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

For the SA and WA Gas Retail Markets

**Version:** 2.~~3~~4
**Last Update:** ~~31 October 2016~~29 November 2021

## Version History

| Version | Date | Author(s) | Changes and Comments |
|---------|------|-----------|----------------------|
| Draft | 14/1/04 | B. Eaves | Draft for comment |
| 1.0 | 183/04 | B. Eaves | First formal release.<br>Changed to Word format<br>Service Order Request Elements – South Australia<br>• Change to general usage notes for NMI.<br>• ContactDetail/PersonName and ContactDetail/Phone Number are Required for SCR unless the Plumber's or Builder's details are provided in the SORDSpecialComments/CommentLine<br>• CustomerCharacterisation changed to Optional for MCH not Required<br>• General usage notes for COCNumber, PlumberLicenceNumber and StartWorkNoticeNumber aligned with notes in BSB SID.<br>Service Order Response Elements – South Australia<br>• Removed/MeterRead/Current/IndexValue is Optional for SDR (the meter would have been removed previously)<br>• New meter details are optional for MDO and MDM – but must be provided if a new meter is fitted as part of service order completion.<br>Service Order Request Elements – Western Australia<br>• Modifications to general usage notes for LoadDetails/PerHour, MeterInletPressure and COCNumber to align with B2B SID<br>• Modifications to PlumberLicenceNumber for RML, MTN and RSD both general usage notes and change from Required to Optional.<br>Service Order Response Elements – Western Australia<br>• Modifications to NMI in relation to DFC – general usage notes and change from Required to Optional<br>• Changes to Network Operator's Work Request Number now Mandatory for RML, MTN and RSD and optional for DFC and OTH<br>• Removed/MeterSerialNumber and Removed/MeterRead/Current/IndexValue changed to Required for SDR and MRT<br>• New meter information changed to Required for MRT<br>• Current/MeterRead/Current/ IndexValue changed to Optional for SDR and Not Required for MRT. |

B2B Service Order Specifications - Part 1 v2.4 (IN018-20 AEMO Decision marked-up)Ref 7 - B2B Service Order Specifications - Part 1 v2.TBA - marked up

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| Version | Date | Author(s) | Changes and Comments |
|---------|------|-----------|----------------------|
| | | | • Usage for new elements AccessDetails, Dog Code and Meter Position added.<br>• MRT added to Read Reason Codes INI and REM<br>• "Estimate if no access" deleted from SRF. |
| 2.0 | 3/5/04 | B. Eaves | Service Order Request and Response Elements – South Australia<br>• OTH added as a job Enquiry Code<br>Service Order Response Elements – South Australia<br>• Current/MeterRead/Current/ IndexValue and New /MeterRead/Current/ IndexValue changed to Not Required for SDR (B2B WG – 28/4/04)<br>Service Order Request Elements – Western Australia<br>• Changes to COCNumber, PlumberLicenceNumber and StartWorkNoticeNumber. (CR 9)<br>Service Order Response Elements – Western Australia<br>• ServiceProviderReference changed to mandatory for DSC and OTH (CR13)<br>• Current/MeterRead/Current/ IndexValue changed to Not Required for SDR (CR12)<br>• AccessDetails for MCH changed to Optional (CR14)<br>• Modifications to LoadDetailsPerHour to reflect the constraints of the aseXML schema. Usage notes amended and also LoadDetailsPerHour made optional for RML,MTN and RSD (in lines with PlumberLicenceNumber)<br>• PlumberLicenceNumber made NR for AML,MRM,DSD and also SDR. |
| 2.1 | 1/6/05 | REMCo | Service Order Response Elements – Western Australia<br>• Updates to General Usage Notes for New/BasicMeter/NextScheduledReadDate and New/BasicMeter/ScheduledReadingDayNumber in accordance with change request C33/04R (WA Only).<br>• Updates in accordance with parts 1, 3 and 4 of rule change C22/04S (WA Only). |
| 2.2 | 1/10/10 | T Sheridan | Updated to reflect the relevant Market Operator requirements following the transfer of REMCo's SA retail market operations to AEMO. |
| 2.3 | 31/10/16 | D. McGowan | Update to include:<br>WA<br>• C02/16C – REMCo to AEMO transition changes.<br>SA |

B2B Service Order Specifications - Part 1 v2.4 (IN018-20 AEMO Decision marked-up)Ref 7 - B2B Service Order Specifications - Part 1 v2.TBA - marked up

