



# ***FRC B2B Process Flows***

***For the SA and WA Gas Retail Markets***

Version: [3.34](#)  
Last Update: ~~15 August 2014~~ [1 July 2014](#)

## Preamble:

This document has been modified to comply as closely as possible with the jurisdictional conditions of both the South Australian and Western Australian gas retail markets in place since 1 October 2009. The reader needs to be aware of the following changes.

- (a) Several terms have been changed to a general term where possible with a market specific definition; and
- (b) in the interests of keeping new terms and acronyms to a minimum, the original word has been italicised where possible to indicate that its definition again depends on its location.

This approach is to promote interchange-ability in these documents for the benefit of stakeholders from both states.

The terms and there relevant definitions are as follows:

<b>Term:</b>	<b>South Australian Market Definition:</b>	<b>Western Australian Market Definition:</b>
Market Operator	AEMO	REMCo
Retail Market Rules	Retail Market Procedures	Retail Market Rules

For more information please contact the Market Operator in your state:

	AEMO	REMCo
Website:	<a href="http://www.aemo.com.au">http://www.aemo.com.au</a>	<a href="http://www.remco.net.au">http://www.remco.net.au</a>

## Version Release History

Version	Date	Author(s)	Changes and Comments
0.1	30/9/03	C.Madden	Initial release
0.2	16/10/03	C.Madden	Working copy for Workshop
0.3	22/10/03	C.Madden	Update from Workshop 17/10/03
0.4	30/10/03	C.Madden	Update from Workshop 27/10/03
1.0			Minor updates
2.0	31/10/03	C.Madden	Updates as per Envestra and Alinta feedback
2.1	26/11/03	C.Madden	Updates from Workshop 21/11/03. Pending the addition of a further three flows when approved.
2.2/9	19/01/04	B.Eaves	Corrections to introduction and addition of REQ6B and REQ8
3.0	1/3/04	B. Eaves	Addition of MIRN 1.1 – New Connection – I&C Service Connection SA Part 1 and Part 2. Modifications to Service Order flows in relation to interval meters.
3.1	27/4/04	B. Eaves	MR9A – GIP transaction number corrected. Details of Meter Data Notification corrected and separated for SA and WA. MR9B – Service Order Completion Response from Step 4 removed. Note added to indicate that notification to the user is via MDN. MR11A – Meter Date Notification Read Reason Code corrected. REQ7 – Additional decision point of 'Able to cancel Service Order added together with steps 2 and 3. REQ8 – Wording changed from 'deemed' to 'implied' MR7A – New flow added.
3.2	1/6/05	REMCo	Update to reflect changes incorporated in V5.0 of RMR.
3.3	15/08/11	Z. Gemmell	Generic documentation changes, including the addition of a preamble for the document to be applicable in the SA and WA gas retail markets.
<a href="#">3.4</a>	<a href="#">1/07/14</a>	<a href="#">T. Sheridan</a>	<a href="#">Updated to reflect the out workings of IN017/13 - Amended relevant Service Order sections. SA only changes.</a>

## TABLE OF CONTENTS

<b>INTRODUCTION</b> .....	<b>7</b>
<b>2. DATABASES</b> .....	<b>9</b>
<b>PROCESS FLOW: DB1: REQUESTED DB UPDATES</b> .....	<b>10</b>
<b>PROCESS FLOW: DB2: STREET SUBURB TABLE UPDATE</b> .....	<b>11</b>
<b>3. MIRN</b> .....	<b>12</b>
<b>PROCESS FLOW: MIRN1: NEW CONNECTION - SERVICE CONNECTION (SA - PART 1)</b> .....	<b>13</b>
<b>PROCESS FLOW: MIRN1.1: CONNECTION REQUEST/SHIPPER – NO RETAILER (SA - PART 1)</b> .....	<b>15</b>
<b>PROCESS FLOW: MIRN1.1: CONNECTION REQUEST/SHIPPER – RETAILER ASSIGNED (SA - PART 2)</b> .....	<b>16</b>
<b>PROCESS FLOW: MIRN3: NEW CONNECTION (WA)</b> .....	<b>17</b>
<b>PROCESS FLOW: MIRN 4A: STANDING DATA REQUEST/MIRN DISCOVERY BY MIRN</b> .....	<b>18</b>
<b>PROCESS FLOW: MIRN 4B: MIRN DISCOVERY BY ADDRESS</b> .....	<b>19</b>
<b>4. METER READ</b> .....	<b>20</b>
<b>PROCESS FLOW: MR1: METER READS - FAILURE OF A COMPLETE ROUTE</b> .....	<b>21</b>
<b>PROCESS FLOW: MR2: REQUEST FOR CHANGE TO METER READING SCHEDULE</b> .....	<b>22</b>
<b>PROCESS FLOW: MR3: REQUEST FOR HISTORICAL DATA</b> .....	<b>23</b>
<b>PROCESS FLOW: MR4A: SPECIAL METER READING RESPONSE (BASIC METERS ONLY)</b> .....	<b>24</b>
<b>PROCESS FLOW: MR4B: DEEMED METER READING (BASIC METERS ONLY)</b> .....	<b>25</b>
<b>PROCESS FLOW: MR5: ACCOUNT CREATION</b> .....	<b>26</b>
<b>PROCESS FLOW: MR6: ANNUAL METER READING SCHEDULE</b> .....	<b>27</b>
<b>PROCESS FLOW: MR7: METER SITE ACCESS/ADDRESS CHANGE FROM USER (SA)</b> .....	<b>28</b>
<b>PROCESS FLOW: MR8: METER SITE ACCESS CHANGE FROM NO</b> .....	<b>30</b>
<b>PROCESS FLOW: MR10: SERVICE RECOMMISSIONING BY REQUEST (WA ONLY)</b> .....	<b>33</b>
<b>PROCESS FLOW: MR11C: DEREGISTRATION BY REQUEST (WA)</b> .....	<b>36</b>
<b>PROCESS FLOW: MR12: UPGRADE FROM BASIC TO INTERVAL METER (SA)</b> .....	<b>37</b>
<b>PROCESS FLOW: MR12: UPGRADE FROM BASIC TO INTERVAL METER (WA)</b> .....	<b>38</b>
<b>PROCESS FLOW: MR13: GENERIC ENERGY FLOW</b> .....	<b>39</b>
<b>PROCESS FLOW: MR14: DOWNGRADE FROM INTERVAL TO BASIC FOR TARIFF D (SA)</b> .....	<b>40</b>
<b>5. REQUESTS AND SERVICE ORDERS</b> .....	<b>41</b>
<b>PROCESS FLOW: REQ1: METER DATA VERIFICATION</b> .....	<b>42</b>
<b>PROCESS FLOW: REQ2: MISSING DATA READS</b> .....	<b>43</b>
<b>PROCESS FLOW: REQ3: NOTIFICATION OF MAINS/SERVICE</b> .....	<b>44</b>
<b>PROCESS FLOW: REQ4: NOTIFICATION OF DATA CHANGE</b> .....	<b>45</b>
<b>PROCESS FLOW: REQ5A: SERVICE ORDERS GENERAL (DETAILED) WA ONLY</b> .....	<b>46</b>
<b>PROCESS FLOW: REQ5B: SERVICE ORDERS GENERAL (SA - SIMPLIFIED)</b> .....	<b>47</b>
<b>PROCESS FLOW: REQ5B: SERVICE ORDERS GENERAL (WA - SIMPLIFIED)</b> .....	<b>48</b>
<b>REQ5B: DET: SERVICE ORDERS TRANSACTION TABLE (SA ONLY)</b> .....	<b>49</b>
<b>PROCESS FLOW: REQ6: DB INITIATED SERVICE ORDERS (SA)</b> .....	<b>50</b>
<b>PROCESS FLOW: REQ6B: DB VARIED SERVICE ORDERS WA ONLY</b> .....	<b>52</b>
<b>PROCESS FLOW: REQ7: RETAILER INITIAL REQUIRED SERVICE ORDERS CANCELLATION (SA)</b> .....	<b>53</b>
<b>PROCESS FLOW: REQ7: SERVICE ORDERS CANCELLATION (WA)</b> .....	<b>54</b>
<b>PROCESS FLOW: REQ8: IMPLIED SERVICE RECOMMISSIONING AND (FOLLOWING TRANSFER WITHDRAWAL) AN IMPLIED SERVICE DE-COMMISSIONING (SA)</b> .....	<b>55</b>
<b>PROCESS FLOW: REQ8: IMPLIED SERVICE RE-COMMISSIONING AND (FOLLOWING TRANSFER WITHDRAWAL) AN IMPLIED SERVICE DE-COMMISSIONING (WA)</b> .....	<b>56</b>
<b>1. INTRODUCTION</b> .....	<b>5</b>
<b>2. DATABASES</b> .....	<b>7</b>
<b>PROCESS FLOW: DB1: REQUESTED DB UPDATES</b> .....	<b>8</b>
<b>PROCESS FLOW: DB2: STREET SUBURB TABLE UPDATE</b> .....	<b>9</b>

<b>3. MIRN</b>	<b>10</b>
PROCESS FLOW: MIRN1: NEW CONNECTION – SERVICE CONNECTION (SA – PART 1)	11
PROCESS FLOW: MIRN2: NEW CONNECTION – METER FIX REQUEST (SA – PART 2)	12
PROCESS FLOW: MIRN1.1: CONNECTION REQUEST/SHIPPER – NO RETAILER (SA – PART 1)	13
PROCESS FLOW: MIRN1.1: CONNECTION REQUEST/SHIPPER – RETAILER ASSIGNED (SA – PART 2)	14
PROCESS FLOW: MIRN3: NEW CONNECTION (WA)	15
PROCESS FLOW: MIRN 4A: STANDING DATA REQUEST/MIRN DISCOVERY BY MIRN	16
PROCESS FLOW: MIRN 4B: MIRN DISCOVERY BY ADDRESS	17
<b>4. METER READ</b>	<b>18</b>
PROCESS FLOW: MR1: METER READS – FAILURE OF A COMPLETE ROUTE	19
PROCESS FLOW: MR2: REQUEST FOR CHANGE TO METER READING SCHEDULE	20
PROCESS FLOW: MR3: REQUEST FOR HISTORICAL DATA	21
PROCESS FLOW: MR4A: SPECIAL METER READING RESPONSE (BASIC METERS ONLY)	22
PROCESS FLOW: MR4B: DEEMED METER READING (BASIC METERS ONLY)	23
PROCESS FLOW: MR5: ACCOUNT CREATION	24
PROCESS FLOW: MR6: ANNUAL METER READING SCHEDULE	25
PROCESS FLOW: MR7: METER SITE ACCESS/ADDRESS CHANGE FROM USER (SA)	26
PROCESS FLOW: MR8: METER SITE ACCESS CHANGE FROM NO	28
PROCESS FLOW: MR9A: DECOMMISSIONING BY REQUEST	29
PROCESS FLOW: MR10: SERVICE RECOMMISSIONING BY REQUEST	31
PROCESS FLOW: MR11A: DEREGISTRATION BY REQUEST (SA – PART 1 REMOVE METER)	32
PROCESS FLOW: MR11B: DEREGISTRATION BY REQUEST (SA – PART 2 REMOVE PIPE)	33
PROCESS FLOW: MR11C: DEREGISTRATION BY REQUEST (WA)	34
PROCESS FLOW: MR12: UPGRADE FROM BASIC TO INTERVAL METER (SA)	35
PROCESS FLOW: MR12: UPGRADE FROM BASIC TO INTERVAL METER (WA)	36
PROCESS FLOW: MR13: GENERIC ENERGY FLOW	37
PROCESS FLOW: MR14: DOWNGRADE FROM INTERVAL TO BASIC FOR TARIFF D (SA)	38
<b>5. REQUESTS AND SERVICE ORDERS</b>	<b>39</b>
PROCESS FLOW: REQ1: METER DATA VERIFICATION	40
PROCESS FLOW: REQ2: MISSING DATA READS	41
PROCESS FLOW: REQ3: NOTIFICATION OF MAINS/SERVICE	42
PROCESS FLOW: REQ4: NOTIFICATION OF DATA CHANGE	43
PROCESS FLOW: REQ5A: SERVICE ORDERS GENERAL (DETAILED)	44
PROCESS FLOW: REQ5B: SERVICE ORDERS GENERAL (SA – SIMPLIFIED)	45
PROCESS FLOW: REQ5B: SERVICE ORDERS GENERAL (WA – SIMPLIFIED)	46
REQ5B: DET: SERVICE ORDERS TRANSACTION TABLE	47
PROCESS FLOW: REQ6: DB INITIATED SERVICE ORDERS (SA)	48
PROCESS FLOW: REQ6: DB INITIATED SERVICE ORDERS (WA)	49
PROCESS FLOW: REQ6B: DB VARIED SERVICE ORDERS	50
PROCESS FLOW: REQ7: RETAILER INITIAL REQUIRED SERVICE ORDERS CANCELLATION (SA)	51
PROCESS FLOW: REQ7: SERVICE ORDERS CANCELLATION (WA)	52
PROCESS FLOW: REQ8: IMPLIED SERVICE RECOMMISSIONING AND (FOLLOWING TRANSFER WITHDRAWAL) AN IMPLIED SERVICE DE-COMMISSIONING (SA)	53
PROCESS FLOW: REQ8: IMPLIED SERVICE RE-COMMISSIONING AND (FOLLOWING TRANSFER WITHDRAWAL) AN IMPLIED SERVICE DE-COMMISSIONING (WA)	54
<b>1. TABLE OF CONTENTS</b>	<b>4</b>
<b>2. INTRODUCTION</b>	<b>5</b>
<b>3. DATABASES</b>	<b>7</b>

<b>PROCESS FLOW: DB1: REQUESTED DB UPDATES</b> .....	<b>8</b>
<b>PROCESS FLOW: DB2: STREET SUBURB TABLE UPDATE</b> .....	<b>9</b>
<b>4. MIRN</b> .....	<b>10</b>
<b>PROCESS FLOW: MIRN1: NEW CONNECTION – SERVICE CONNECTION (SA – PART 1)</b> .....	<b>11</b>
<b>PROCESS FLOW: MIRN2: NEW CONNECTION – METER FIX REQUEST (SA – PART 2)</b> .....	<b>12</b>
<b>PROCESS FLOW: MIRN1.1: NEW CONNECTION – I&amp;C SERVICE CONNECTION (SA – PART 1)</b> .....	<b>13</b>
<b>PROCESS FLOW: MIRN1.1: NEW CONNECTION – I&amp;C SERVICE CONNECTION (SA – PART 2)</b> .....	<b>14</b>
<b>PROCESS FLOW: MIRN3: NEW CONNECTION (WA)</b> .....	<b>15</b>
<b>PROCESS FLOW: MIRN 4A: STANDING DATA REQUEST/MIRN DISCOVERY BY MIRN</b> .....	<b>16</b>
<b>PROCESS FLOW: MIRN 4B: MIRN DISCOVERY BY ADDRESS</b> .....	<b>17</b>
<b>5. METER READ</b> .....	<b>18</b>
<b>PROCESS FLOW: MR1: METER READS – FAILURE OF A COMPLETE ROUTE</b> .....	<b>19</b>
<b>PROCESS FLOW: MR2: REQUEST FOR CHANGE TO METER READING SCHEDULE</b> .....	<b>20</b>
<b>PROCESS FLOW: MR3: REQUEST FOR HISTORICAL DATA</b> .....	<b>21</b>
<b>PROCESS FLOW: MR4A: SPECIAL METER READING RESPONSE (BASIC METERS ONLY)</b> .....	<b>22</b>
<b>PROCESS FLOW: MR4B: DEEMED METER READING (BASIC METERS ONLY)</b> .....	<b>23</b>
<b>PROCESS FLOW: MR5: ACCOUNT CREATION</b> .....	<b>24</b>
<b>PROCESS FLOW: MR6: ANNUAL METER READING SCHEDULE</b> .....	<b>25</b>
<b>PROCESS FLOW: MR7: METER SITE ACCESS/ADDRESS CHANGE FROM USER (SA)</b> .....	<b>26</b>
<b>PROCESS FLOW: MR8: METER SITE ACCESS CHANGE FROM NO</b> .....	<b>28</b>
<b>PROCESS FLOW: MR9A: DECOMMISSIONING BY REQUEST</b> .....	<b>29</b>
<b>PROCESS FLOW: MR10: SERVICE RECOMMISSIONING BY REQUEST</b> .....	<b>31</b>
<b>PROCESS FLOW: MR11A: DEREGISTRATION BY REQUEST (SA – PART 1 REMOVE METER)</b> .....	<b>32</b>
<b>PROCESS FLOW: MR11B: DEREGISTRATION BY REQUEST (SA – PART 2 REMOVE PIPE)</b> .....	<b>33</b>
<b>PROCESS FLOW: MR11C: DEREGISTRATION BY REQUEST (WA)</b> .....	<b>34</b>
<b>PROCESS FLOW: MR12: UPGRADE FROM BASIC TO INTERVAL METER</b> .....	<b>35</b>
<b>PROCESS FLOW: MR13: GENERIC ENERGY FLOW</b> .....	<b>36</b>
<b>6. REQUESTS AND SERVICE ORDERS</b> .....	<b>37</b>
<b>PROCESS FLOW: REQ1: METER DATA VERIFICATION</b> .....	<b>38</b>
<b>PROCESS FLOW: REQ2: MISSING DATA READS</b> .....	<b>39</b>
<b>PROCESS FLOW: REQ3: NOTIFICATION OF MAINS/SERVICE</b> .....	<b>40</b>
<b>PROCESS FLOW: REQ4: NOTIFICATION OF DATA CHANGE</b> .....	<b>41</b>
<b>PROCESS FLOW: REQ5A: SERVICE ORDERS GENERAL (DETAILED)</b> .....	<b>42</b>
<b>PROCESS FLOW: REQ5B: SERVICE ORDERS GENERAL (SIMPLIFIED)</b> .....	<b>43</b>
<b>PROCESS FLOW: REQ6: DB INITIATED SERVICE ORDERS</b> .....	<b>44</b>
<b>PROCESS FLOW: REQ6B: DB VARIED SERVICE ORDERS</b> .....	<b>45</b>
<b>PROCESS FLOW: REQ7: SERVICE ORDERS CANCELLATION</b> .....	<b>46</b>
<b>PROCESS FLOW: REQ8: IMPLIED SERVICE RE-COMMISSIONING AND (FOLLOWING TRANSFER WITHDRAWAL) AN IMPLIED SERVICE DE-COMMISSIONING</b> .....	<b>47</b>

# 1. Introduction

The Business-to-Business (B2B) process flow charts contained in this document have been developed and updated as a working aid to assist the implementation of the South Australia and Western Australia Gas Retail Markets (SA/WA markets). These diagrams use the 'swimming lane' style and show the business process flows between market participants. Whilst the Market Operator will maintain this document on an on going basis participants are requested to refer to the Specification Pack and relevant RMR for a detailed description of processes. Please advise the Market Operator should you find any inconsistencies in this document.

When reading and using this document, please note the following:

1. The process flow charts are designed to complement, but not replace, the following source documents:

- Retail Market Rules,
- FRC B2B System Interface Definitions.

While reasonable effort has been made to ensure that these process flow charts are consistent with the RMR and the FRC B2B System Interface Definitions, there may be differences between the process flow charts and the source reference documents. If there is a difference, the RMR and the FRC B2B System Interface Definitions take precedence.

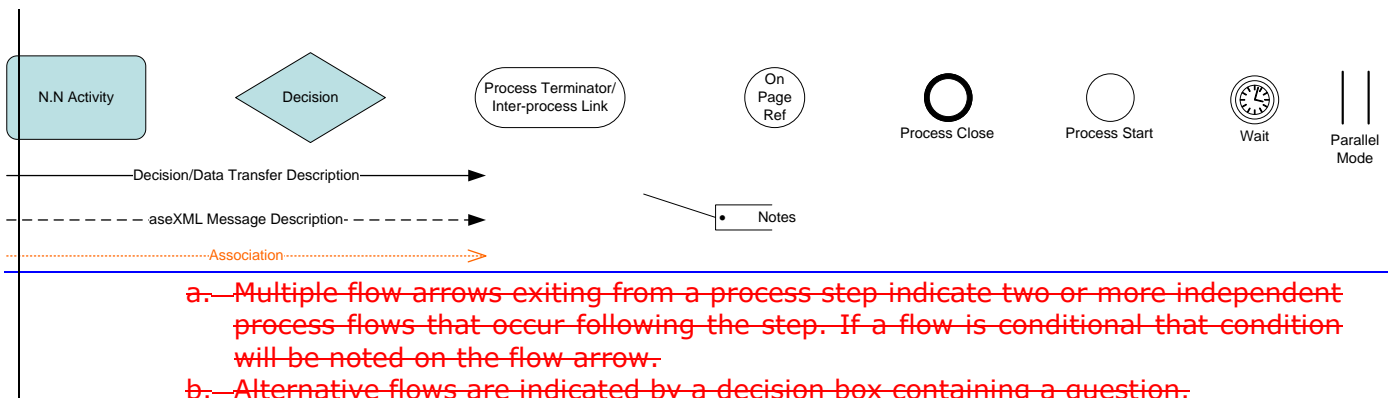
2. The process flow charts are not designed to aid the development of the B2M requirements for the SA/WA markets. The B2M process flows are provided separately.

3. The process flow charts are designed to aid, where possible, the identification of the necessary transactions between market participants. The following information is provided, where known:

- Victorian Gas Market physical transaction name;
- Victorian Gas Market logical transaction name (GIP)
- Medium type eg aseXML, manual notice;
- RMR.

4. The process steps within individual businesses are indicative only and do not necessarily identify all required process steps nor do they mandate the use of a particular process.

