE	Contact telephone number of Retailer. A maximum of three telephone numbers may be provided. Not Required for a "Cancel" ServiceOrderRequest .	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N
<i>ScheduledDate</i>	DATE	The ServiceOrderRequest must be performed on or after this date. 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
<i>Appointment Reference</i>	VARCHAR(15)	Appointment reference to be provided if an Appointment has been agreed by the Retailer with the Customer and the Service Provider. Not Required for a "Cancel" ServiceOrderRequest .	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N
<i>Customers PreferredDateAnd Time</i>	DATETIME	Preferred date and time for the work to be undertaken as discussed between Retailer and the Customer. This is the Appointment time if an <i>AppointmentReference</i> is provided. Refer to section 2.6.2 for details regarding this field's usage. Not Required for a "Cancel" ServiceOrderRequest . Mandatory for Re-energisation ServiceOrderRequests if the <i>ServiceOrderSubType</i> is Retrospective Move-in.	N	O/N	O/N/ M	O/N	O/N	O/N	O/N	O/N	O/N	O/N
<i>RP</i>	VARCHAR(10)	Responsible Person MSATS participant ID. Not Required for a "Cancel" ServiceOrderRequest .	M/N	M/N	N	N	N	N	N	N	N	N

Field	Format	Definition	Allocate NMI (NSW only)	New Connection (Not NSW)	Re-energisation	De-energisation normal/non-payment	Special Read	Adds and Alts (Not NSW)	Meter Reconfiguration	Meter Investigation	Supply Abolishment	Miscellaneous
<i>MDP</i>	VARCHAR(10)	Meter Data Provider MSATS participant ID. This field is Mandatory for New Connection and Allocate NMI <u>ServiceOrderRequests</u> if the Service Provider is not the Responsible Person. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	R/N	N (M/N)	N	N	N	N	N	N	N	N
<i>MPB</i>	VARCHAR(10)	Meter Provider Type B MSATS Participant ID. This field is Mandatory for New Connection and Allocate NMI <u>ServiceOrderRequests</u> if the Service Provider is not the Responsible Person. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	R/N	N (M/N)	N	N	N	N	N	N	N	N
<i>MPC</i>	VARCHAR(10)	Meter Provider Type C MSATS Participant ID. This field is Mandatory for New Connection and Allocate NMI <u>ServiceOrderRequests</u> if the Service Provider is not the Responsible Person. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	R/N	N (M/N)	N	N	N	N	N	N	N	N
<i>NMIStatusCode</i>	CHAR(1)	Status Code that the NMI is to become after completion of the Service Order. Allowed values defined in CATS Procedure: Part 1. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	N	M/N	N	N	N	M/N	N	N	N	O
<i>Embedded NetworkParent Name</i>	VARCHAR(10)	Valid MSATS parent identifier. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	R/N	R/N	N	N	N	N	N	N	N	N

Field	Format	Definition	Allocate NMI (NSW only)	New Connection (Not NSW)	Re-energisation	De-energisation normal/non-payment	Special Read	Adds and Alts (Not NSW)	Meter Reconfiguration	Meter Investigation	Supply Abolishment	Miscellaneous
<i>CustomerType</i>	VARCHAR(11)	Code indicating Customer type. Allowed values: <ul style="list-style-type: none"> Industrial Commercial Residential Farm Lighting Not Required for a "Cancel" ServiceOrderRequest .	M/N	M/N	N	N	N	R/N	N	N	N	O
<i>AverageDaily Load</i>	NUMBER(10)	Estimated numerical load value in kWh. Not Required for a "Cancel" ServiceOrderRequest .	M/N	M/N	N	N	N	R/N	N	N	N	O
<i>MaximumDemand</i>	NUMBER(4)	Maximum demand (in kw) of installation in accordance with Australian Standard AS3000 (calculated at 240 volts). Not Required for a "Cancel" ServiceOrderRequest .	R/N	R/N	N	N	N	R/N	N	N	N	O
<i>REC-Name</i>	PERSON NAME	Registered Electrical Contractor name. Required in Victoria and SA only Not Required for a "Cancel" ServiceOrderRequest .	N	M/N	N	N	N	R/N	N	N	N	O
<i>REC-BusinessName</i>	BUSINESS NAME	Registered Electrical Contractor Business Name. Required in Victoria and SA only Not Required for a "Cancel" ServiceOrderRequest .	N	M/N	N	N	N	R/N	N	N	N	O
<i>REC-Telephone</i>	TELEPHONE	Registered Electrical Contractor telephone number. A maximum of three telephone numbers must be provided. Required in Victoria and SA only Not Required for a "Cancel" ServiceOrderRequest .	N	M/N	N	N	N	R/N	N	N	N	O