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| Version | Date | Author(s) | Changes and Comments |
|---------|------|-----------|----------------------|
| | | | • IN029/16 – REMCo to AEMO transition |
| 2.4 | 29/11/2021 | D. McGowan & A. Pathy | SA IN026/15<br>WA IN002/15W |

B2B Service Order Specifications - Part 1 v2.4 (IN018-20 AEMO Decision marked-up)Ref 7 - B2B Service Order Specifications - Part 1 v2.TBA - marked up

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# Service Order Request Elements - South Australia

| Data Elements | General Usage Notes | 87 – Meter Fix Request "Simple" or "Complex" Type<br>MFX | 101 – Meter Change Request<br>MCH | 310 – Service Connection Request<br>SCR | 318 – Upgrade Service Size Request<br>USR | 320 – Upgrade Meter Size Request<br>UMS | 151 – Meter Removal Request<br>MRM* | 312 – Service Disconnection Request<br>SDR | 316 – Relocate Service Connection Request<br>RSR | Dissatisfied Customer<br>DFC | 314 – Service Orders for Priority C – K<br>AML*, DSD*, MAP, MDM, MDO, MHA, MRC, MRF, MRG, MRR, MRT, MST, MTE, MTJ, MTN, OTH, RML, RSD, SBS, SNG, SPN, UEF |
|---|---|---|---|---|---|---|---|---|---|---|---|
| actionType | "New" for New Service Order "Cancel" for Service Order Cancellation. Implemented as an attribute of the ServiceOrderRequest aseXML element. | M | M | M | M | M | M | M | M | M | M |
| NMI | Required if address is not populated.  For a DFC, this element must be populated if the work is related to a specific MIRN | O | R | O | R | R | R | R | R | O | R |
| checksum | Required if NMI is populated.  Implemented as an attribute of the NMI aseXML element | O | R | O | R | R | R | R | R | O | R |
| ServiceOrder/ Address | Required if NMI is not populated, otherwise Not Required. Implemented in the aseXML "Address" structured format. | O | NR | R | NR | NR | NR | NR | NR | NR | NR |
| JobEnquiryCode | Used by Network Operator to determine work requirement and priority | M | M | M | M | M | M | M | M | M | M |
| ServiceOrderNumber | Reference number generated by the User | M | M | M | M | M | M | M | M | M | M |
| AccessDetails | Optional field that may be populated at CSR discretion | O | O | O | O | O | O | O | O | O | O |
| MelwayGridReference | This will not be populated in SA or WA. | NR | NR | NR | NR | NR | NR | NR | NR | NR | NR |
| ContactDetail/ PersonName | Should be populated if available. Required for an SCR unless the Plumber's or Builder's Name is provided in the SORDSpecialComments/CommentLine. Implemented in the aseXML "PersonName" structured format. Not to be retained in any DB system as a permanent reference. | O | O | O | O | O | O | O | O | O | O |
| ContactDetail/ PhoneNumber | Should be populated if available. Required for an SCR unless the Plumber's or Builder's Phone Number is provided in the SORDSpecialComments/CommentLine.  Implemented in the aseXML "AustralianPhoneNumber" structured format. Not to be retained in any DB system as a permanent reference. | O | O | O | O | O | O | O | O | O | O |
| AppointmentDetail/ Preferred/ Date | | M | M | M | M | M | M | M | M | M | M |
| AppointmentDetail/ Preferred/ Time | Optional field for input of appointment time if applicable. The appointment date will be considered as the earliest change date. | O | O | O | O | O | O | O | O | O | O |
| SORDSpecialComments/CommentLine | Optional field that may be populated at the CSR discretion. Is required to contain the Plumber's or Builder's Name and Phone Number for an SCR in SA if the ContactDetailPersonName and ContactDetailPhoneNumber are not provided. | O | O | O | O | O | O | O | O | O | O |
| CustomerCharacterisation | Required in SA for Service Connection Request  and Meter Fix Request (Job Enquiry Codes = "SCR" and "MFX" | R | O | R | O | O | O | O | O | O | O |
| LoadDetails/PerHour | This value must be populated with value of 1 if MeterInletPressure is populated and JobEnquiryCode is set to MRF. | R | R | R | R | R | O | O | O | O | O |
| LoadDetails/PerAnnum | | O | O | O | O | O | NR | NR | NR | NR | NR |
| MeterInletPressure | Default to "1.1". If this element is populated to JobEnquiryCode of MRF then LoadDetails/PerHour must also be populated with value of 1. | R | O | O | O | R | O | O | O | O | O |
| COCNumber | Not used in SA. Required for VIC standard ("A" type) Meter Fix in Mildura. | O | O | O | O | O | O | O | O | NR | NR |
| PlumberLicenceNumber | Not used in SA. Required for VIC standard ("A" type) Meter Fix in Mildura. | O | O | O | O | O | O | O | O | NR | NR |
| StartWorkNoticeNumber | Not used in SA. | O | O | O | O | O | O | O | O | NR | NR |
| DateTimeCSRAccessedCustomerRecord | | M | M | M | M | M | M | M | M | M | M |
| DateTimeCSRProcessedTransaction | | M | M | M | M | M | M | M | M | M | M |