5. The drawing conventions used for these diagrams are as follows:



6. Flow arrows that cross "swim lanes" to connect to a start or end identifier are used to ease diagram production and do not indicate a transaction.

7. The document has been divided into logical components reflecting the *RMR* and System Interface Definition structures:
  - Data Base and MORN
  - Meter Reading
  - Requests and service orders
  
8. Related Documents. This document is provided as part of the Information Pack. This document should be read in conjunction with the documents contained within the Specification Pack as follows:
  - Interface Control Document
  - FRC B2B System Interface Definitions
  - FRC B2M-B2B System Architecture
  - FRC B2M-B2B System Specifications
  - CSV Data Format Specification

Further detailed documents are provided for assistance and clarification in the Information Pack as follows:

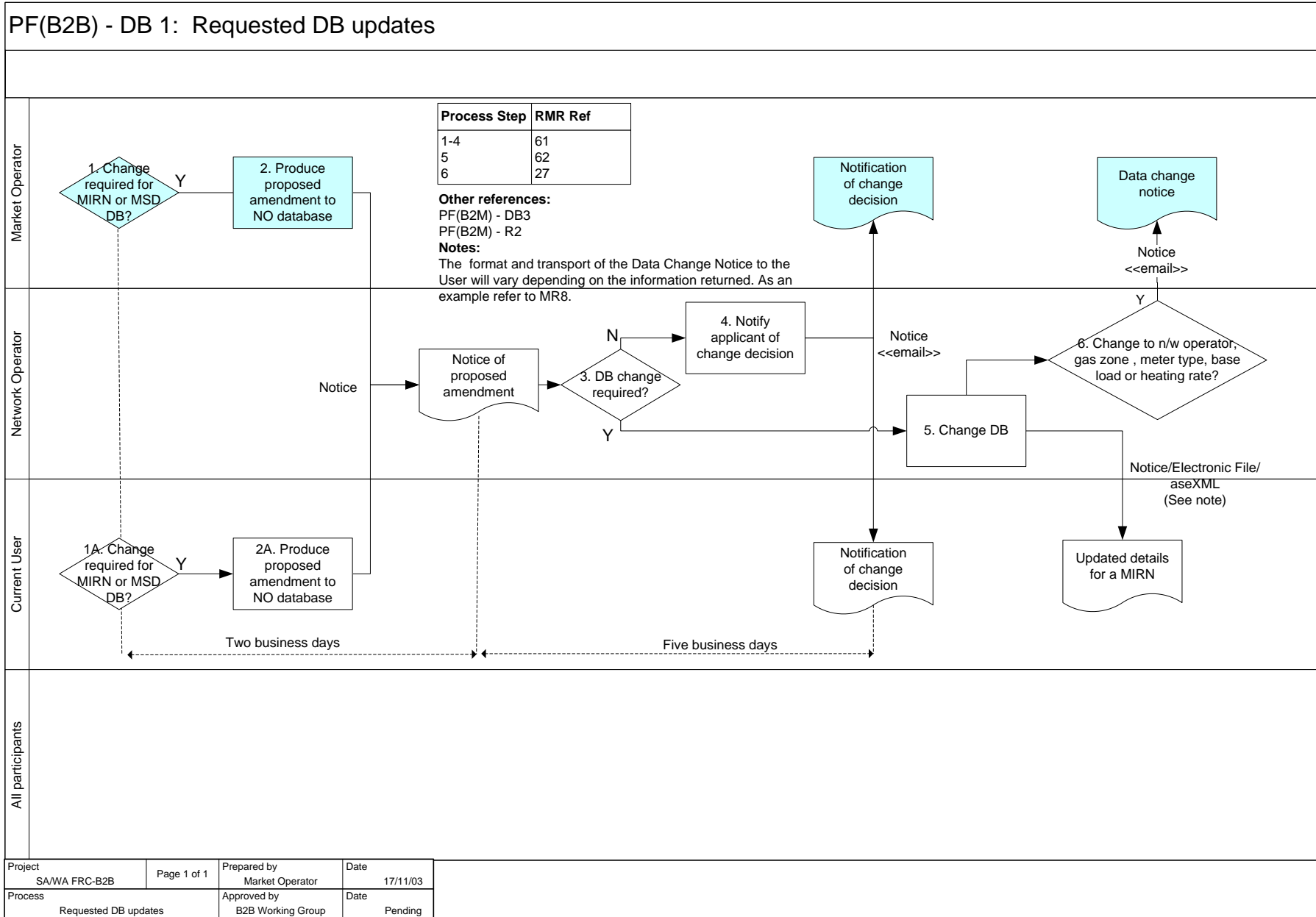
- Business Specification
- Consolidated Transaction List
- B2M Process Flow and Sequence Diagrams
- Glossary of Terms



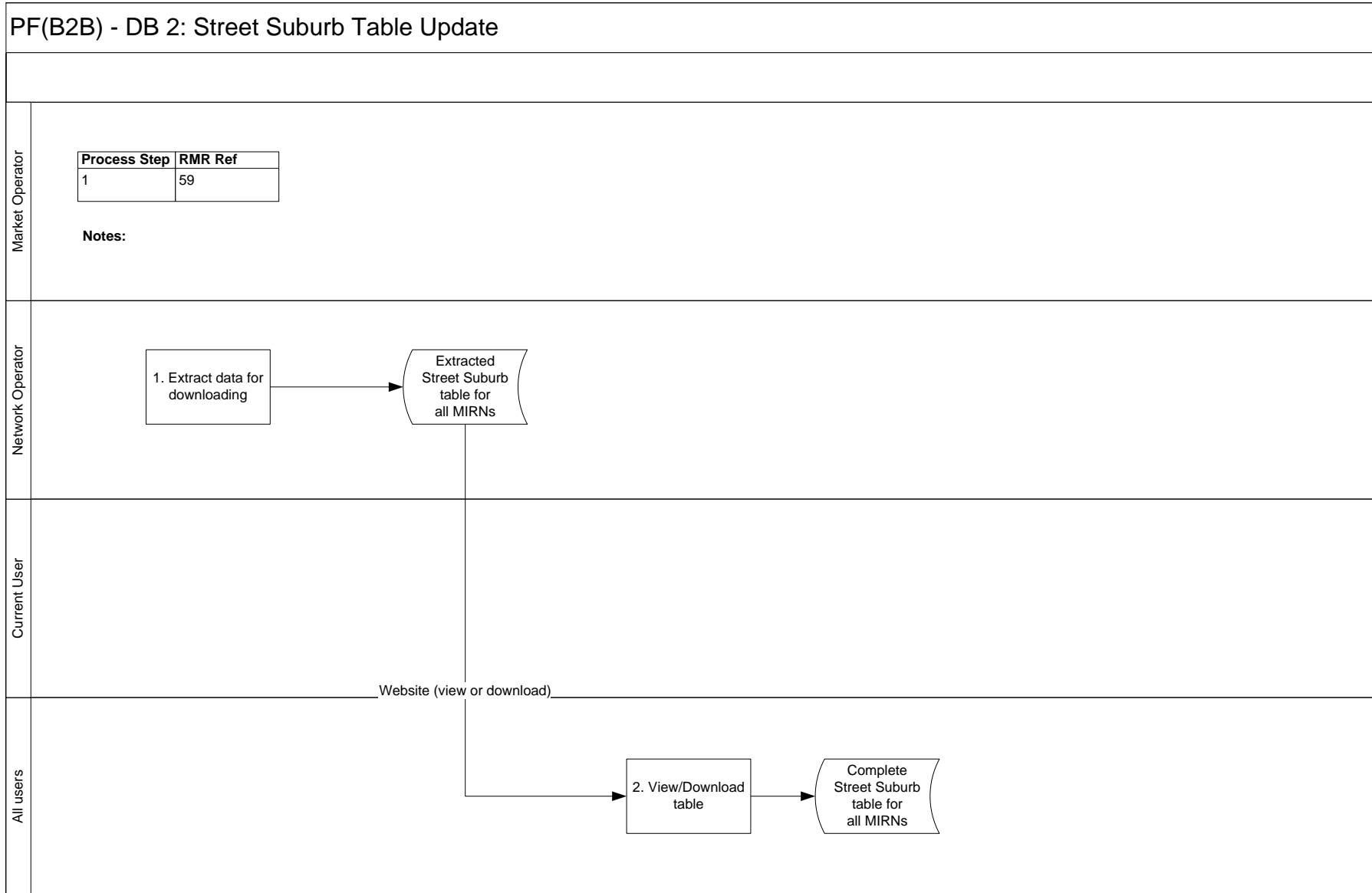
## 2. Databases

# Databases

Process Flow: DB1: Requested DB updates



Process Flow: DB2: Street Suburb Table Update

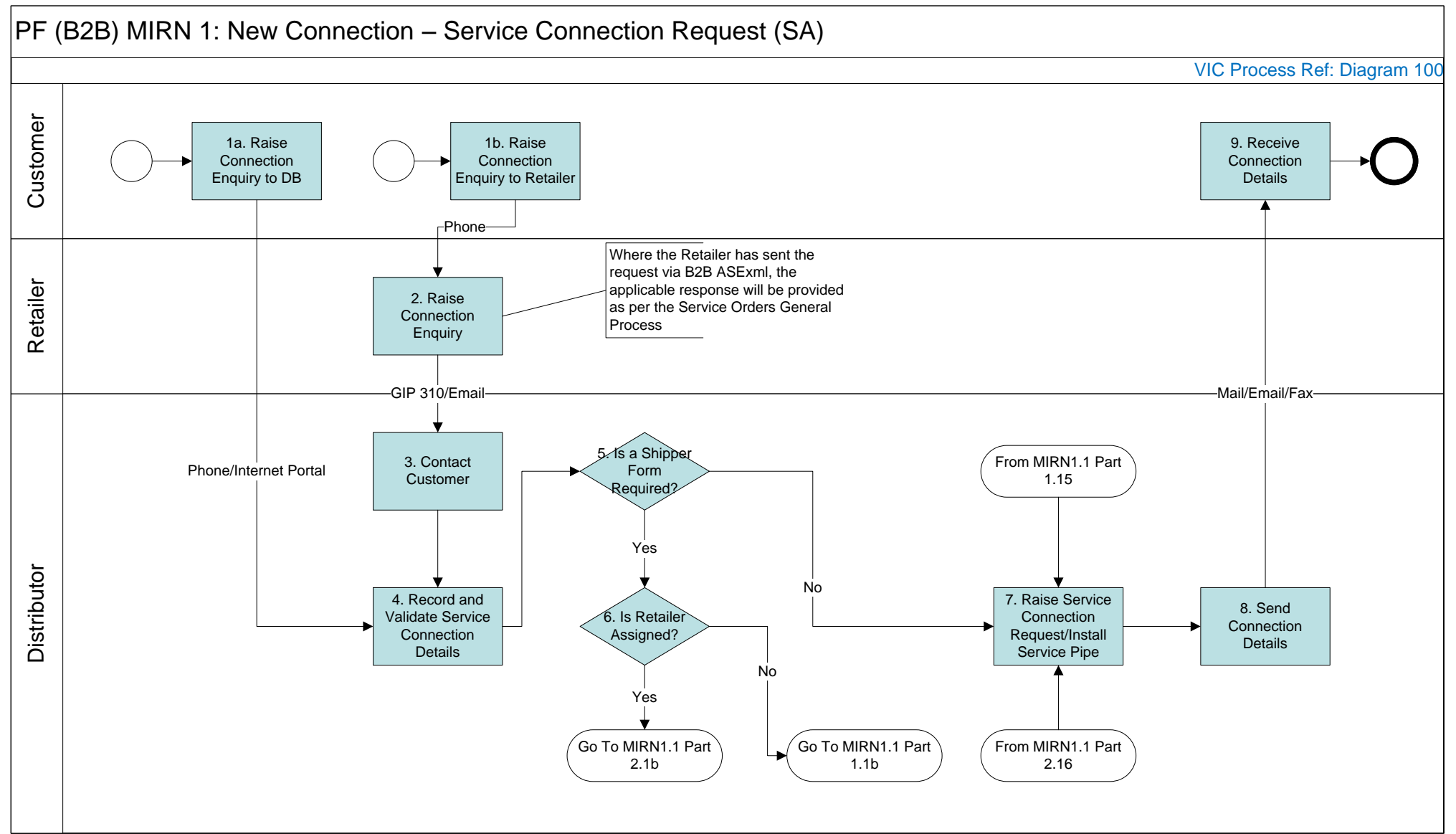


Project SAWA FRC-B2B	Page 1 of 1	Prepared by Market Operator	Date 17/11/03
Process Street Suburb Table Update		Approved by B2B Working Group	Date Pending

**3. MIRN**

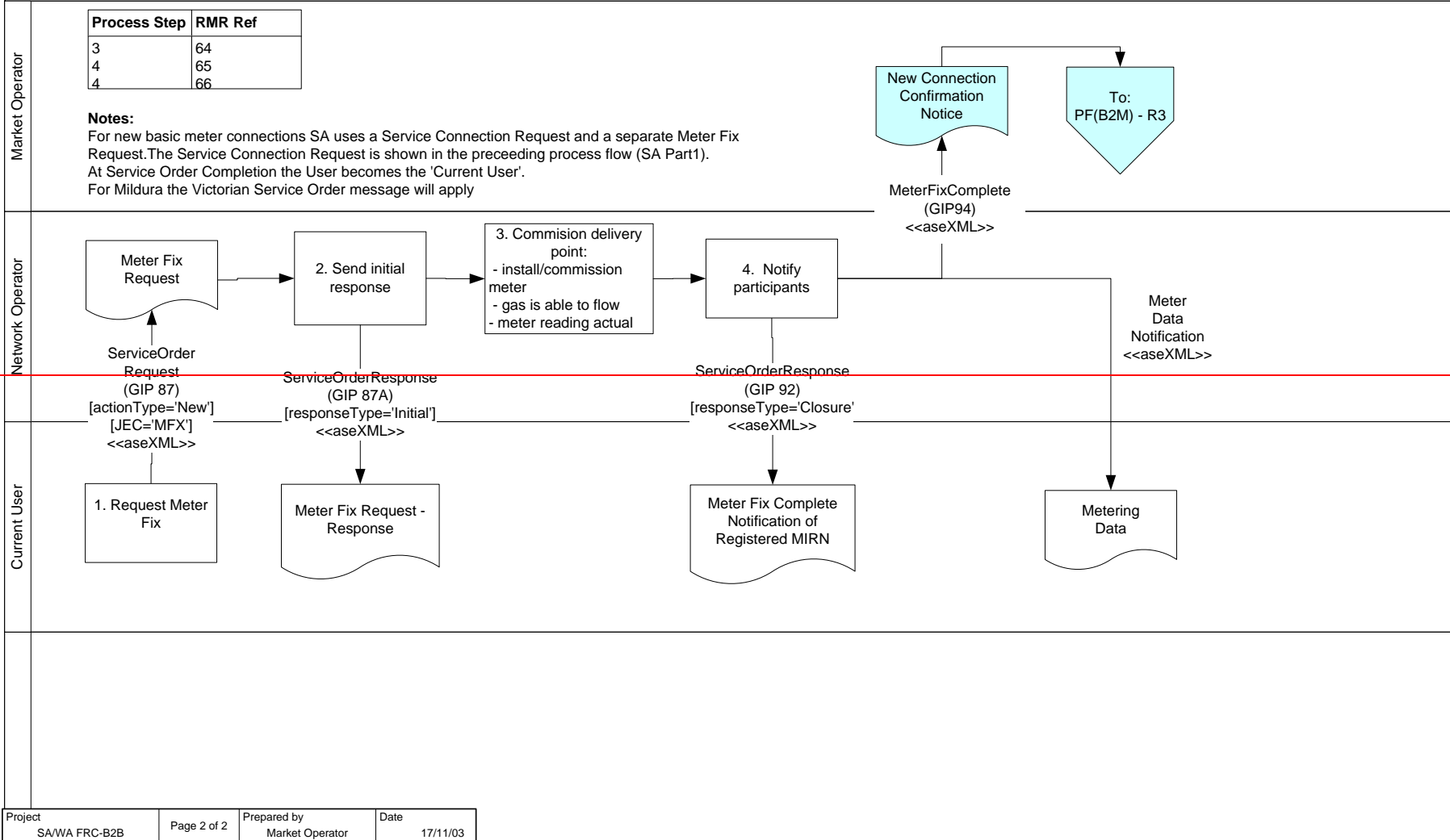
**MIRN**

Process Flow: MIRN1: New Connection - Service Connection (SA-Part 4)



Process Flow: MIRN2: New Connection - Meter Fix Request (SA - Part 2)

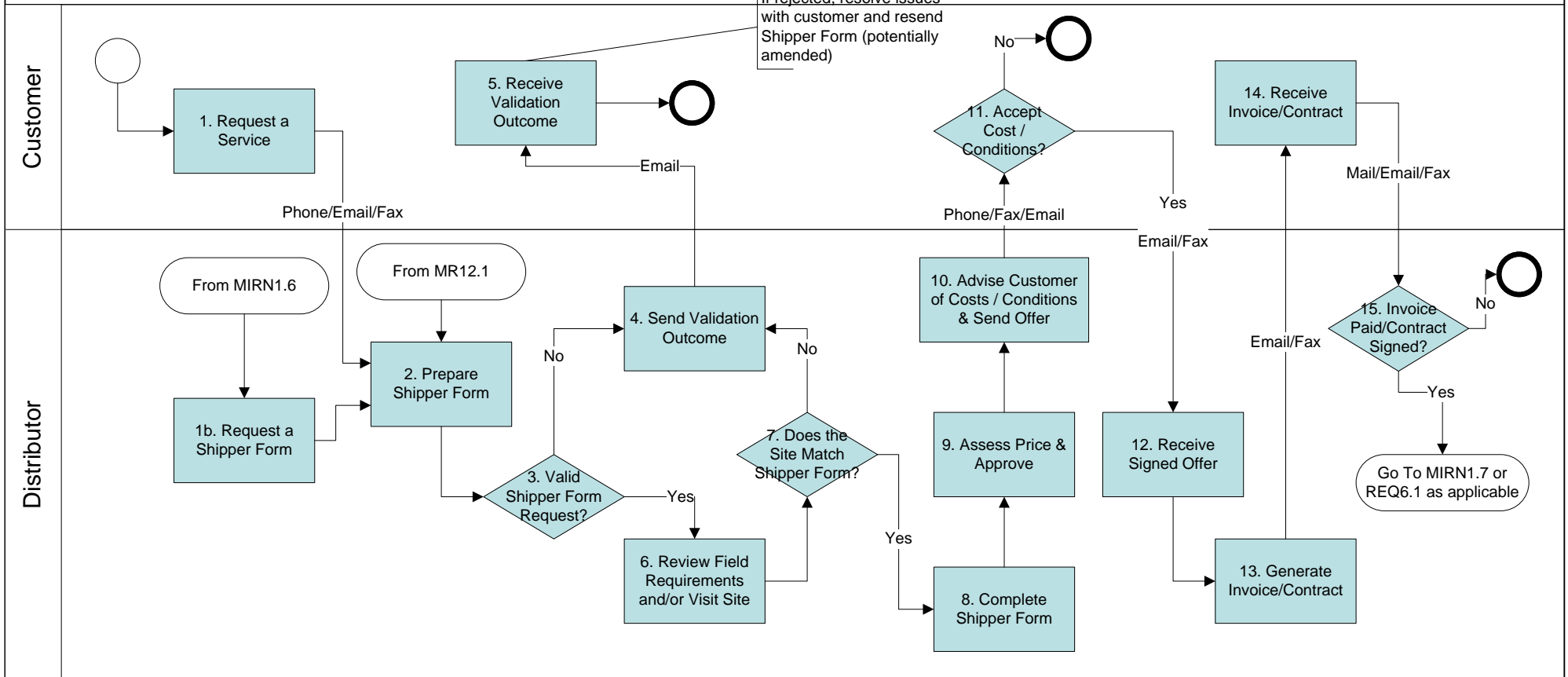
PF(B2B): MIRN2: New Connection - Meter Fix Request (SA - Part 2)