Field	Format	Definition	Allocate NMI (NSW only)	New Connection (Not NSW)	Re-energisation	De-energisation normal/non-payment	Special Read	Adds and Alts (Not NSW)	Meter Reconfiguration	Meter Investigation	Supply Abolishment	Miscellaneous
<i>REC-ID</i>	VARCHAR(20)	Registered Electrical Contractor ID/ licence number. Required in Victoria and SA only Not Required for a "Cancel" ServiceOrderRequest .	N	M/N	N	N	N	R/N	N	N	N	O
<i>REC-Attendance Required</i>	YESNO	Does Registered Electrical Contractor need to be present when the Service Provider performs the Field Work? Yes = REC to be present. No = No need to have REC present. Required in Victoria and SA only Not Required for a "Cancel" ServiceOrderRequest .	N	M/N	N	N	N	M/N	N	N	N	O
<i>InstallationType</i>	VARCHAR(30)	Code indicating the type of installation required: <ul style="list-style-type: none"> • Underground • Overhead • Underground To Overhead Mains • Overhead To Underground Mains • Transformer Overhead • Transformer Ground Level Required in Victoria and SA only Not Required for a "Cancel" ServiceOrderRequest .	N	M/N	N	N	N	R/N	N	N	N	O

Field	Format	Definition	Allocate NMI (NSW only)	New Connection (Not NSW)	Re-energisation	De-energisation normal/non-payment	Special Read	Adds and Alts (Not NSW)	Meter Reconfiguration	Meter Investigation	Supply Abolishment	Miscellaneous
<i>SupplyPhases</i>	VARCHAR(20)	Code indicating number of phases supply is to support: <ul style="list-style-type: none"> 1-phase 2-phase 3-phase Other Multi-phase If "Other Multi-phase" used, then further details must be provided as <i>SpecialInstructions</i> . Required in Victoria and SA only Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	N	M/N	N	N	N	R/N	N	N	N	O
<i>MeteringRequired</i>	VARCHAR(12)	Code indicating new type of metering required for Basic Metered and MRIM Sites (Types 5 and 6) only: <ul style="list-style-type: none"> Flat Rate Two Rate Time Of Use CT Meter Other If "Other" is used, then further details must be provided as <i>SpecialInstructions</i> . Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	N	R/N (M/N for Types 5 and 6)	N	N	N	R/N	N	N	N	O
<i>OffPeak Requirements</i>	VARCHAR(240)	Details of any off-peak requirements, such as: <ul style="list-style-type: none"> Space heating Climate Saver Hot Water Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	N	R/N	N	N	N	R/N	N	N	N	O
<i>MeterInstallCode</i>	CHAR(8)	As per MSATS Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	N	M/N	N	N	N	R/N	N	N	N	O

Field	Format	Definition	Allocate NMI (NSW only)	New Connection (Not NSW)	Re-energisation	De-energisation normal/non-payment	Special Read	Adds and Alts (Not NSW)	Meter Reconfiguration	Meter Investigation	Supply Abolishment	Miscellaneous
<i>SwitchingService Required</i>	YESNO	Service Provider expected to provide and install a switching service (eg. time-switch or ripple controller)? Allowed values: <ul style="list-style-type: none"> • Yes • No Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	N	M/N	N	N	N	R/N	N	N	N	O
<i>ProposedTariff</i>	VARCHAR(10)	The new network tariff required by the Retailer. Allowed values are the code for the Network's published tariff assigned within MSATS at the meter register ID level and as gazetted by the Regulator. The field can be repeated as necessary if multiple tariffs are required. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	N	O/N	N	N	N	O/N	O/N	N	N	O/N

4.2 ServiceOrderResponse Transaction Data

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

Figure 20: Service Order Transaction

Field	Format	Definition	All Responses
<i>ResponseType</i>	VARCHAR(15)	Allowed value = "Closure"	M
<i>RetServiceOrder</i>	VARCHAR(15)	Retailer defined reference, used for reference and tracking. This is the same field as the one in the MDFF file. Format must exactly match that used in the <u>ServiceOrderRequest</u> (including leading or trailing zeros and spaces).	M
<i>RetailerID</i>	VARCHAR(10)	Retailer's Participant ID as published by AEMO.	M
<i>ServiceProviderID</i>	VARCHAR(10)	Service Provider (DNSP or MDP or MPB) Participant ID as published by AEMO.	M
<i>NMI</i>	CHAR(10)	NMI (as used by MSATS). This field is Mandatory for all Responses except Responses to Allocate NMI or New Connection Requests with a <i>ServiceOrderStatus</i> of "Not Completed".	N/M
<i>NMIChecksum</i>	CHAR(1)	NMI Checksum (as used by MSATS).	O
<i>ServiceOrder Address</i>	ADDRESS	Site/Service Point address in a structured format where available, otherwise unstructured. For details of the ADDRESS structure, refer B2B Procedure <i>Technical Guidelines for B2B Procedures</i> . This field is Mandatory if the NMI is not provided in the Response.	N/M
<i>ServiceOrderStatus</i>	VARCHAR(20)	Indicates status of Service Order. Refer section 2.6.5.a and 2.12.10.b: Completed =Completed Partially Completed =Partially Completed (primary work done, but an actual read has not been obtained – see relevant <i>ExceptionCodes</i>). Not Completed =Not completed (primary work not done - see relevant <i>ExceptionCodes</i>). Note: "Primary work" means the activity described by the <i>ServiceOrderType</i> field. The <i>SpecialNotes</i> field must be used if a <i>ServiceOrderStatus</i> of "Partially Completed" is used.	M