Note1:  Job Enquiry Codes - ECO, MBO, MFXA, TCI, TCR and CLT are not used in South Australia. Note2: *means that this is a parent JEC with four character child JECs.

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

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

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

**Service Order Request Elements - Western Australia**

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

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

**Commented [DM2]:** IN002/15W

**Commented [DM3]:** IN002/15W

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**Commented [DM4]:** IN002/15W

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

**Service Order Response Elements - Western Australia**

Commented [DM4]: IN002/15W

| Data Elements | General Usage Notes | Meter & Service Connection Request Cluster Development Emergency Change Over<br>SCR CLT ECO" | Upgrade Meter and or Service Request<br>UMS | Apply Meter Lock Regulator Removal Request Disconnect Service in Street Trailer air Coupling Installation<br>AML*, MRM* DSD* TCI* | Regulator Reinstall Request Remove Meter Lock Reconnect Service in Street Trailer air Coupling Removal<br>RML MTN RSD TCR | Permanent Service Disconnection Request<br>SDR | Meter Retake and Test<br>MRT | Dissatisfied Customer<br>DFC | Other<br>OTH | Meter Change Completed<br>MCH |
|---|---|---|---|---|---|---|---|---|---|---|
| Current/ MeterRead/ Current/ IndexValue | Required whenever a validated meter read is taken as part of the Service Order completion. If supplied will result in the provision of energy data for this MIRN via a MeterDataNotification transaction. | NR | R | R | R | NR | NR | O | O | NR |
| DateOfAttemptedAccess | Required for No Access response | O | O | O | O | O | O | O | O | NR |
| JobCompletionCode1 | Required if Service Order completed or attempted with No Access | R | R | R | R | R | R | R | R | R |
| JobCompletionCode2 | Required if Service Order completed or attempted with No Access | R | R | R | R | R | R | R | R | R |
| JobCompletionCode3 | Not used in WA | NR | NR | NR | NR | NR | NR | NR | NR | NR |
| HeatingValue Zone | Required in WA | R | R | R | R | R | R | R | R | R |
| TransmissionZone | Required in WA | R | R | R | R | R | R | R | R | R |
| Distribution Tariff | Required in WA | R | R | R | R | R | R | R | R | R |
| AccessDetails | Required for a new connection or a meter change if there are special access details to be noted. Otherwise, leave blank. | O | O | O | O | O | O | O | O | O |
| DogCode | Required for a new connection or a meter change if the status of any dog is known. Otherwise, leave blank. | O | O | O | O | O | O | O | O | R |
| Meter Position | Required for a new connection or a meter change | R | O | O | O | O | O | O | O | R |
| Event | May be repeated any number of times. The Event element will identify any errors occurring in the processing of the request record. | O | O | O | O | O | O | O | O | O |

**Read Reason Codes**

| | |
|---|---|
| SCH = Schedule Cycle Read | Only used for Scheduled Read MDNs |
| INI = Meter Installation Read | Used in SCR, ECO, CLT, MRT, MCH and, if applicable, UMS |
| REM = Meter Remove Read | used in SDR, MRT and MCH |
| OSO = Other Service Order | All other Service Order types other than above mentioned |
| MDV = Meter Data Verify (residual) | Only used for MeterDataVerify MDNs |

**The following Read Reason Codes are not used in Service Order processes but only for Special Read Requests and Responses (and associated MDNs) Note that the Read Reason Codes included in the Special Read Request have no meaning in WA. The Read Reason Codes included in the response are the same codes as included in the Special Read Request**

| | |
|---|---|
| SRF = Special Final Read, | SRR = Special Reference Read, |
| SRA = Special Account Investigation, | SRD = Special Disconnection |
| SRT = Special Transfer Read | |

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