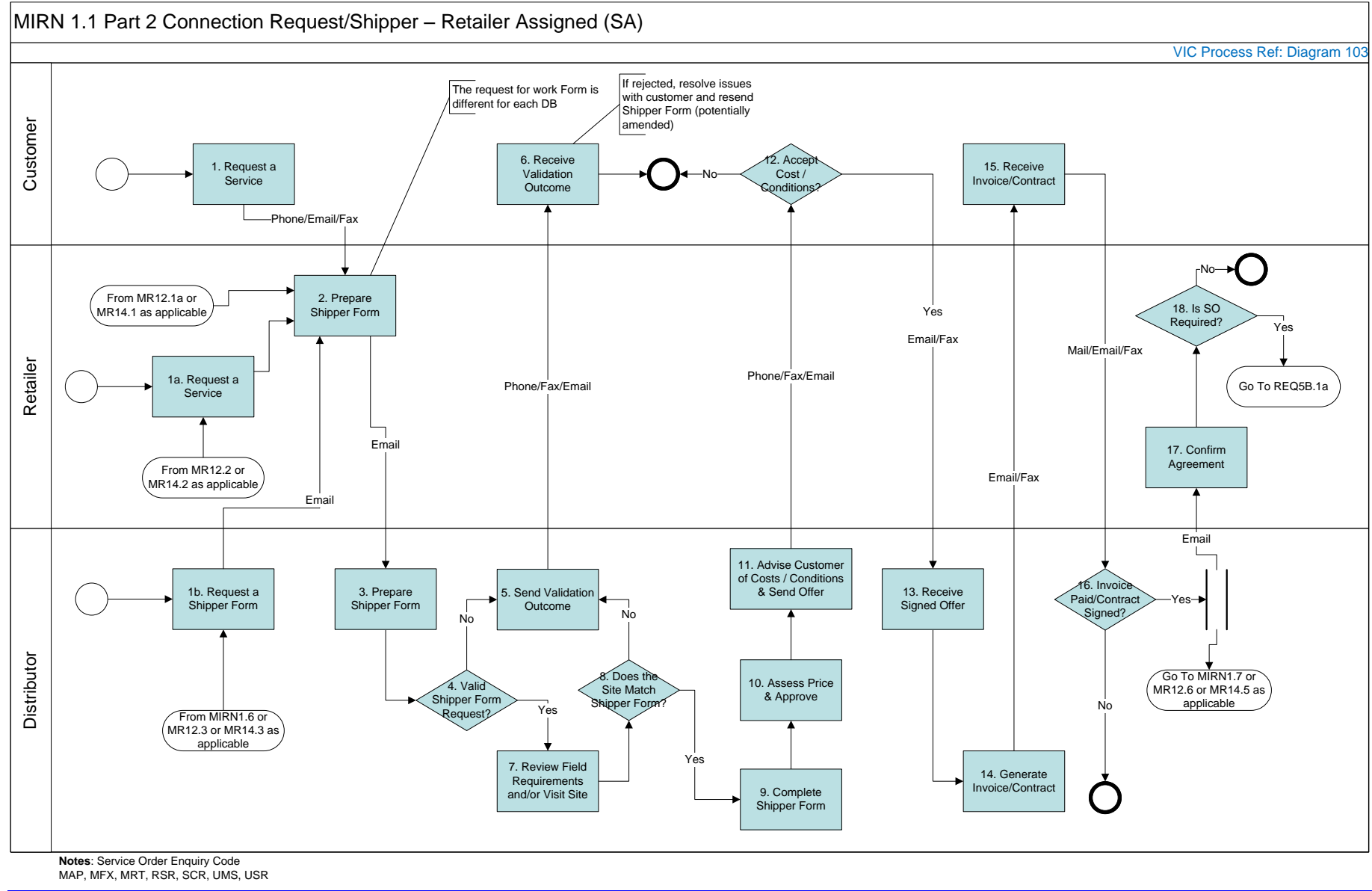
Project SAWA FRC-B2B	Page 2 of 2	Prepared by Market Operator	Date 17/11/03
Process New Connection - Meter Fix Request (SA - Part 2)		Approved by B2B Working Group	Date Pending

MIRN 1.1 Part 1 Connection Request/Shipper – No Retailer (SA)

VIC Process Ref: N/A



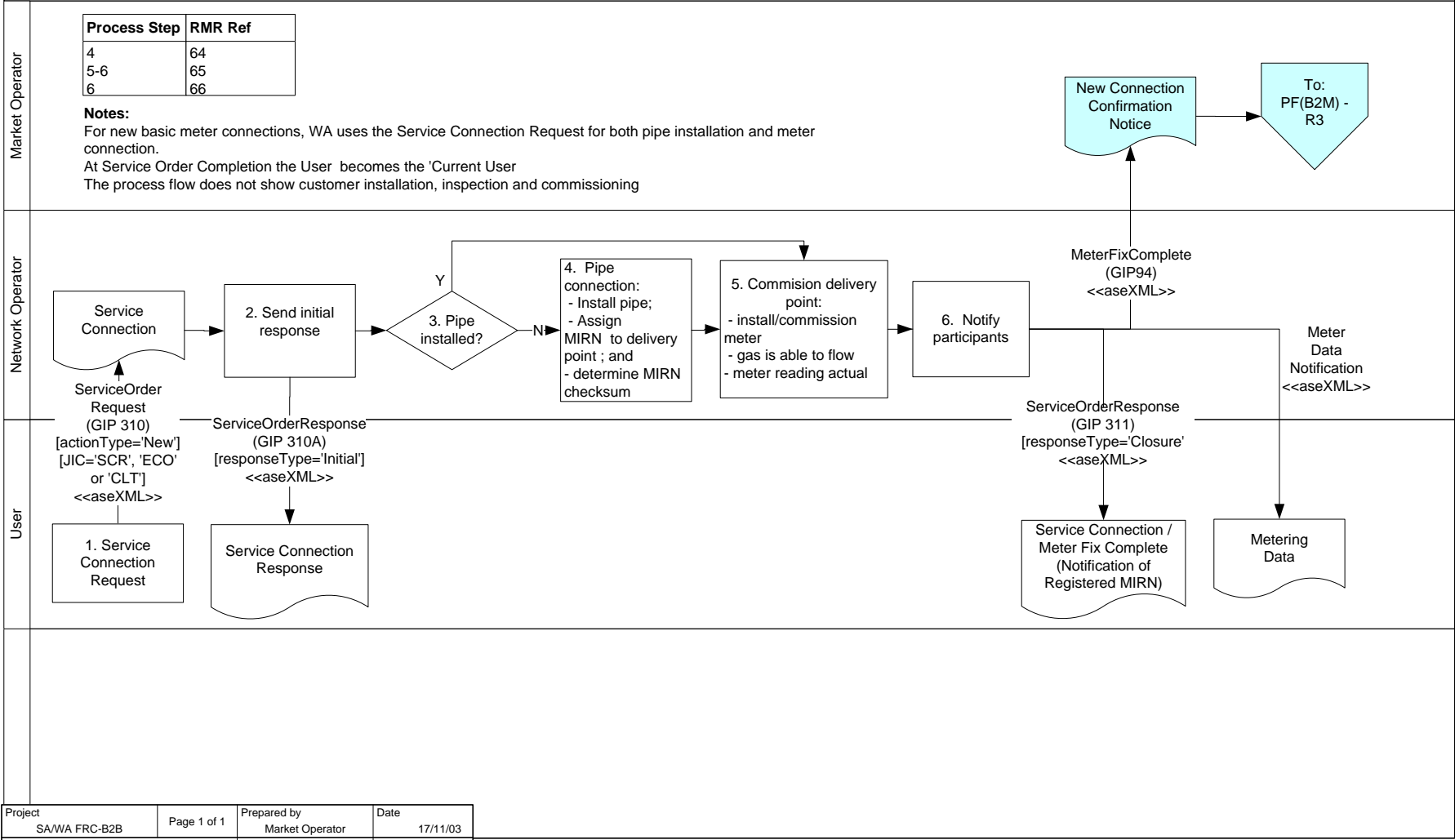
Process Flow: MIRN1.1: ~~New Connection~~ Request/Shipper – Retailer Assigned – ~~I&C Service Connection~~ (SA - Part 2)





Process Flow: MIRN3: New Connection (WA)

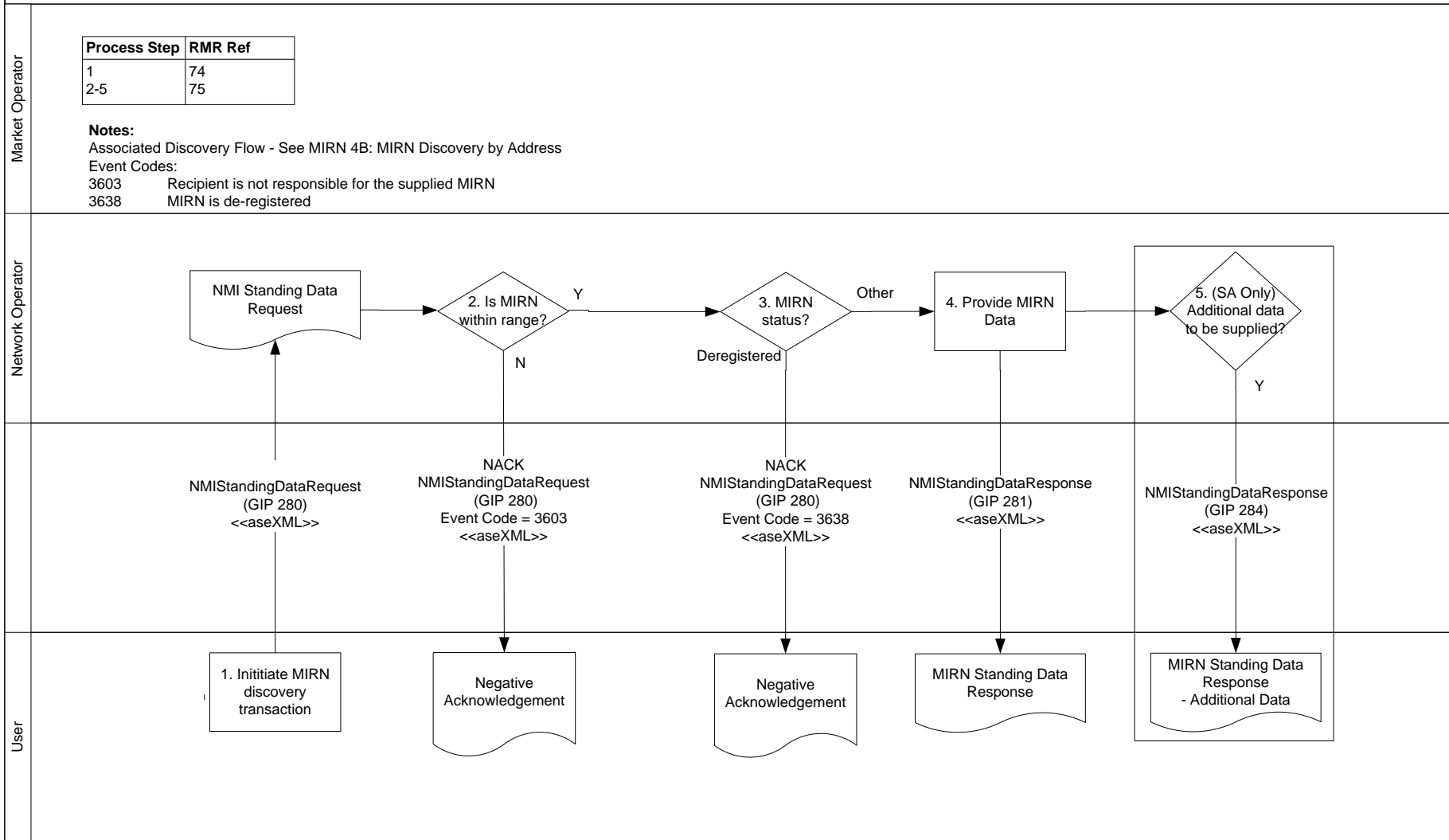
PF(B2B): MIRN3: New Connection (WA)



Project SA/WA FRC-B2B	Page 1 of 1	Prepared by Market Operator	Date 17/11/03
Process New Connection (WA)		Approved by B2B Working Group	Date Pending

Process Flow: MIRN 4A: Standing data request/MIRN discovery by MIRN

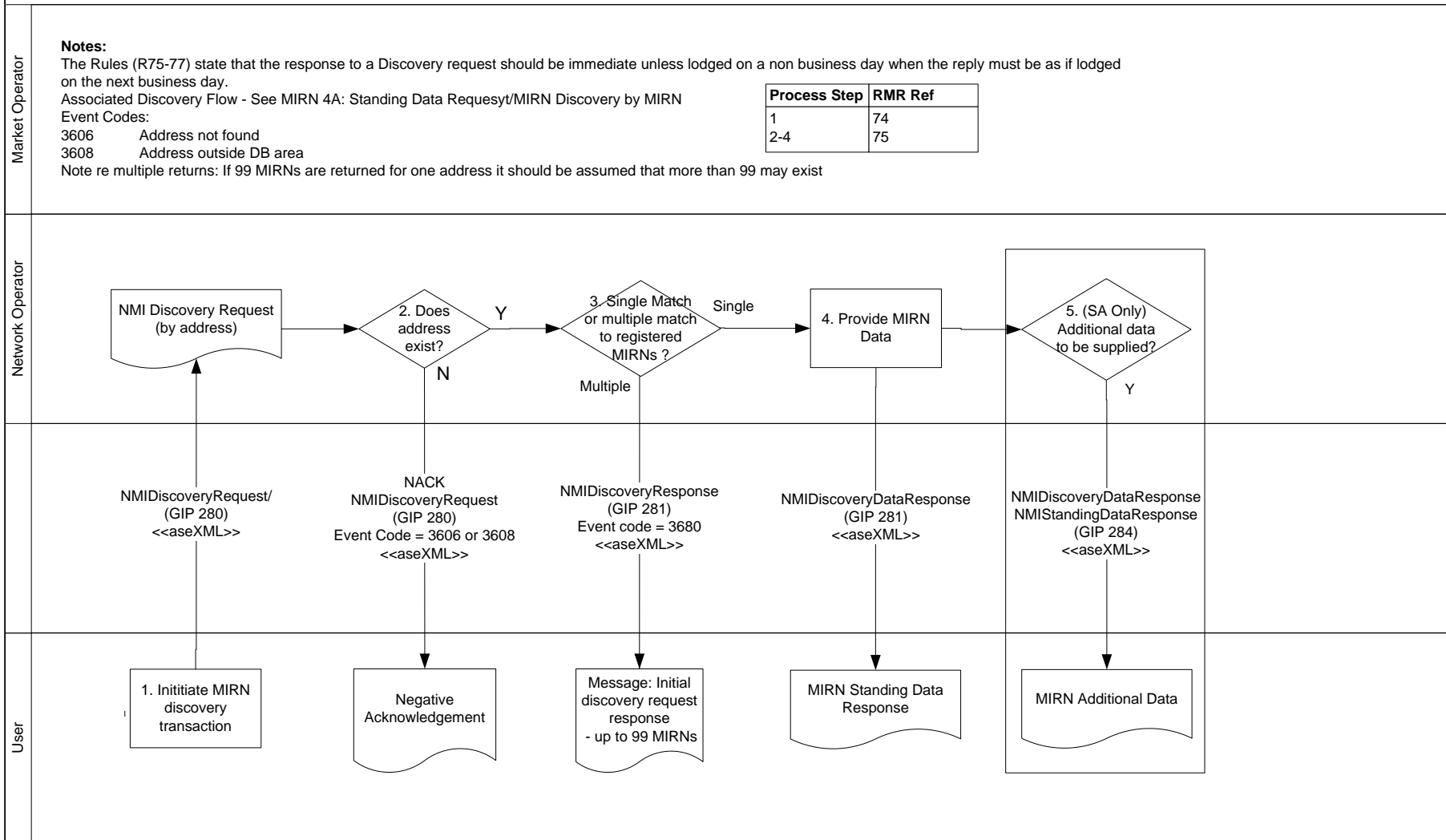
PF(B2B): MIRN 4A: Standing data request/MIRN discovery by MIRN



Project SAWA FRC-B2B	Page 1 of 1	Prepared by Market Operator	Date 17/11/03
Process Standing data request/MIRN discovery by MIRN	Approved by B2B Working Group	Date Pending	

Process Flow: MIRN 4B: MIRN Discovery by Address

PF(B2B): MIRN 4B: MIRN Discovery by Address



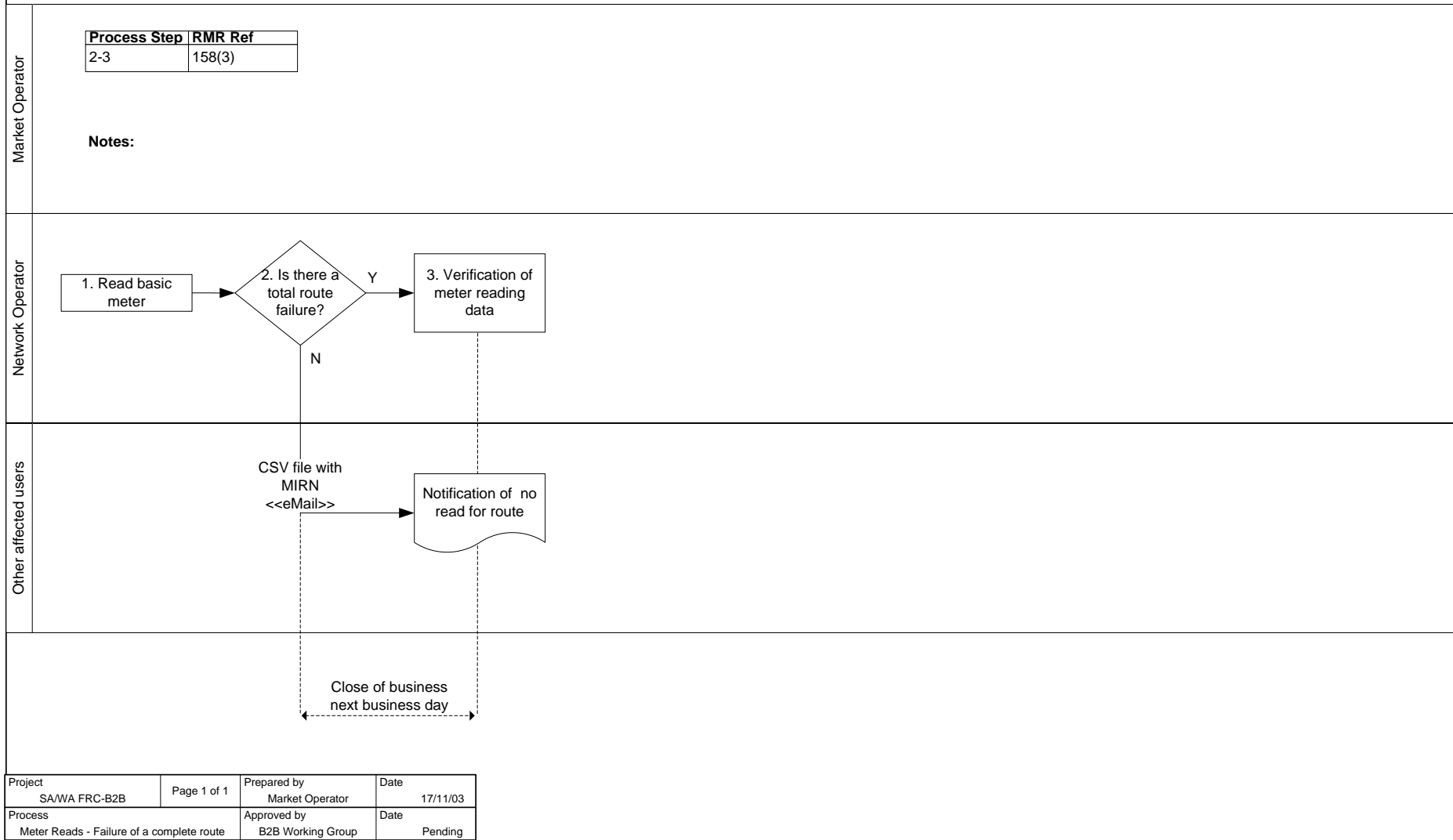
Project B2B Specification Pack	Page 1 of 1	Prepared by Market Operator	Date 17/1/03
Process MIRN Discovery by Address	Approved by B2B working group	Date Pending	