Field	Format	Definition	All Responses
<i>ExceptionCode</i>	VARCHAR(80)	<p>Note: this field is Mandatory if <i>ServiceOrderStatus</i> is "Not Completed" or "Partially Completed" (refer 2.6.5.a). Refer 2.12.4 for further details regarding this field.</p> <p>The following exception codes should be used where the <i>ServiceOrderStatus</i> is "Not Completed".</p> <ul style="list-style-type: none"> "Unable To Access" "No Supply" "Unsafe" "Retailer Cancellation" "Service Provider Cancellation" "Other" "Unknown Load" "Documentation Not Provided" "Request Submitted By Another Retailer" "De-energisation Not Completed Due To A Re-energisation" <p>The following codes are specific to De-energisation Service Orders where the <i>ServiceOrderStatus</i> is "Not Completed".</p> <ul style="list-style-type: none"> "Customer Prevented" "Customer On-Site" "New Customer On-Site" "Sensitive Load" <p>The following exception codes should be used where the <i>ServiceOrderStatus</i> is "Partially Completed ":</p> <ul style="list-style-type: none"> "Metering Problem" "Reading Problem" "Other" <p>The following exception codes may be used where the <i>ServiceOrderStatus</i> is "Completed ":</p> <ul style="list-style-type: none"> "Meter Reading Only Undertaken Due To Prior Re-energisation" 	R
<i>ActualDate AndTime</i>	DATETIME	<p>Actual date and time work was attempted or completed.</p> <p>Where the <u>ServiceOrderRequest</u> is not attempted (for example when it is cancelled), this field must be populated with the date and time of the cancellation in the Service Provider's system.</p>	M
<i>SpecialNotes</i>	VARCHAR(240)	<p>Any special notes related to the Request and fieldwork that the Service Provider wishes to make the Retailer aware of.</p> <p>This field is Mandatory if an <i>ExceptionCode</i> value of "Other", "Service Provider Cancellation", or "Documentation Not Provided" is provided, or a <i>ServiceOrderStatus</i> of "Partially Completed" is used.</p>	O/M

Field	Format	Definition	All Responses
<i>ServiceProviderContact Name</i>	PERSON NAME	Contact name of Service Provider, to be provided where Retailer may need to contact the Service Provider.	O
<i>ServiceProviderContact TelephoneNumber</i>	TELEPHONE	Contact telephone number of Service Provider. A maximum of three telephone numbers must be provided.	O
<i>ServiceProviderReference</i>	VARCHAR(15)	Service Provider 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
<i>ProductCode1</i>	VARCHAR(10)	<p><u>Standard Codes:</u></p> <p>“No Charge” = used where there is no fee for the service provided.</p> <p>“Cost TBA” = Used where the Service Provider needs to do further investigation to determine what work was attempted or completed at the Site. Refer 2.6.5.c.</p> <p>“As Quoted” = Used where the parties have previously agreed the price for the work.</p> <p>At least one <i>ProductCode</i> must be provided in all jurisdictions.</p> <p>Up to three <i>ProductCodes</i> can be used per Response, that is, the field may be repeated 3 times.</p> <p>The <i>ProductCodes</i> for each jurisdiction are published on various websites for each of jurisdiction. At the time of publication these were:</p> <p>The Victorian Product Codes are published in the Essential Services Commission website: http://www.esc.vic.gov.au</p> <p>The ACT, NSW, SA and Queensland codes are as published by each DNSP.</p>	M
<i>ProductCode2</i>	VARCHAR(10)	See previous definition.	R
<i>ProductCode3</i>	VARCHAR(10)	See previous definition.	R

4.3 ServiceOrderAppointmentNotification Transaction Data – SA

Figure 21: Service Order Appointment Notification transaction data

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

4.4 BusinessAcceptance/Rejection Transaction Data

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

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

Figure 22: Business Acceptance Rejection data

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

4.4.1 Applicable Events and their EventCodes

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

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