4. **Meter Read**

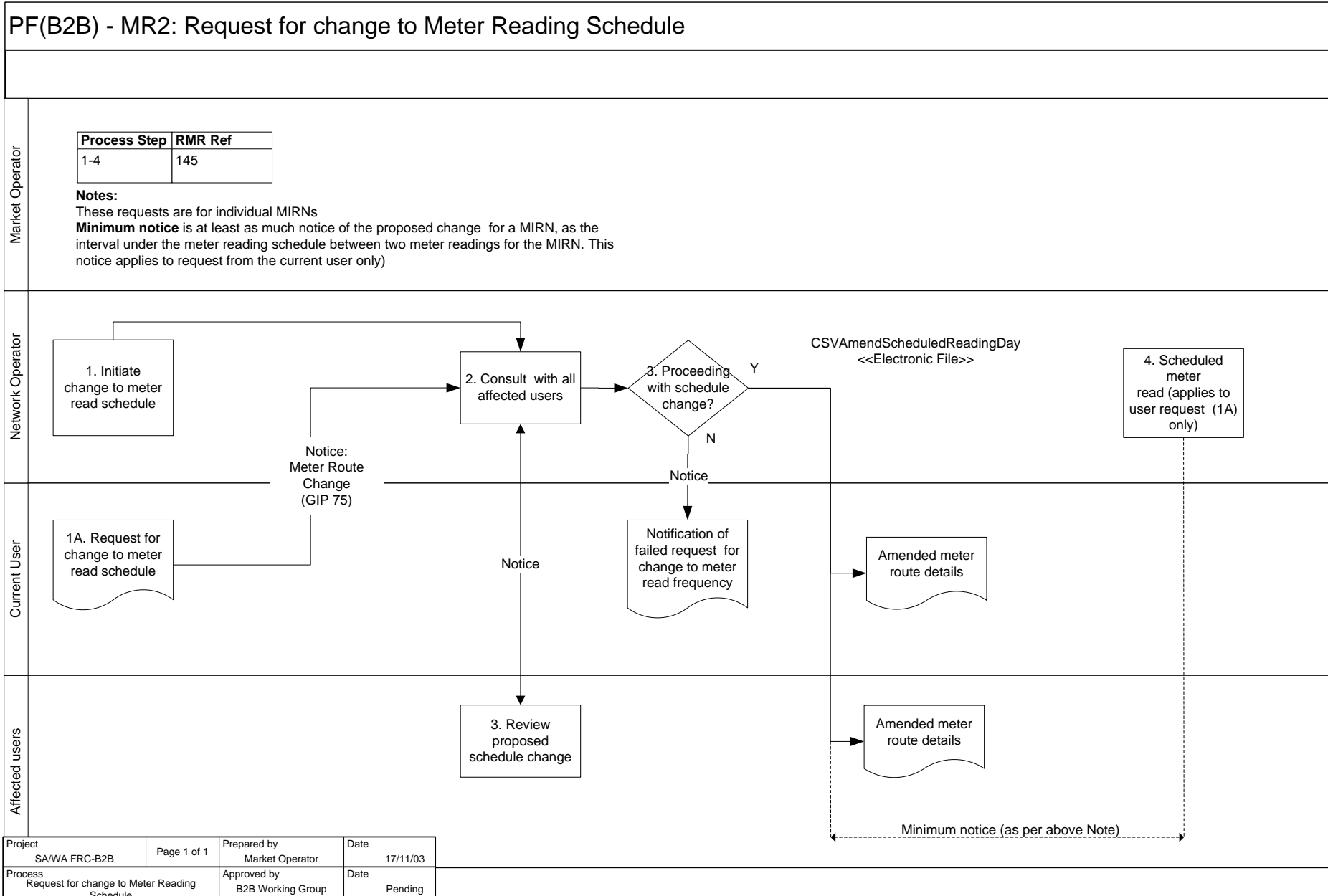
Meter Read

Process Flow: MR1: Meter Reads - Failure of a complete route

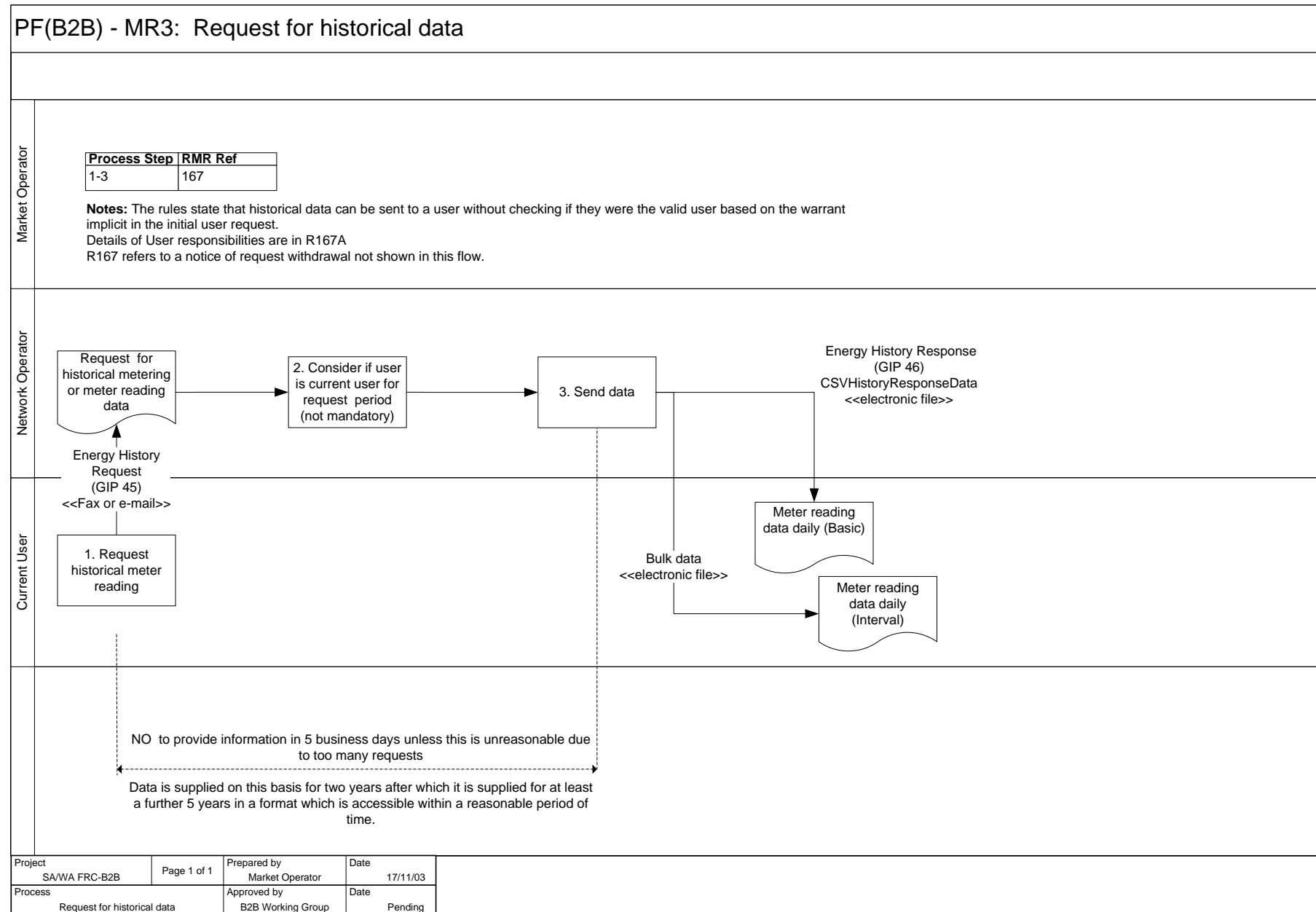
PF(B2B) - MR1: Meter Reads - Failure of a complete route



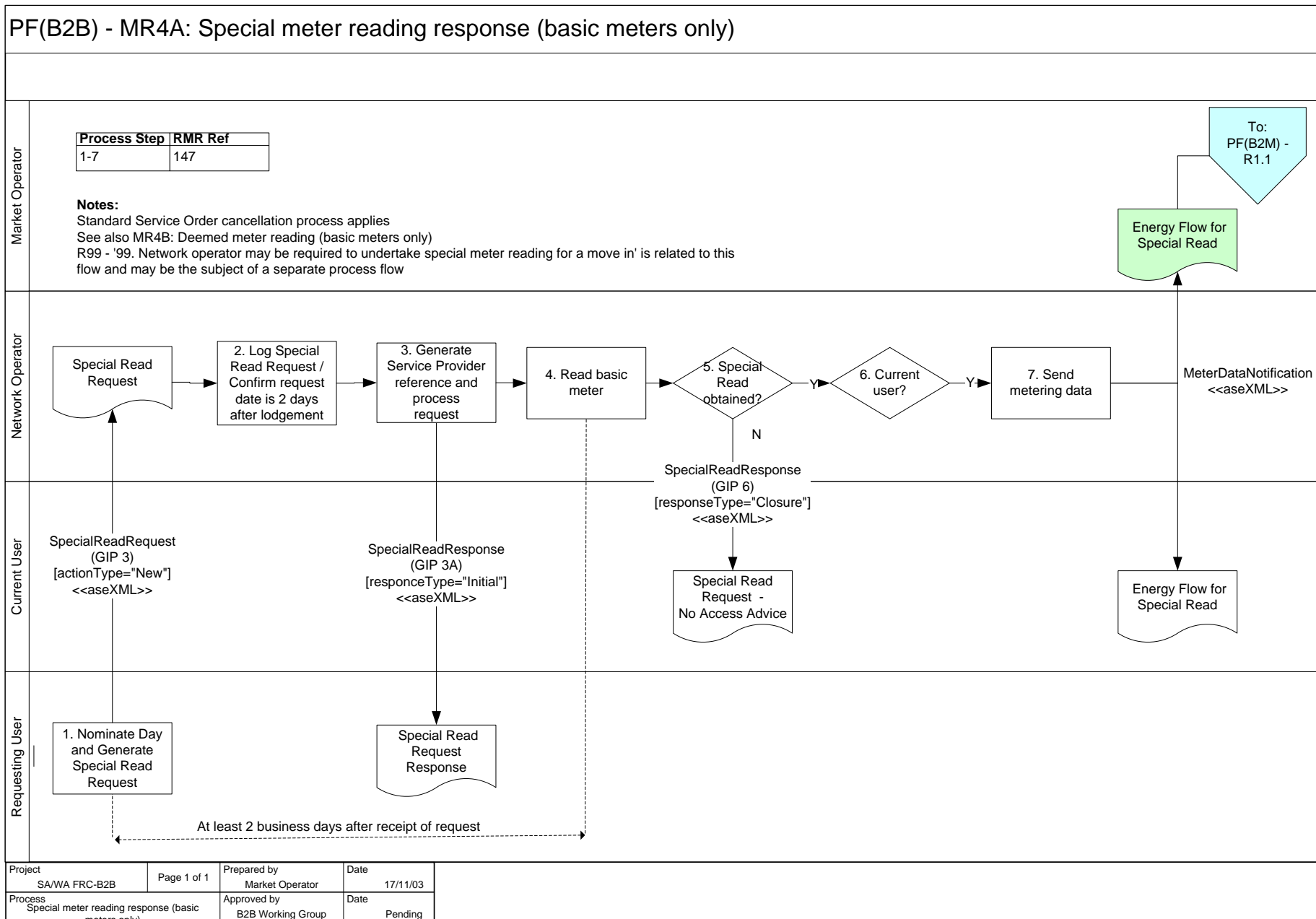
Process Flow: MR2: Request for change to Meter Reading Schedule



Process Flow: MR3: Request for historical data



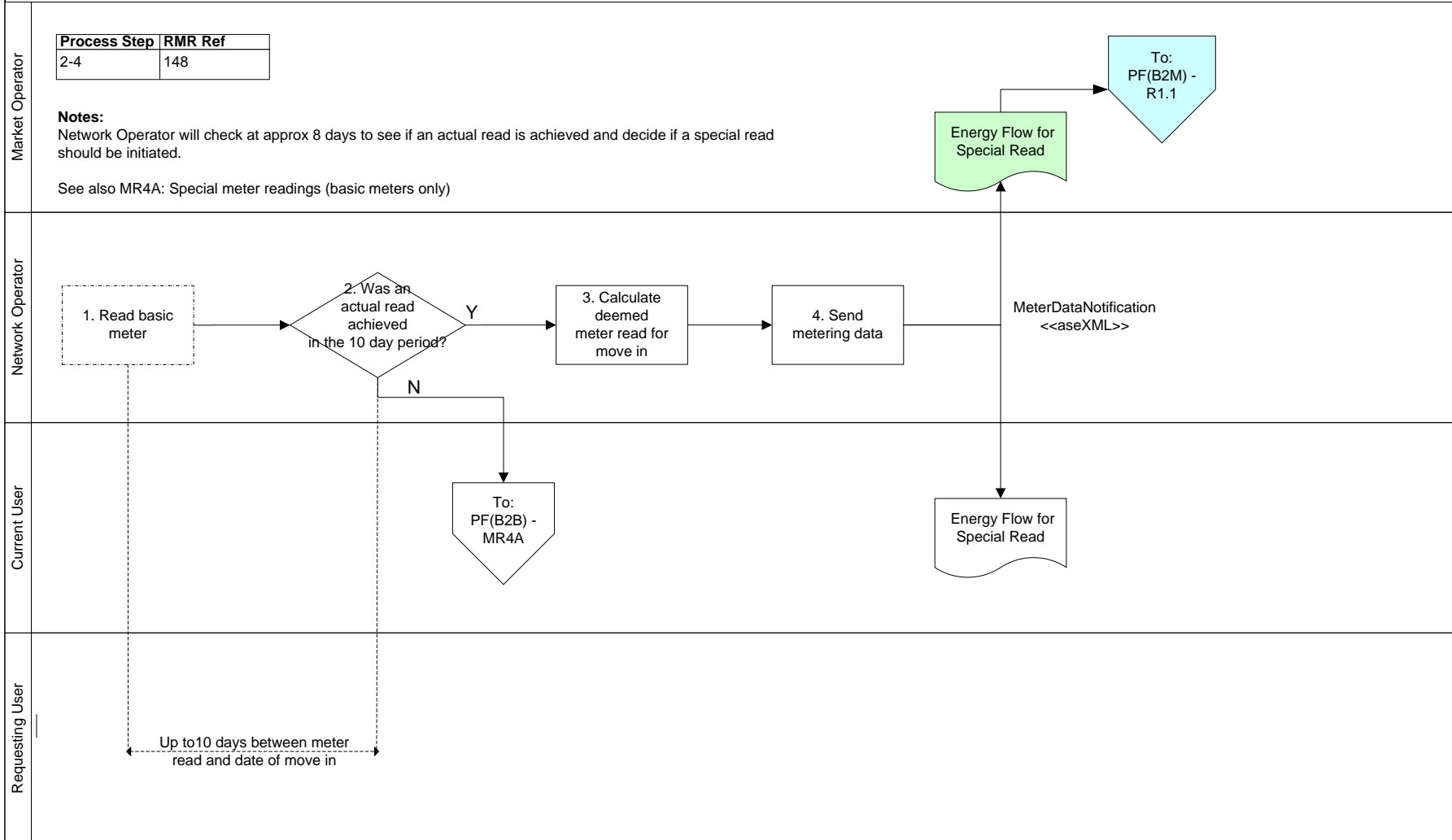
Process Flow: MR4A: Special meter reading response (basic meters only)





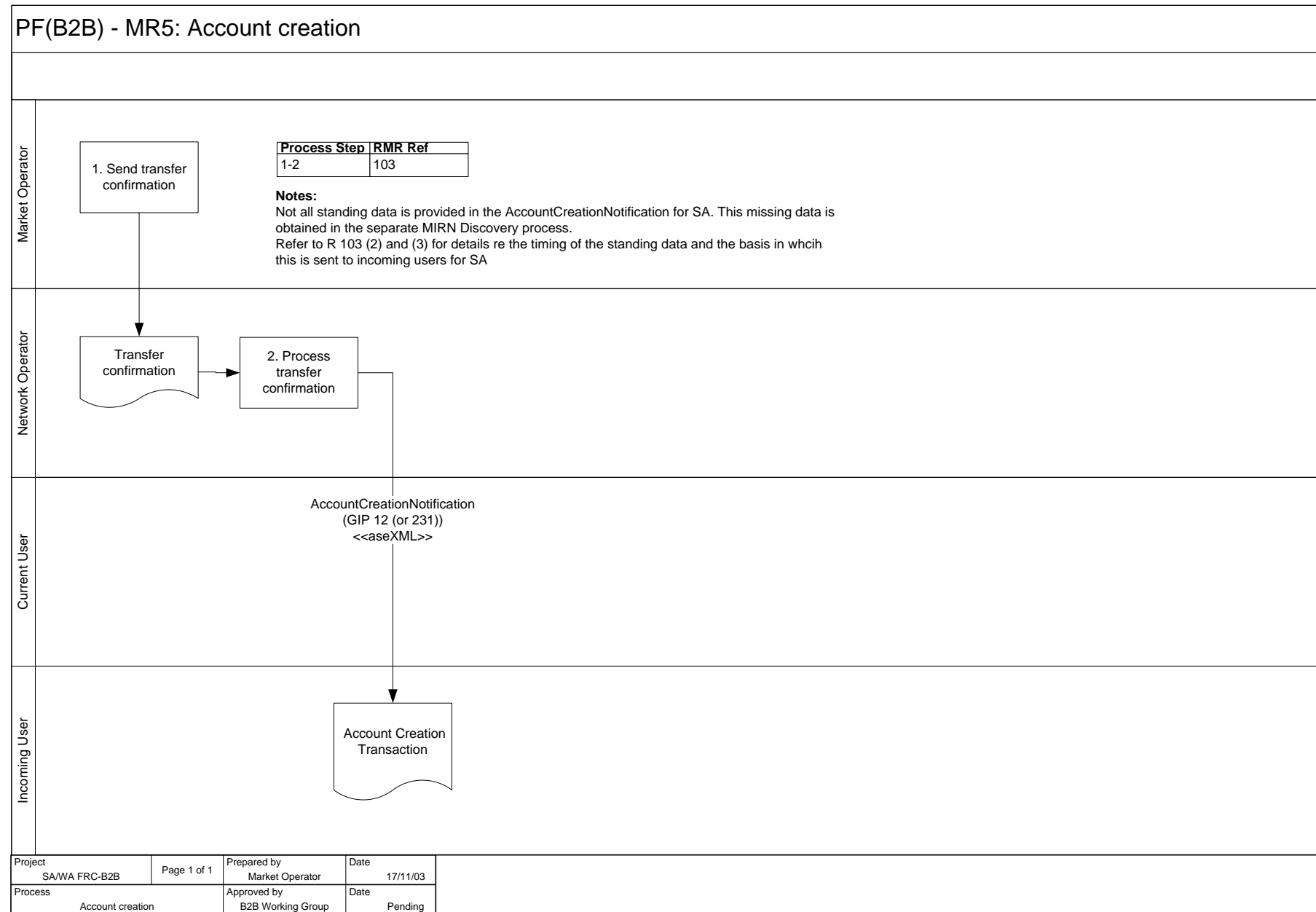
Process Flow: MR4B: Deemed meter reading (basic meters only)

PF(B2B) - MR4B: Deemed meter reading (basic meters only)



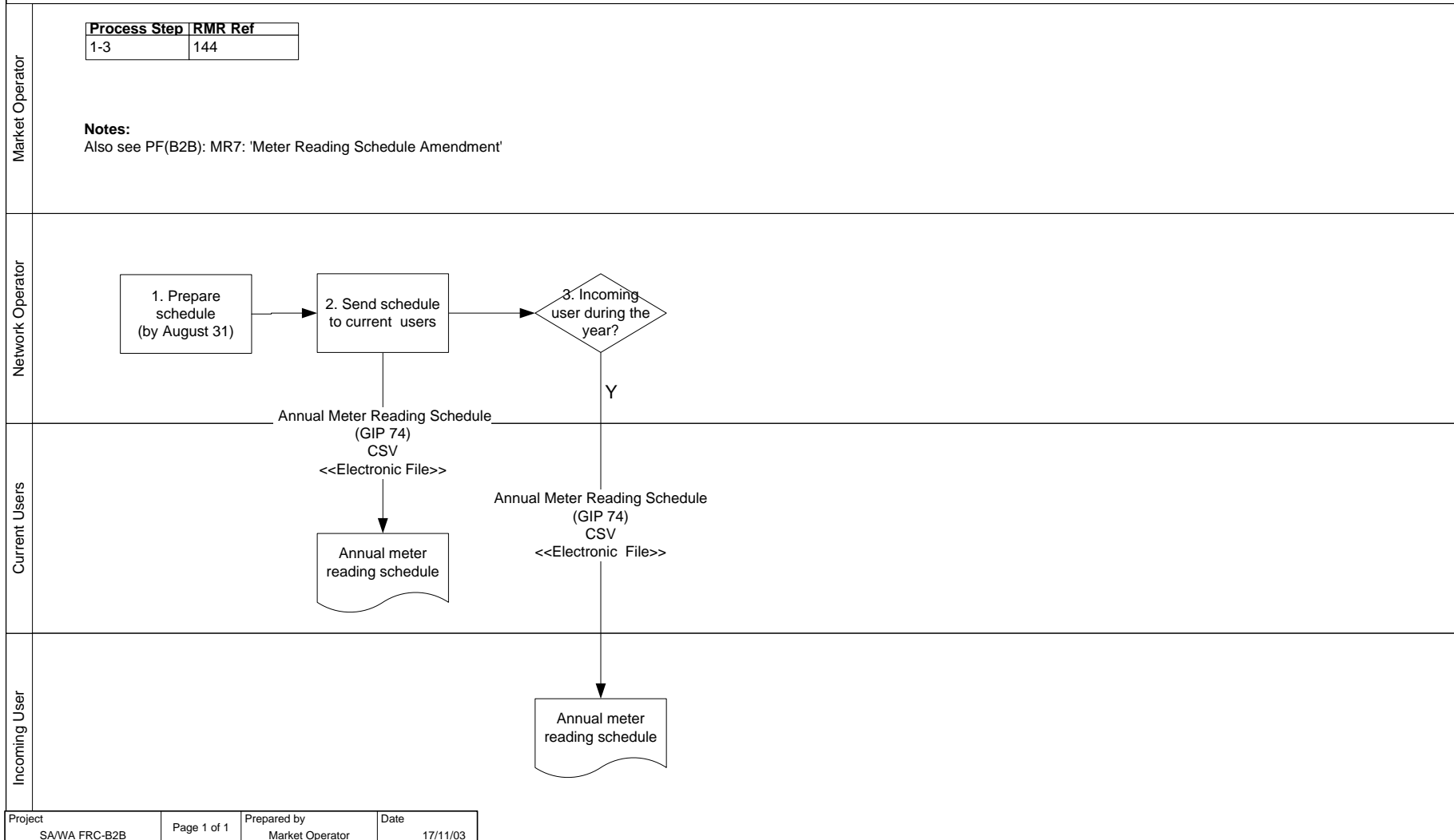
Project SA/WA FRC-B2B	Page 1 of 1	Prepared by Market Operator	Date 24/11/03
Process Deemed meter reading (basic meters only)		Approved by B2B Working Group	Date Pending

Process Flow: MR5: Account creation



Process Flow: MR6: Annual Meter reading schedule

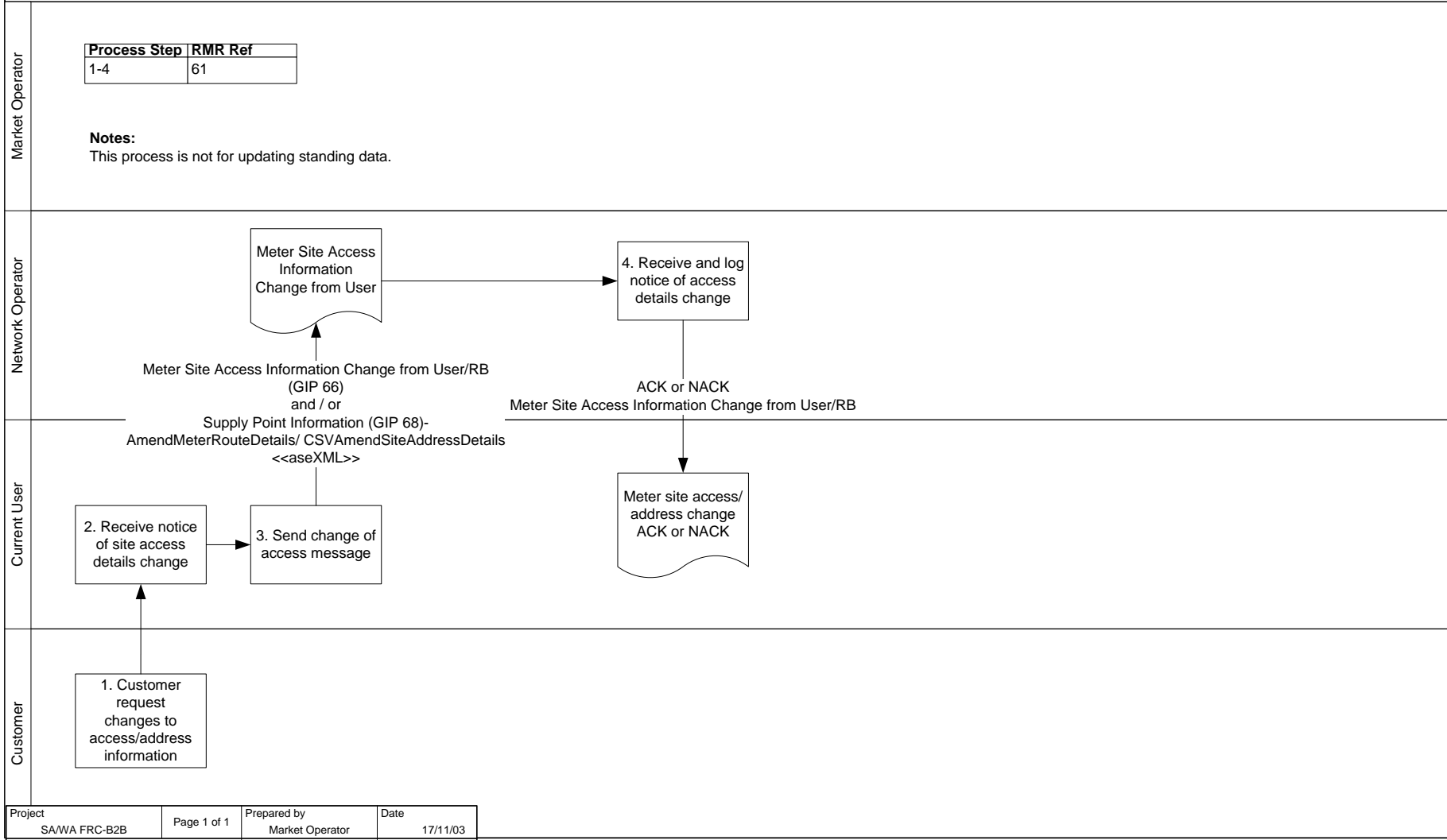
PF(B2B) - MR6: Annual Meter reading schedule



Project SAWA FRC-B2B	Page 1 of 1	Prepared by Market Operator	Date 17/11/03
Process Annual Meter reading schedule		Approved by B2B Working Group	Date Pending

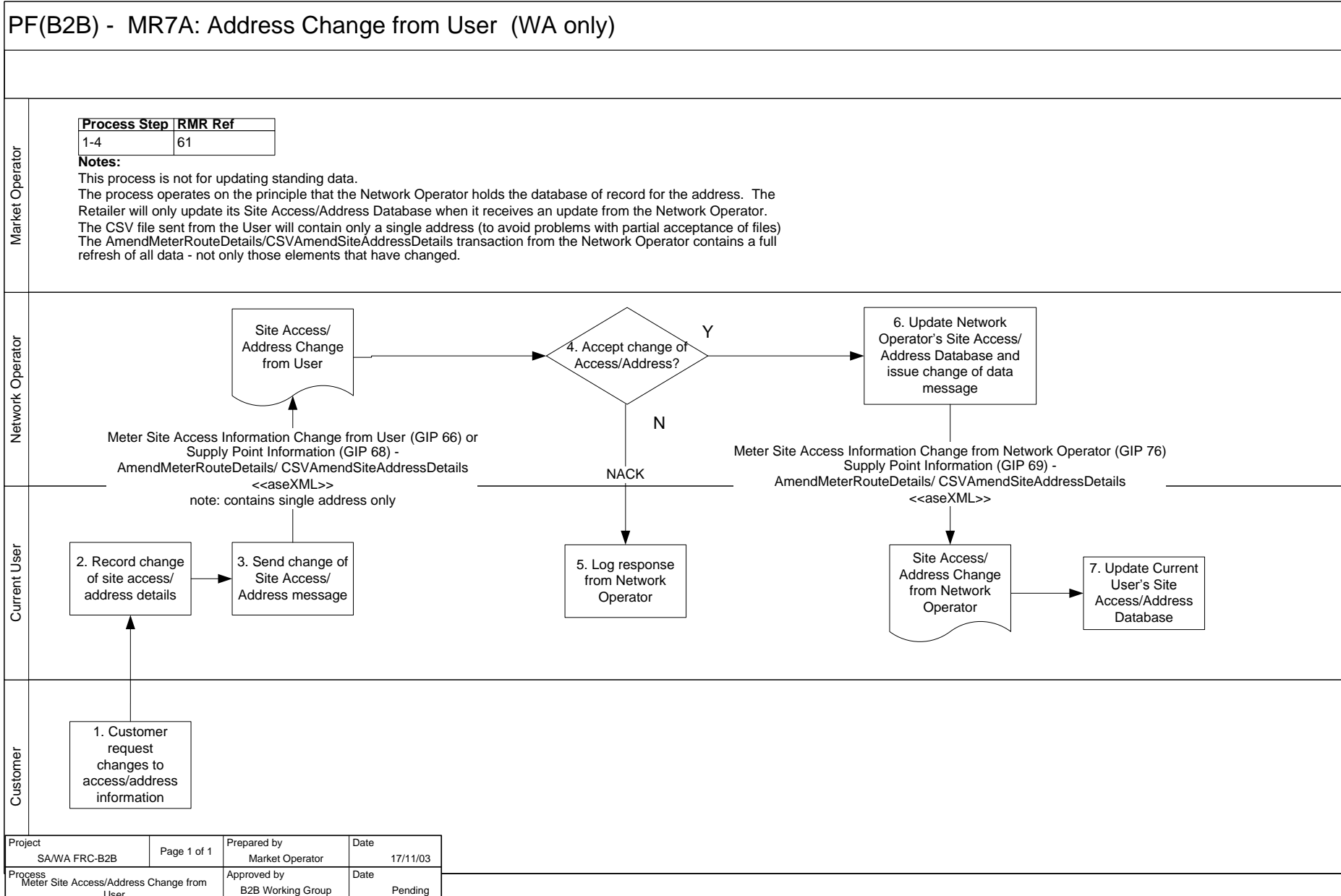
Process Flow: MR7: Meter Site Access/Address Change from User (SA)

PF(B2B) - MR7: Meter Site Access/Address Change from User (SA)



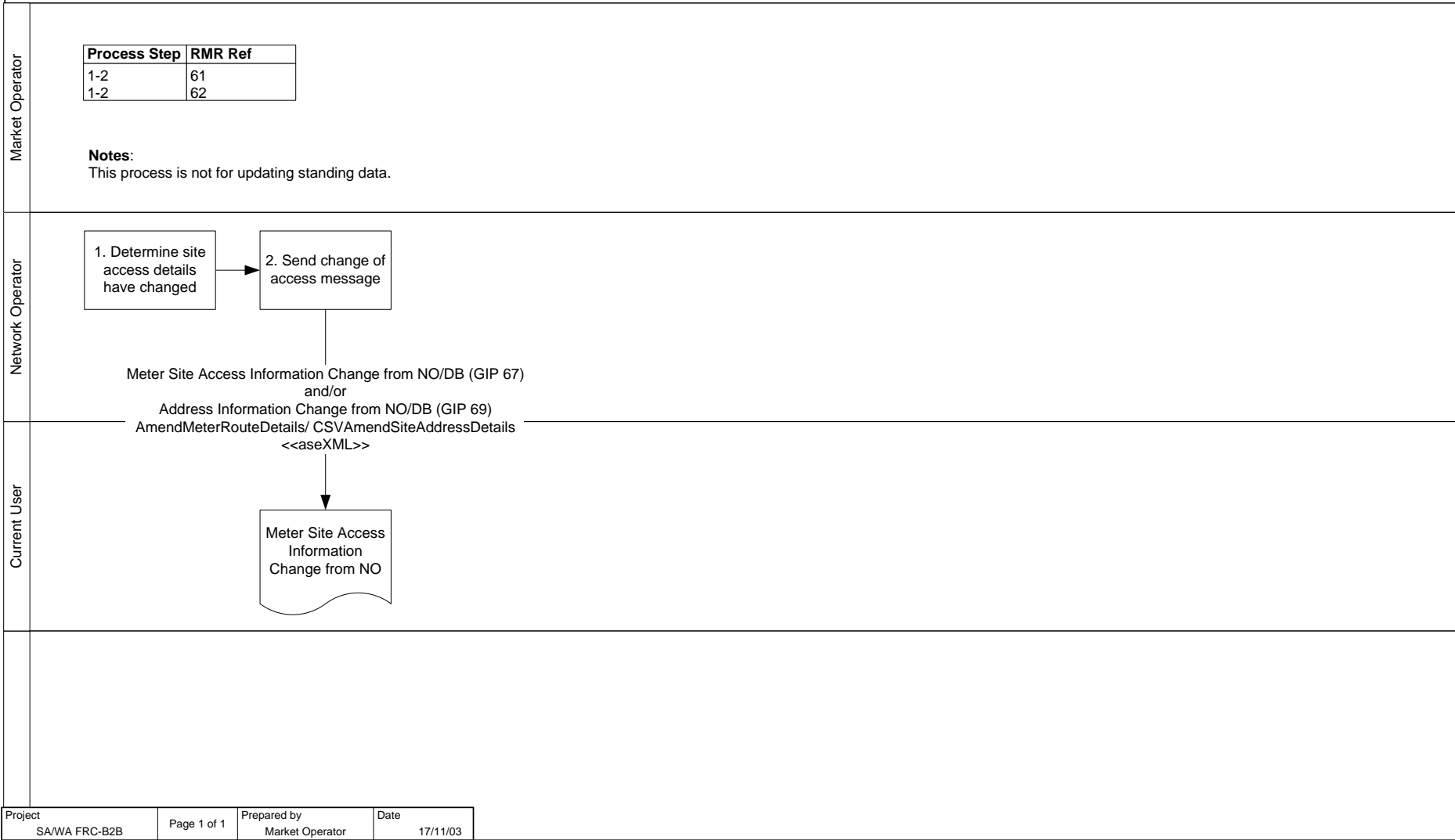
Project SAWA FRC-B2B	Page 1 of 1	Prepared by Market Operator	Date 17/11/03
Process Meter Site Access/Address Change from User		Approved by B2B Working Group	Date Pending

Process Flow: MR7A: Address Change from User (WA-only)



Process Flow: MR8: Meter Site Access Change from NO

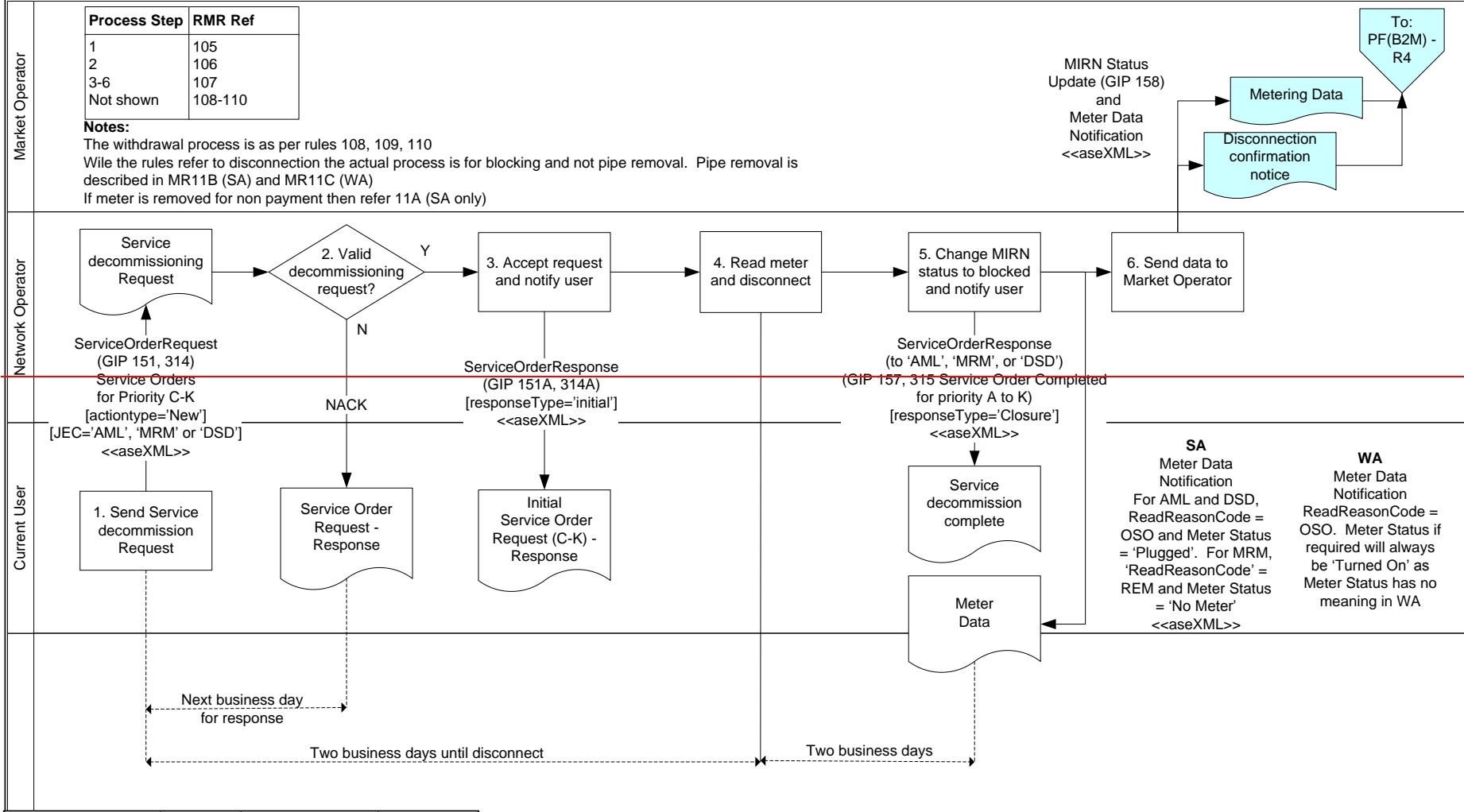
PF(B2B) - MR8: Meter Site Access Change from NO



Project SA/WA FRC-B2B	Page 1 of 1	Prepared by Market Operator	Date 17/11/03
Process Meter Site Access Change from NO		Approved by B2B Working Group	Date Pending

**Process Flow: MR9A: Decommissioning by request**

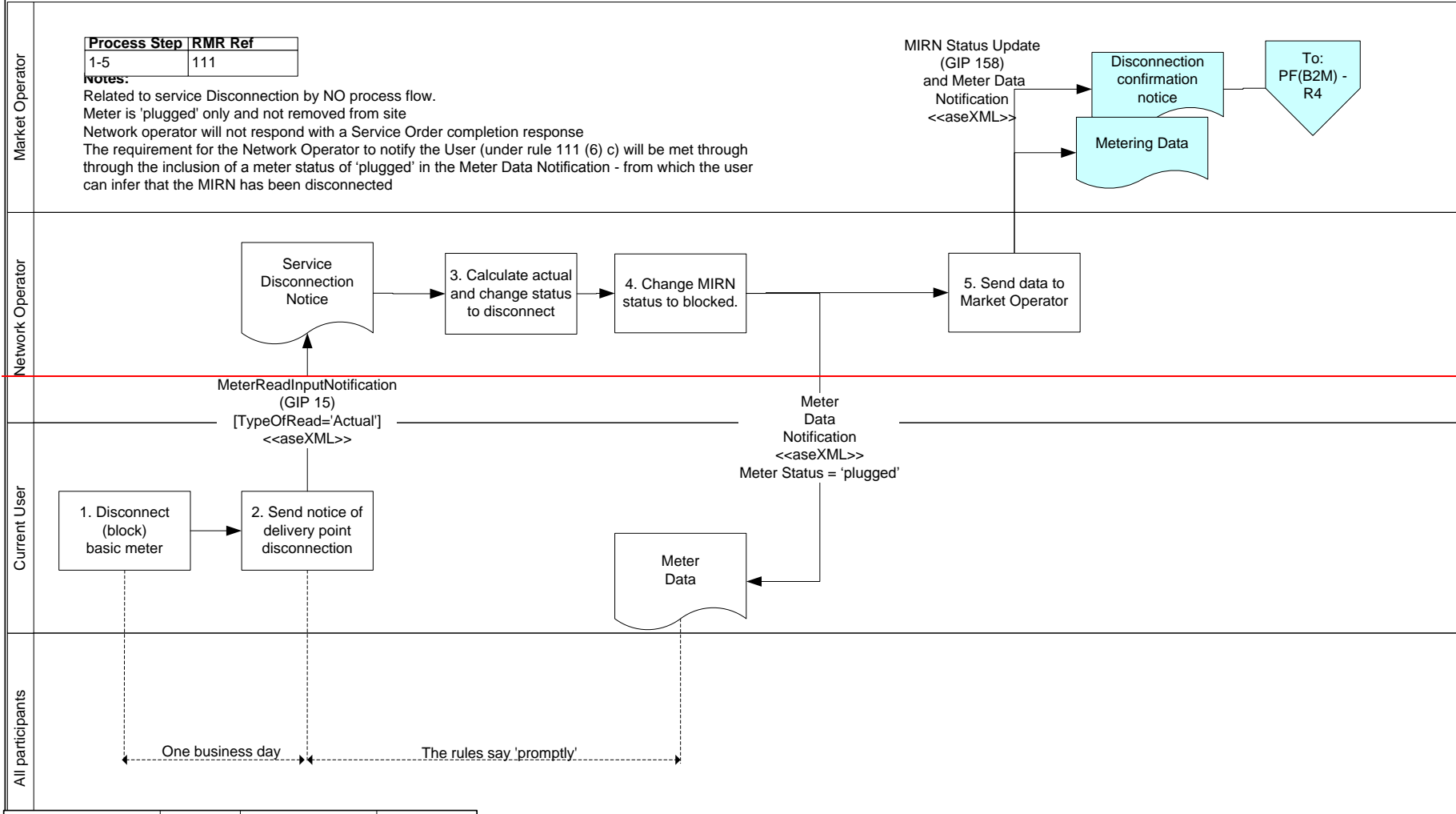
**PF(B2B) - MR9A: Decommissioning by request**



Project SA/WA FRC-B2B	Page 1 of 1	Prepared by Market Operator	Date 24/11/03
Process Decommissioning by request	Approved by B2B Working Group	Date Pending	

~~Process Flow: MR9B: Service decommission/blocking by user (SA - basic meter only)~~

PF(B2B): MR9B: Service decommission/blocking by user (SA - basic meter only)

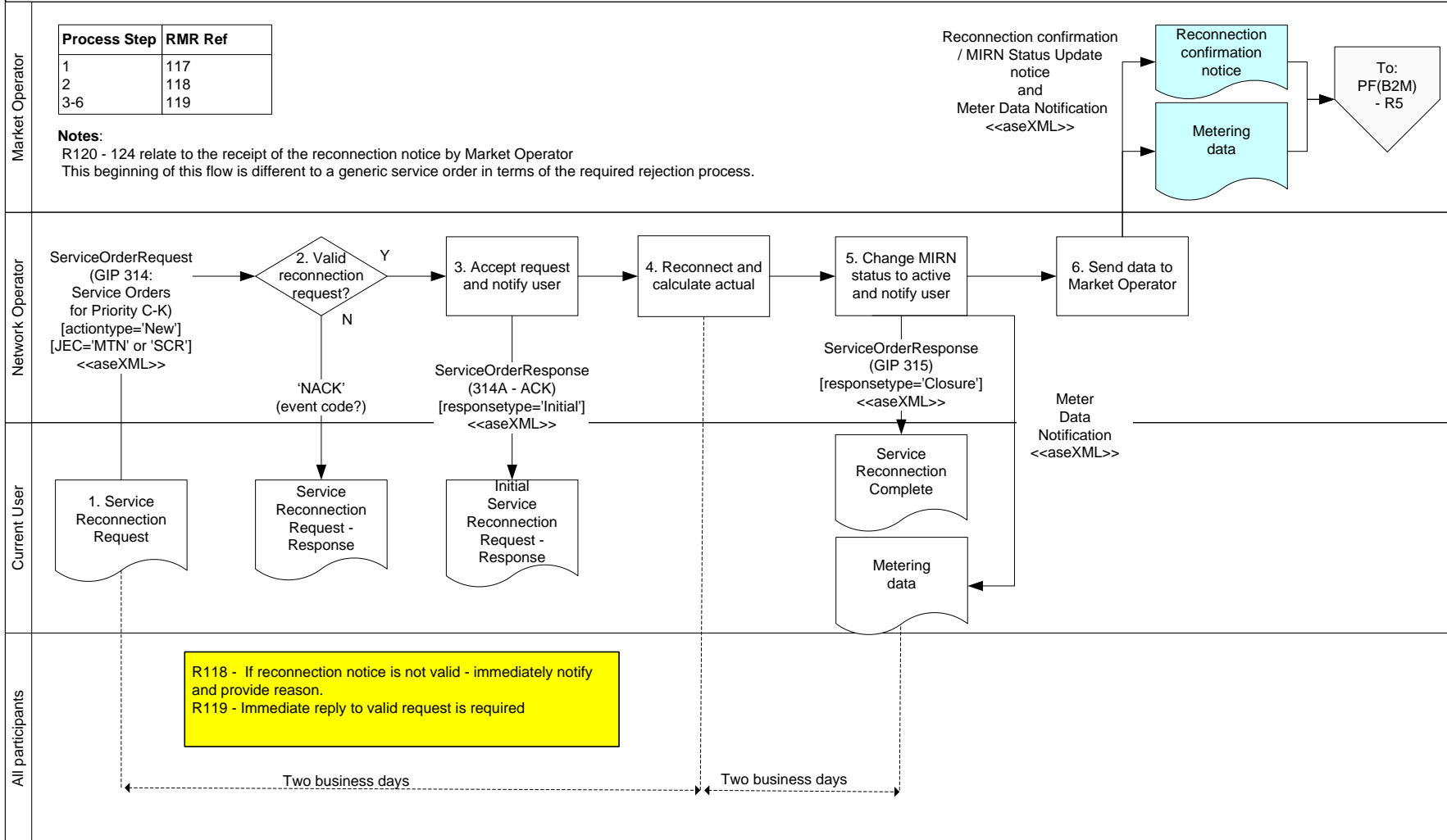


Project SA/WA FRC-B2B	Page 2 of 2	Prepared by Market Operator	Date 17/11/03
Process Service decommission/blocking by user (SA - basic meter only)		Approved by B2B Working Group	Date Pending



Process Flow: MR10: Service recommissioning by request (WA Only)

PF(B2B): MR10: Service recommissioning by request



Project SAWA FRC-B2B	Page 1 of 1	Prepared by Market Operator	Date 17/11/03
Process Service recommissioning by request		Approved by B2B Working Group	Date Pending

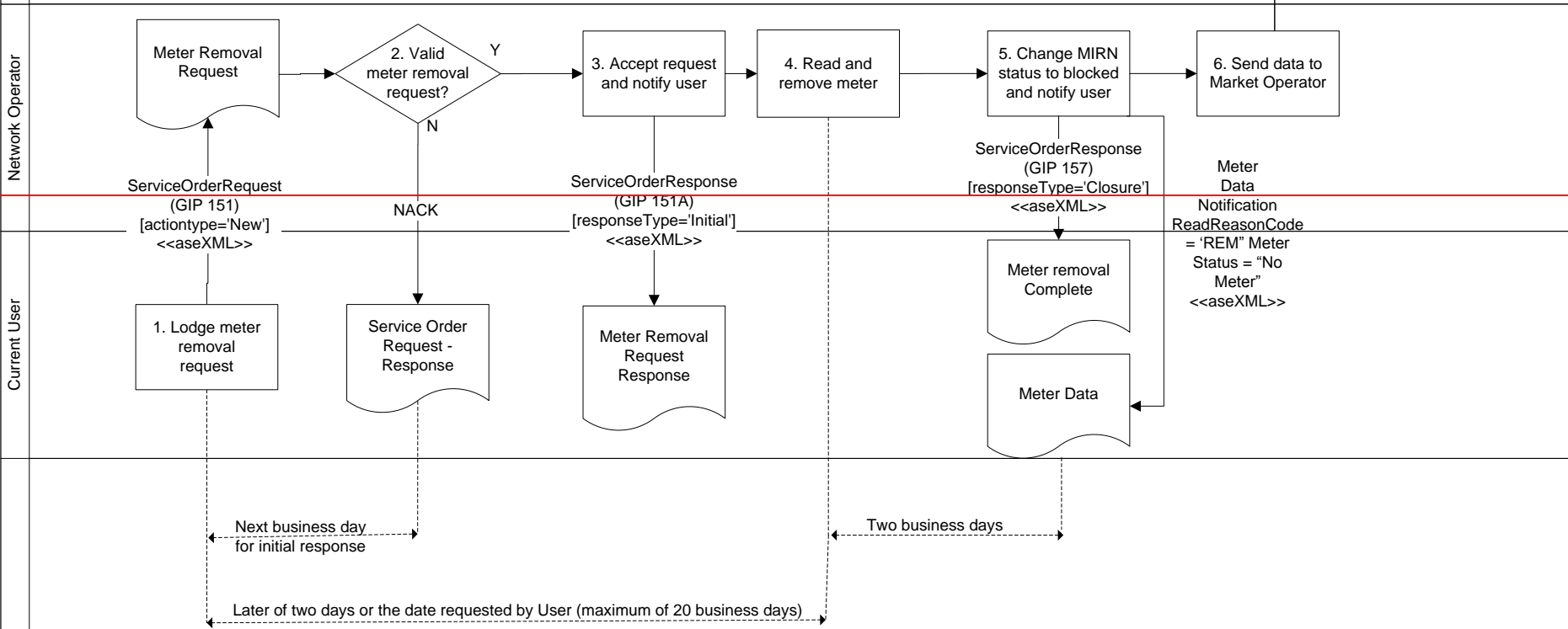
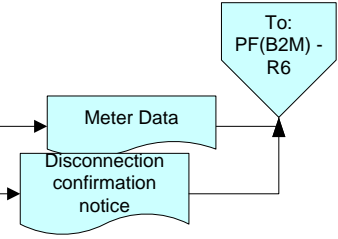
Process Flow: MR11A: Deregistration by request (SA - Part 1 remove meter)

PF(B2B) - MR11A: Deregistration by request (SA - Part 1 remove meter)

Process Step	RMR Ref
1-2	125
2	126
3-6	127

**Notes:**  
 SA Part 2 described in MR11B involves the second step, pipe removal. The timing required under Rule 125 applies to both the MR11A only as the pipe may be removed at any time, or not removed. The meter removal withdrawal process is as per rules 108, 109, 110 and is not shown. While the rules refer to disconnection the actual process is for blocking and not pipe removal.

MIRN Status Update (GIP 158) and Meter Data Notification <<aseXML>>



Next business day for initial response

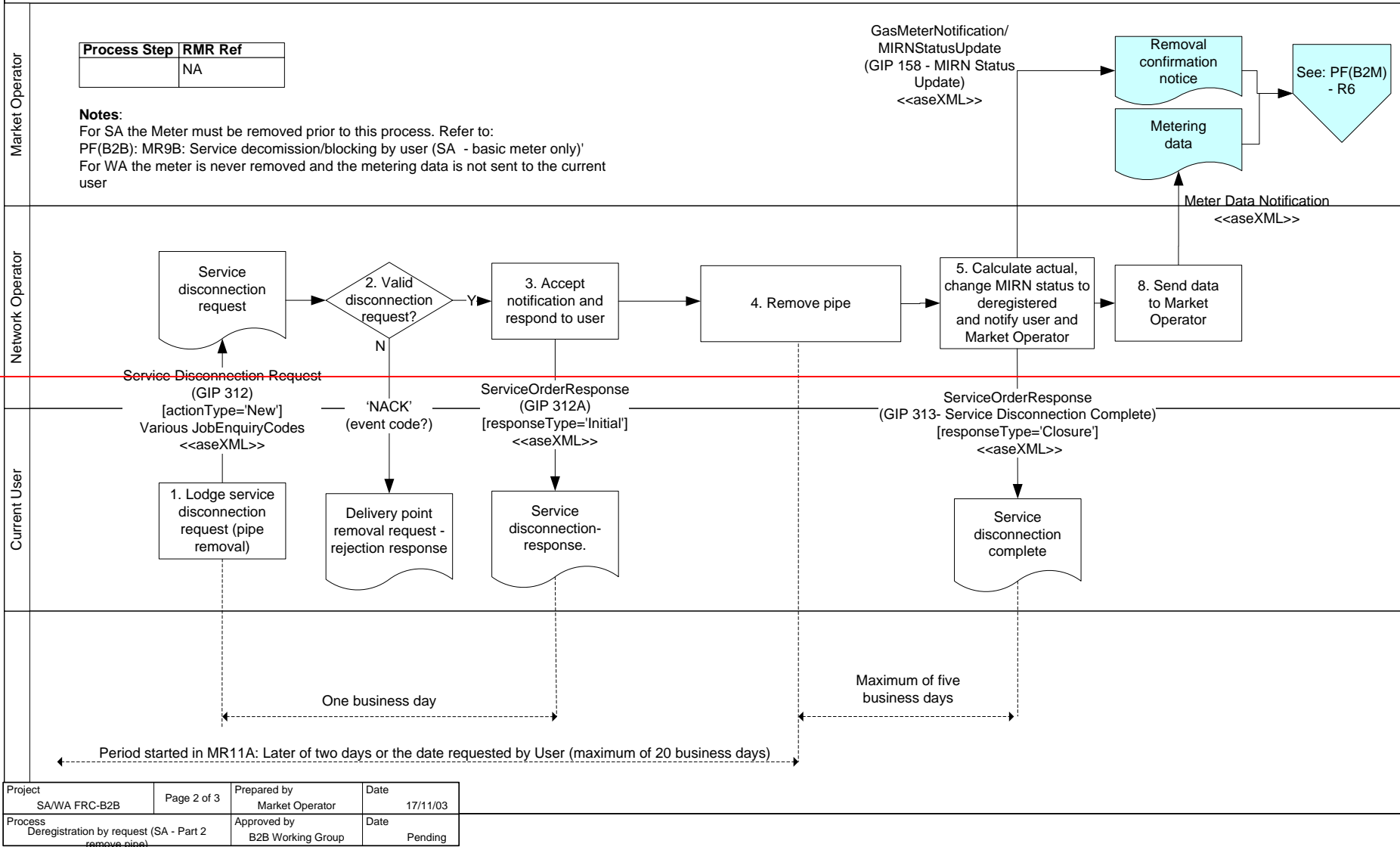
Two business days

Later of two days or the date requested by User (maximum of 20 business days)

Project SA/WA FRC-B2B	Page 1 of 3	Prepared by Market Operator	Date 17/11/03
Process Deregistration by request (SA - Part 1 remove meter)		Approved by B2B Working Group	Date Pending

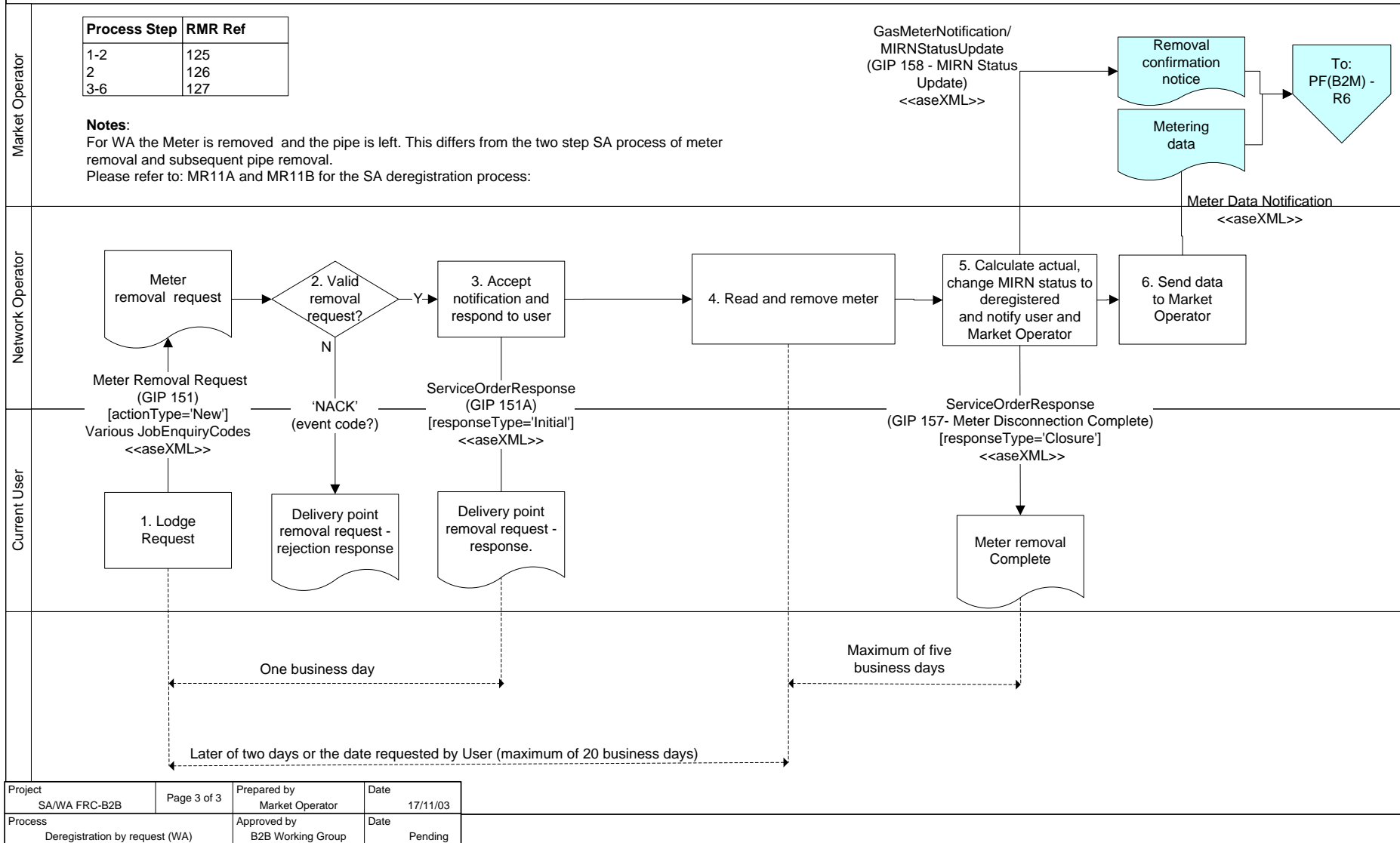
Process Flow: MR11B: Deregistration by request (SA - Part 2 remove pipe)

PF(B2B) - MR11B: Deregistration by request (SA - Part 2 remove pipe)

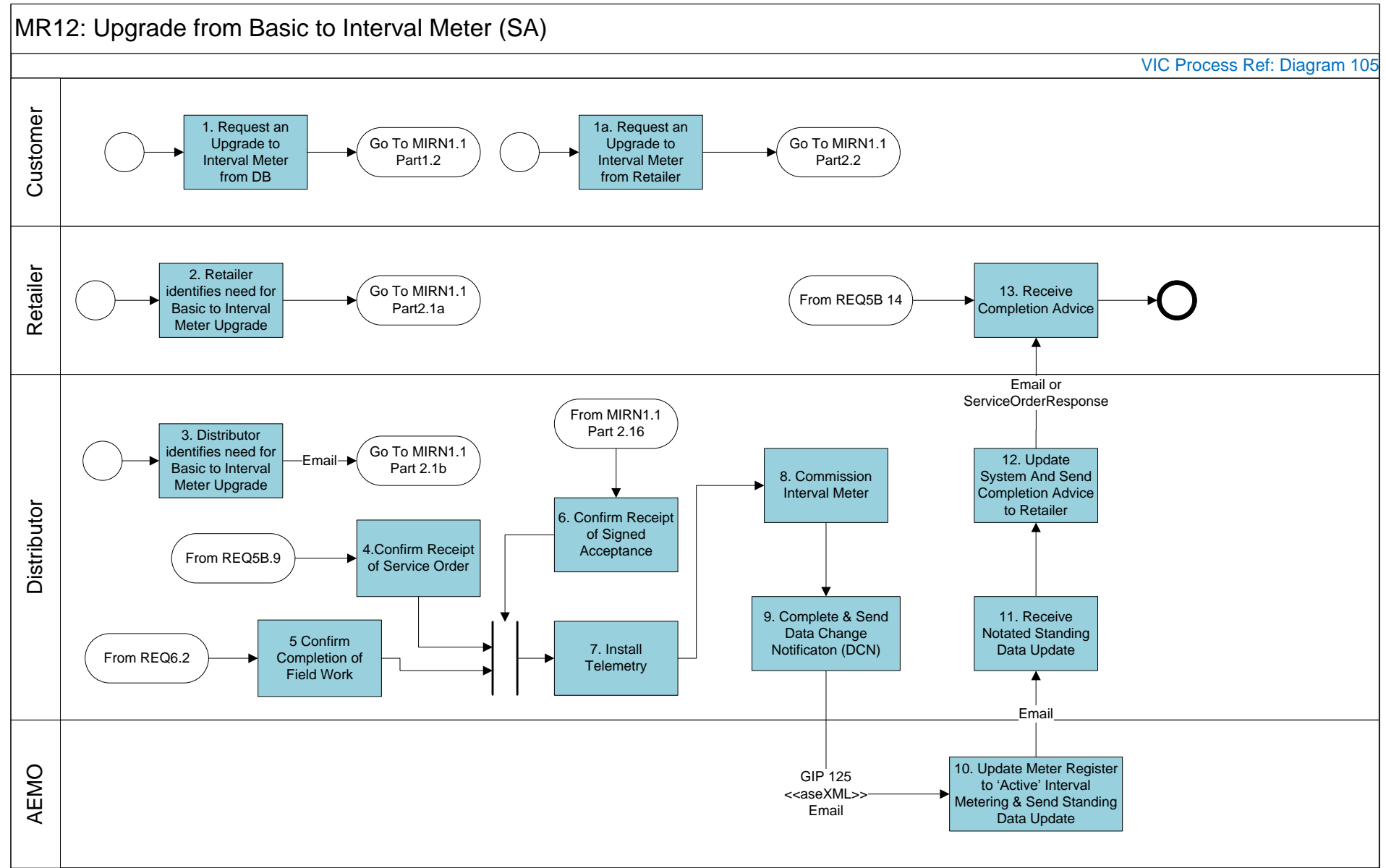


Process Flow: MR11C: Deregistration by request (WA)

PF(B2B) - MR11C: Deregistration by request (WA)

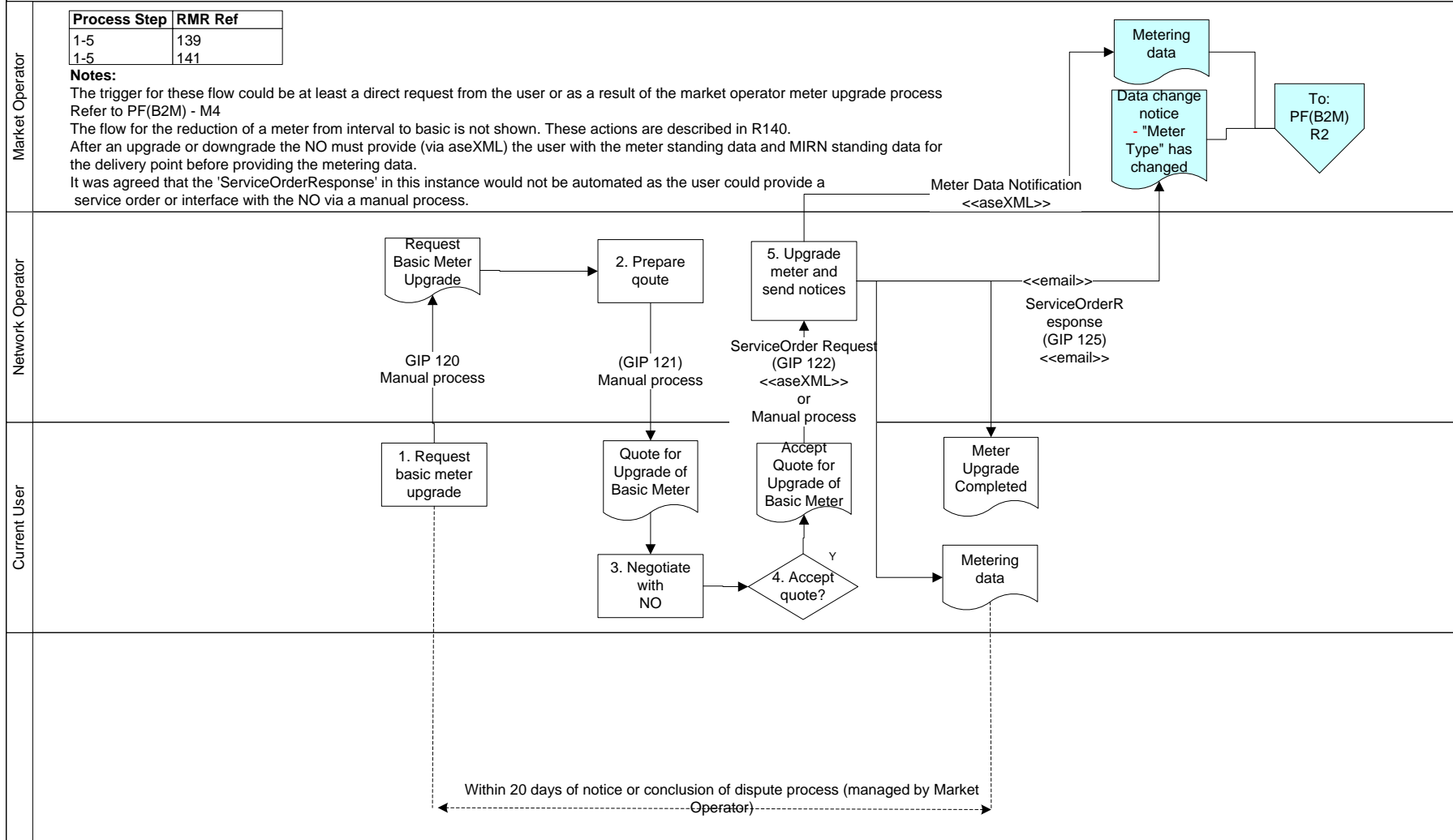


Process Flow: MR12: Upgrade from basic to interval meter (SA)



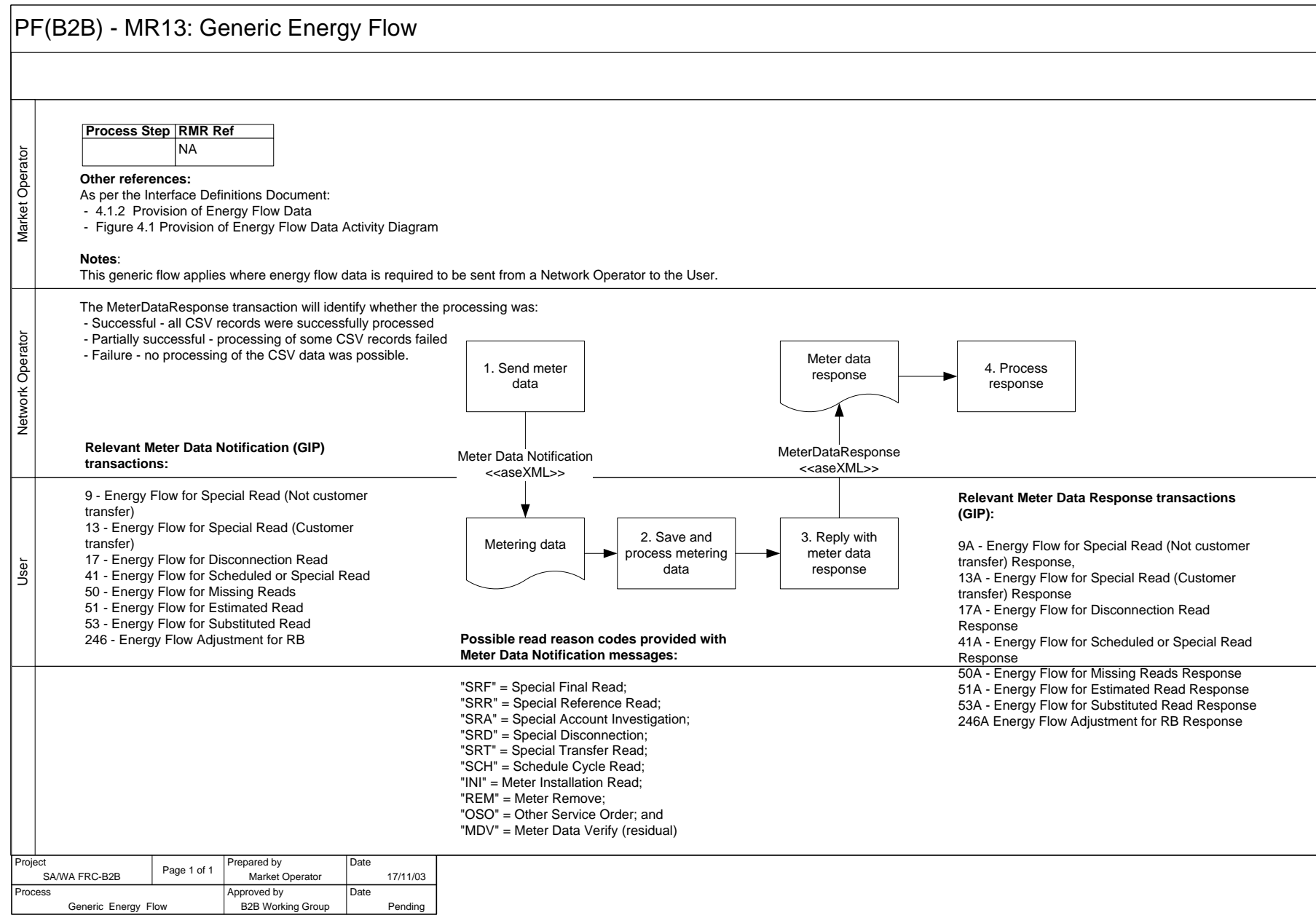
Process Flow: MR12: Upgrade from basic to interval meter [\(WA\)](#)

PF(B2B) - MR12: Upgrade from basic to interval meter

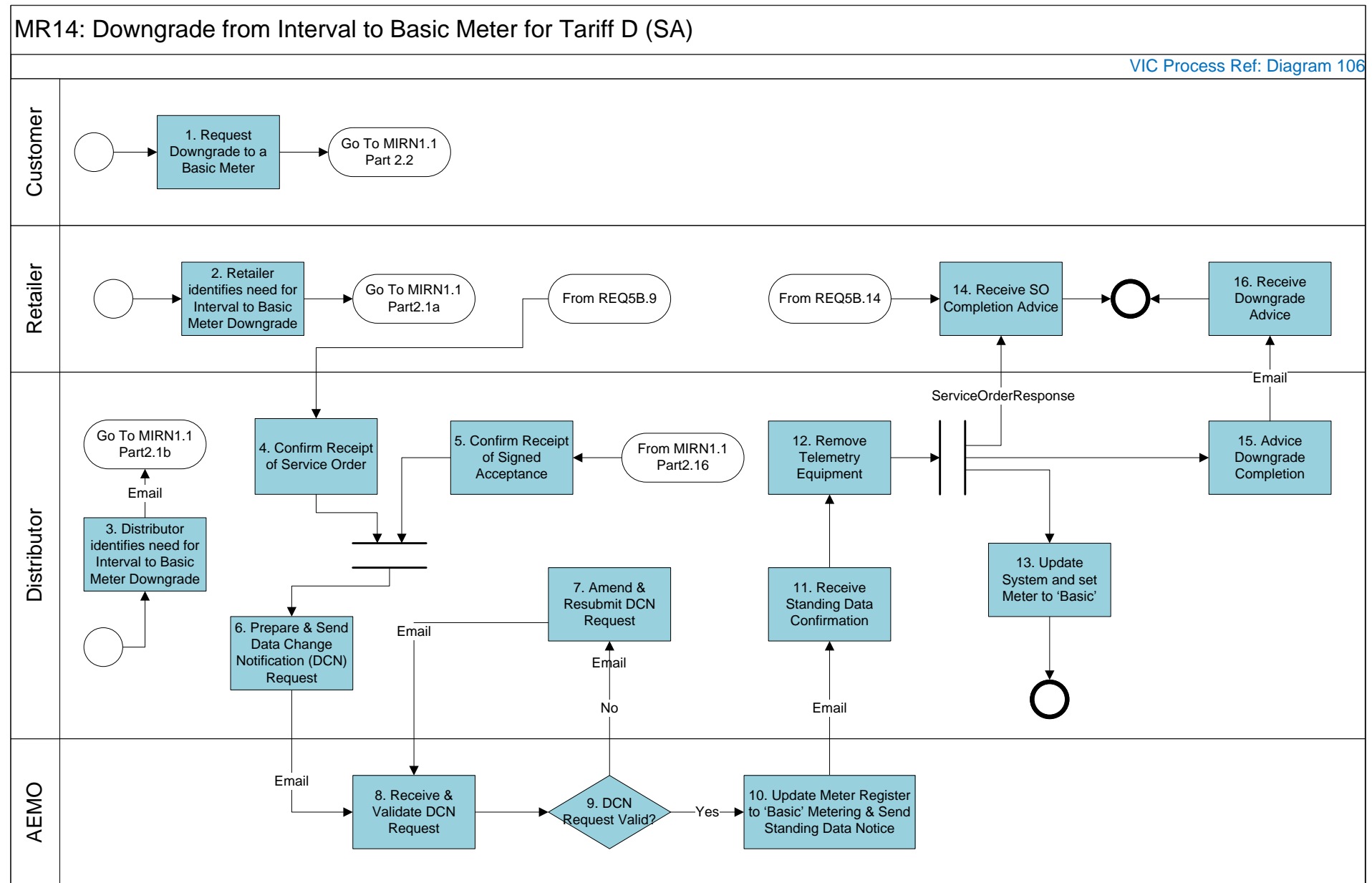


Project SAWA FRC-B2B	Page 1 of 1	Prepared by Market Operator	Date 17/11/03
Process Upgrade from basic to interval meter	Approved by B2B Working Group	Date Pending	

Process Flow: MR13: Generic Energy Flow



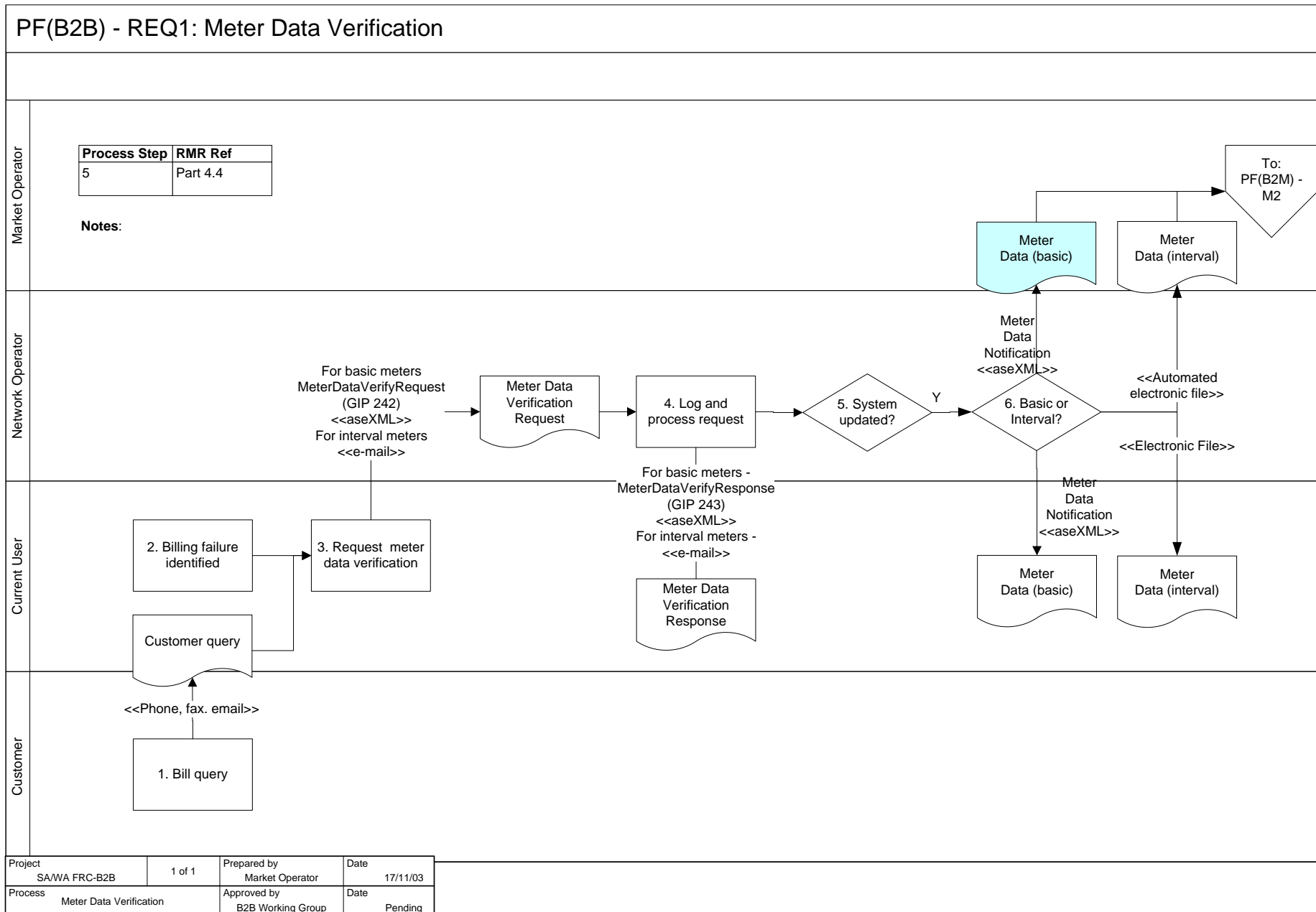
Process Flow: MR14: Downgrade from Interval to Basic for Tariff D (SA)



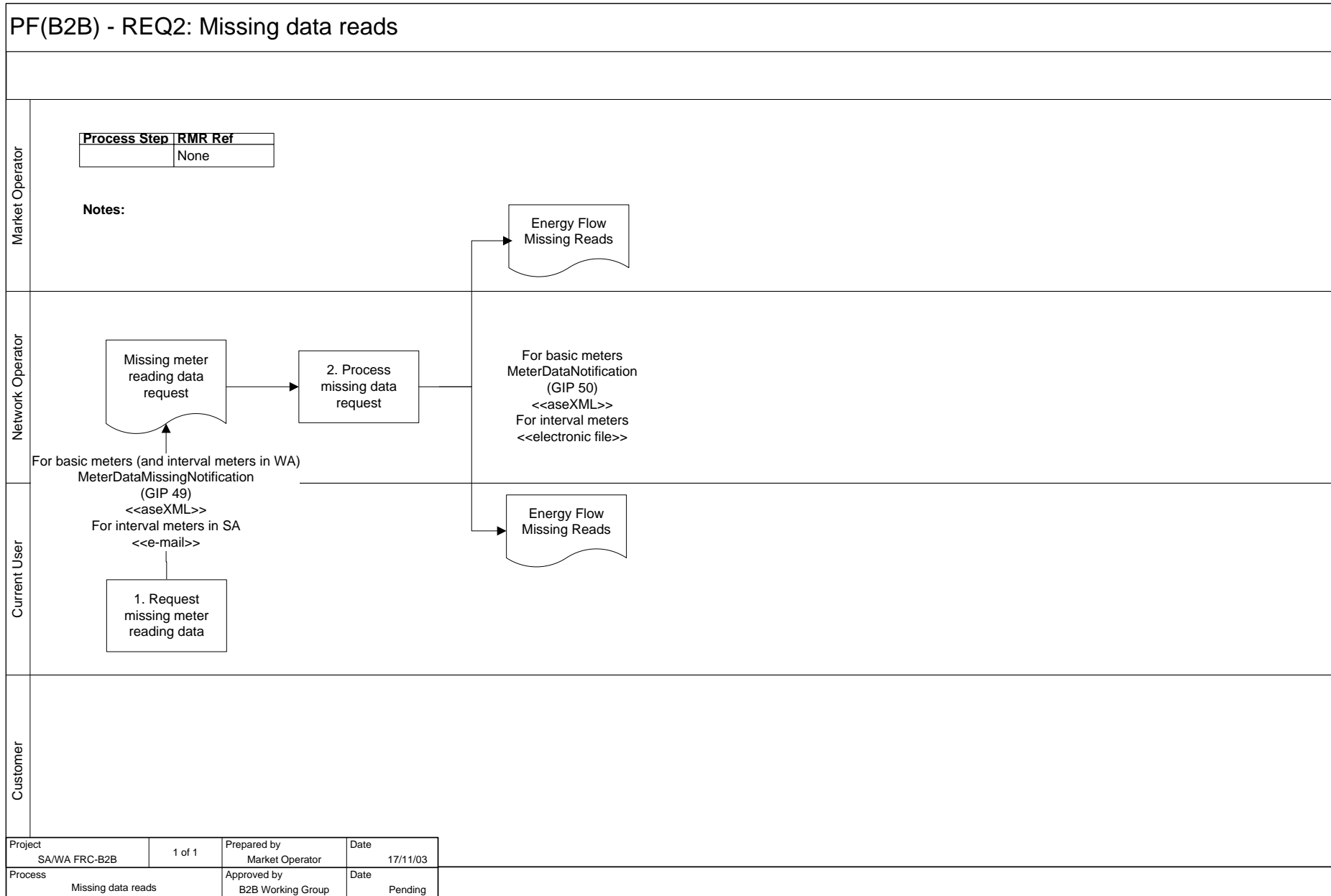


# Requests and Service Orders

Process Flow: REQ1: Meter Data Verification

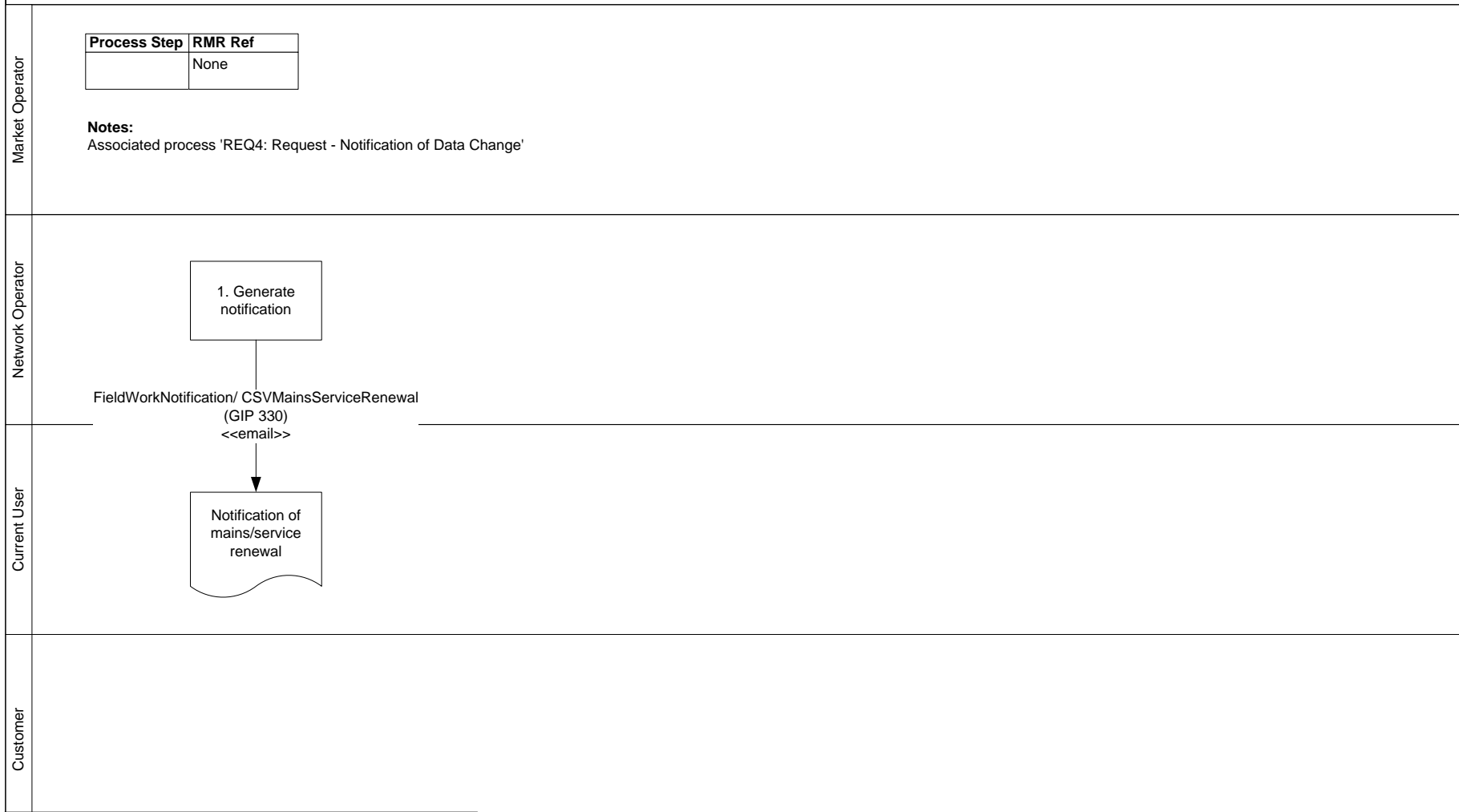


Process Flow: REQ2: Missing data reads



Process Flow: REQ3: Notification of Mains/Service

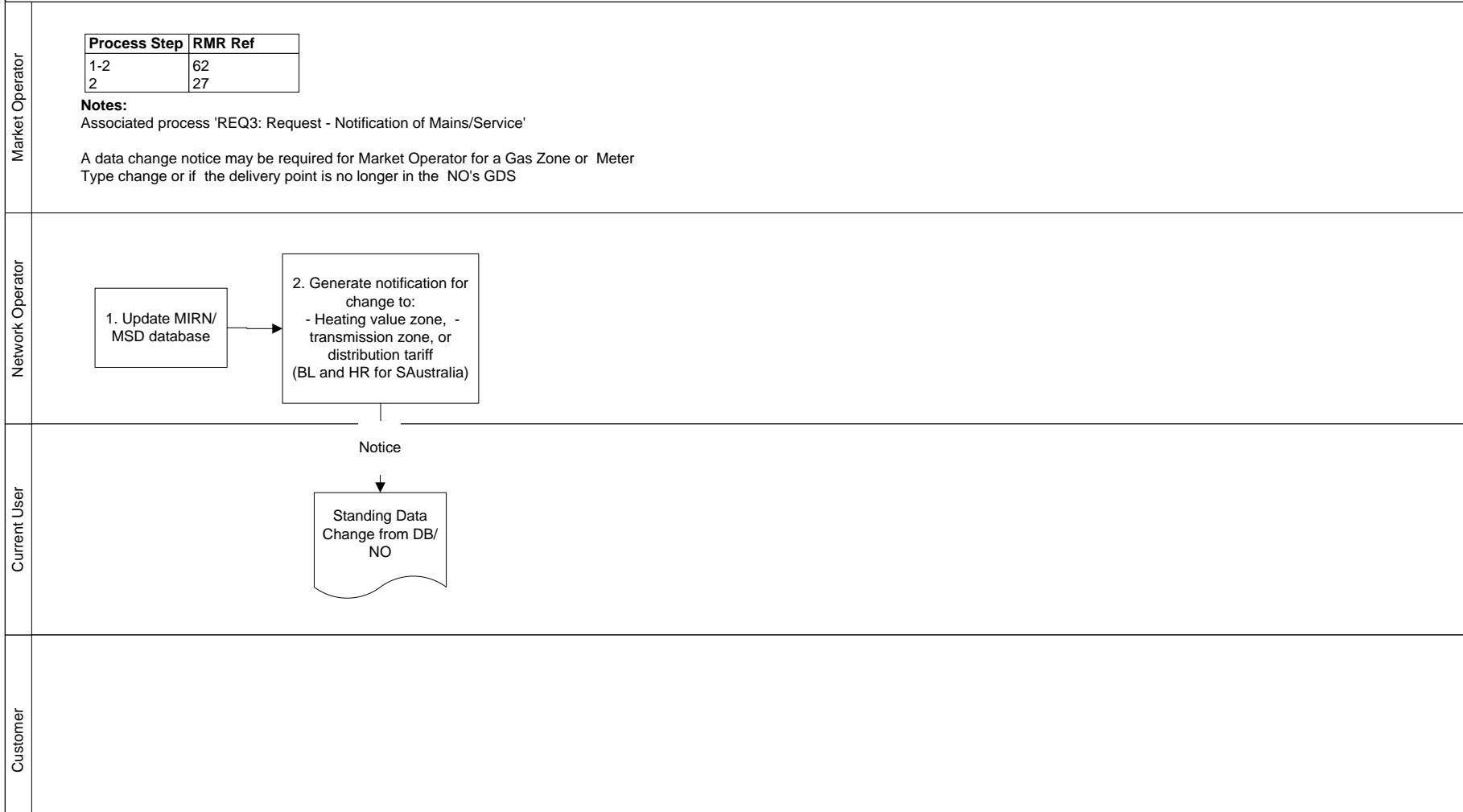
PF(B2B) - REQ3: Notification of Mains/Service



Project SAWA FRC-B2B	1 of 1	Prepared by Market Operator	Date 17/11/03
Process Notification of Mains/Service		Approved by B2B Working Group	Date Pending

Process Flow: REQ4: Notification of Data Change

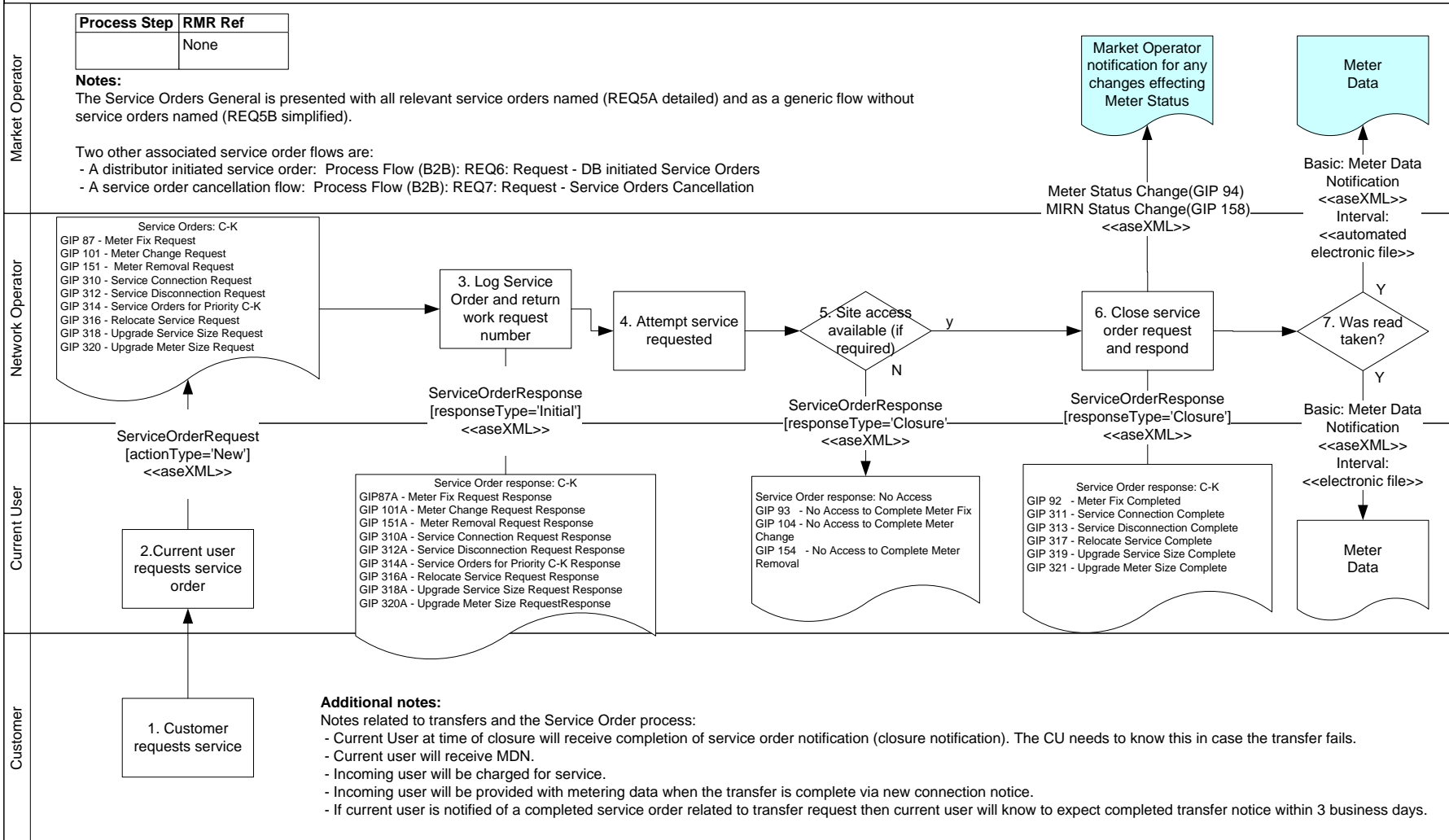
PF(B2B) - REQ4: Notification of Data Change



Project SA/WA FRC-B2B	1 of 1	Prepared by Market Operator	Date 17/11/03
Process Notification of Data Change		Approved by B2B Working Group	Date Pending

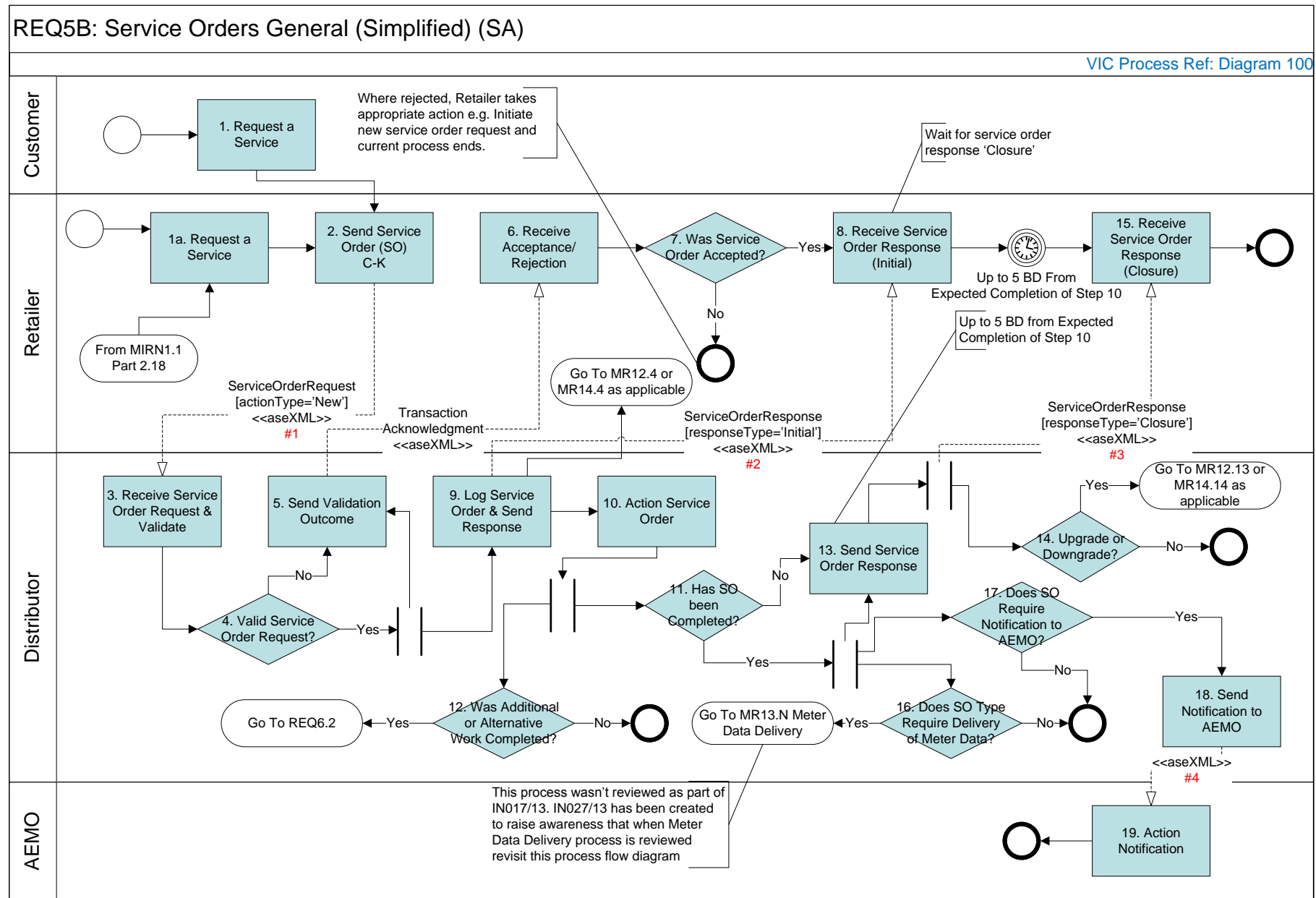
Process Flow: REQ5A: Service Orders General (detailed) [WA Only](#)

PF(B2B) - REQ5A: Service Orders General (detailed)



Project SA/WA FRC-B2B	1 of 1	Prepared by Market Operator	Date 17/11/03
Process Service Orders General (detailed)		Approved by B2B Working Group	Date Pending

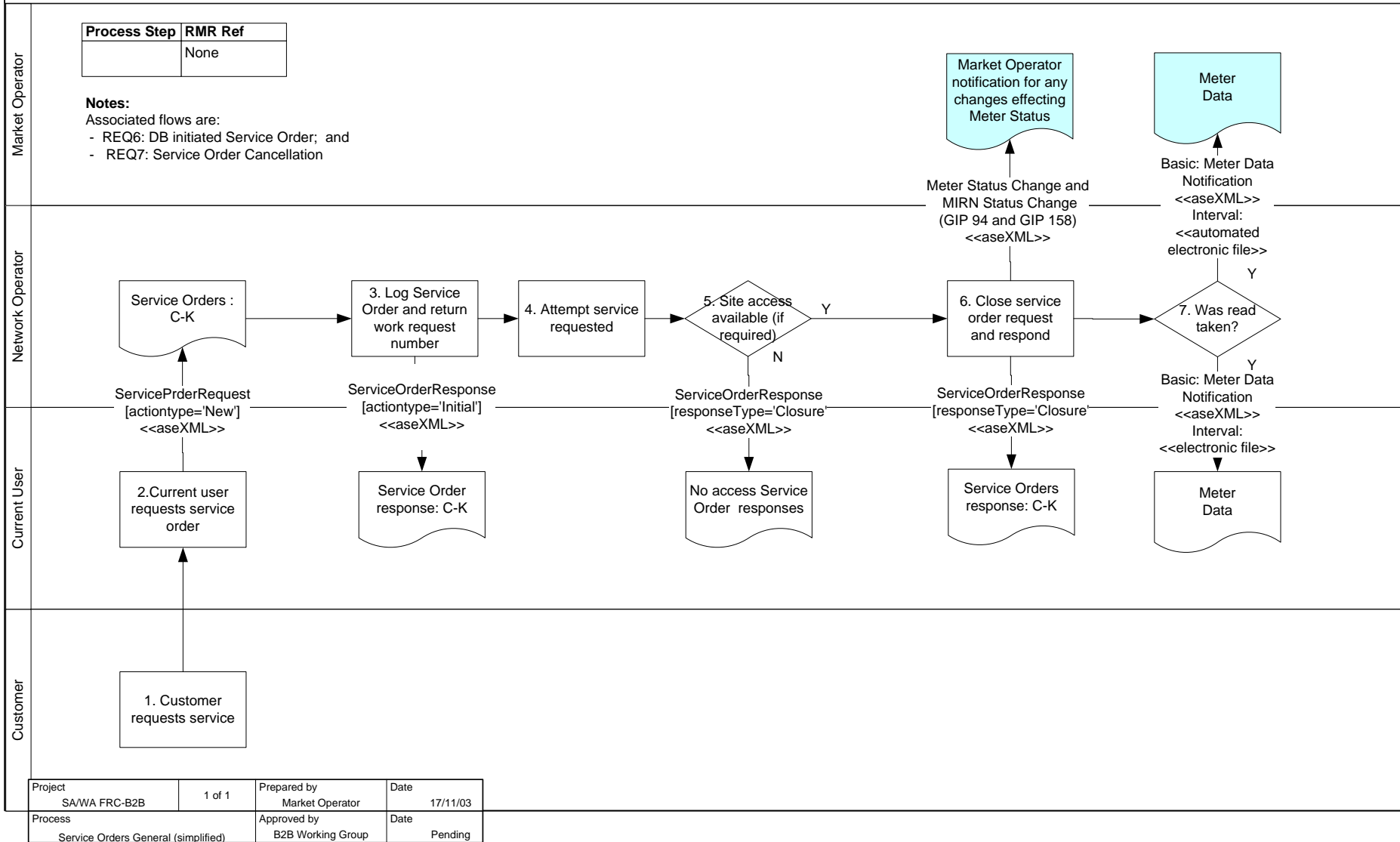
Process Flow: REQ5B: Service Orders General (SA - simplified)



#1, 2, 3 & 4 Refer to REQ5B Det for the transactions involved

Process Flow: REQ5B: Service Orders General ([WA - simplified](#))

PF(B2B) - REQ5B: Service Orders General (simplified)



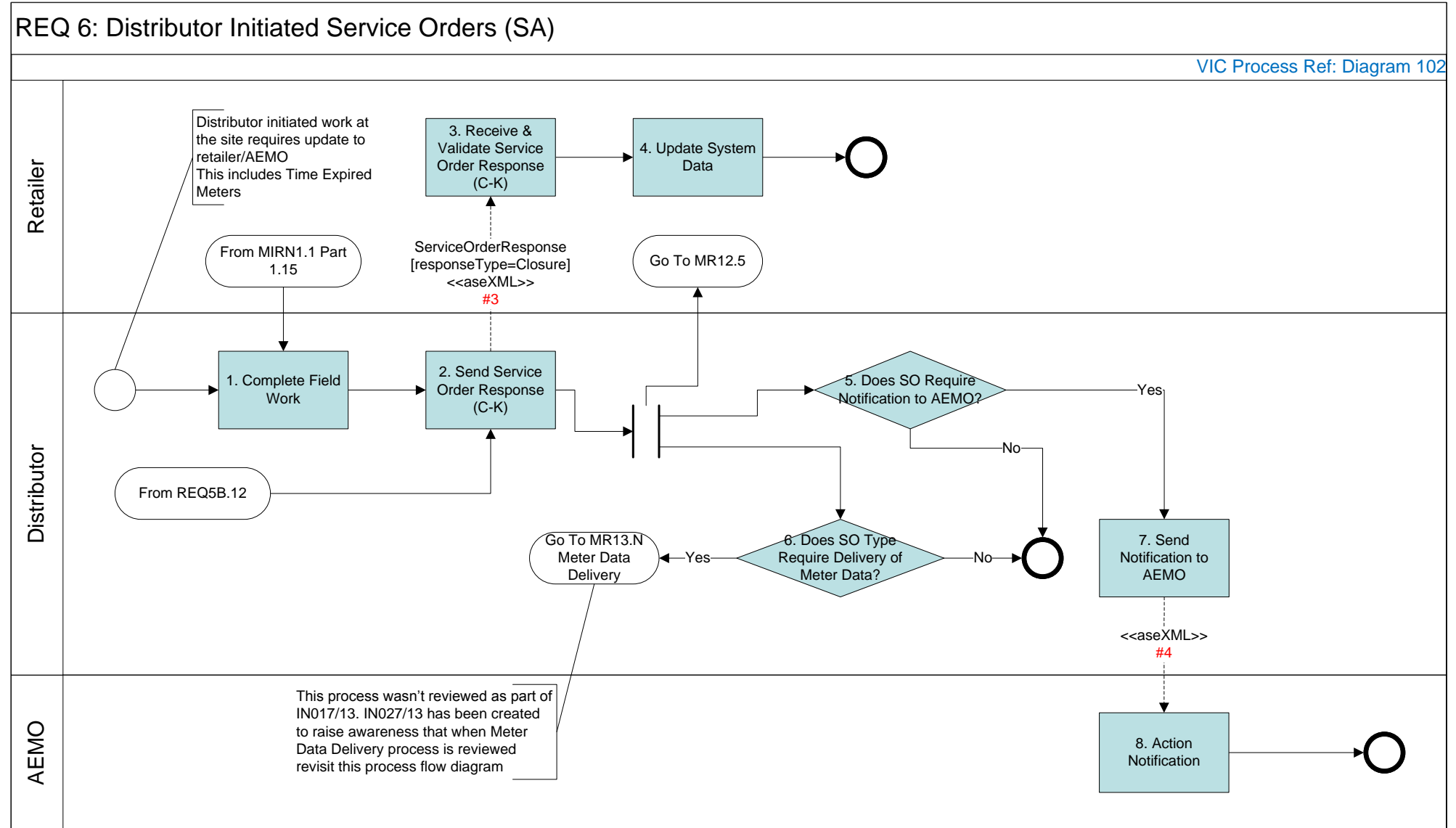


[REQ5B: Det: Service Orders Transaction Table \(SA-Only\)](#)

REQ5B Det: Service Order Transaction Table

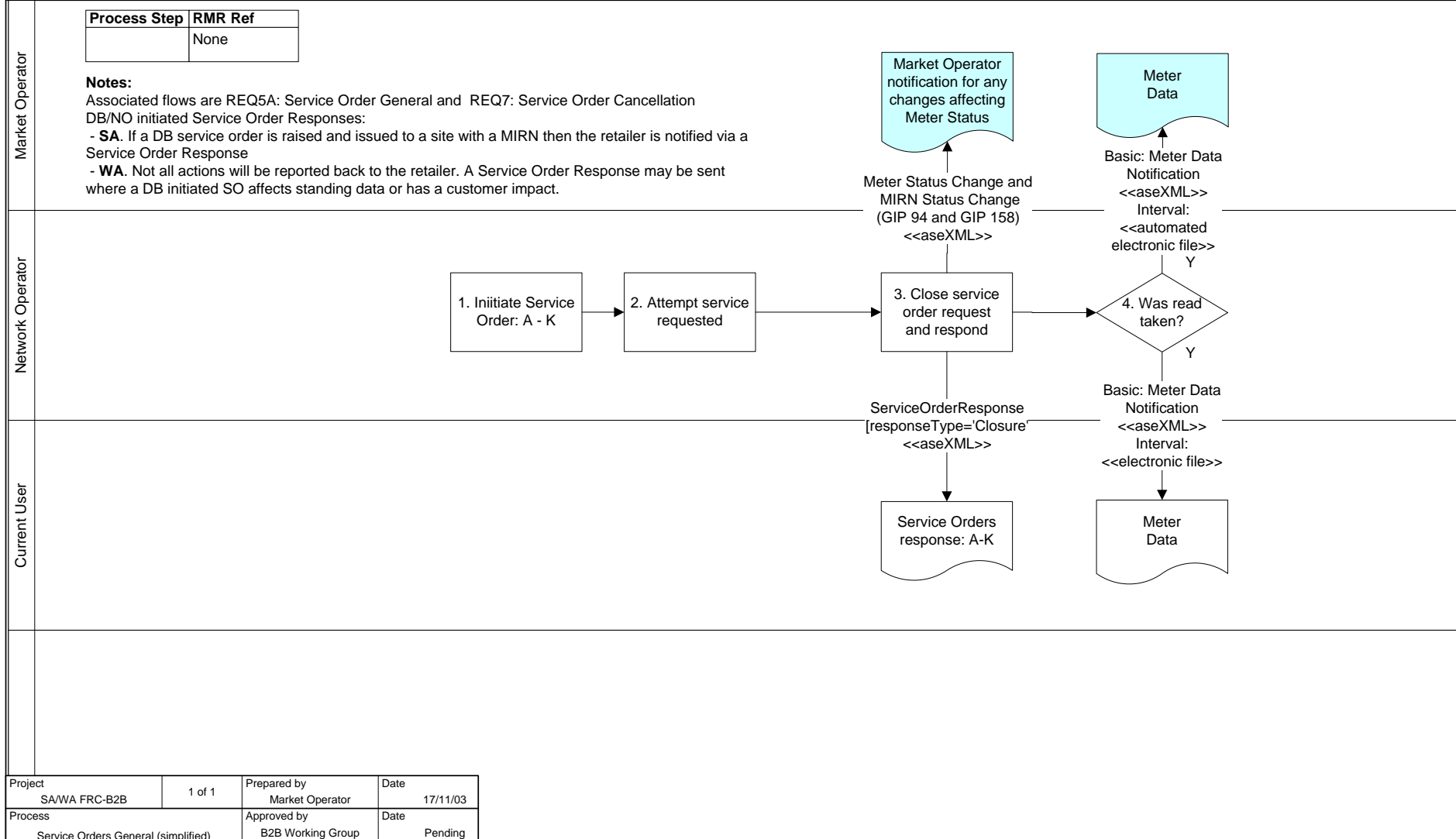
#1 Service Orders Request C-K	#2 Service Order Response C-K (Initial)	#3 Service Order Response C-K (Final)	#4 Status Change Response
GIP 87 - Meter Fix Request (JEC = MFX)	GIP 87A - Meter Fix Request Response	GIP 92 - Meter Fix Completed	GIP 94 - Meter Fix Notification
		GIP 93 - No Access to Complete Meter Fix	
GIP 101 - Meter Change Request (JEC = MCH)	GIP 101A - Meter Change Request Response	GIP 104 - No Access to Complete Meter Change	
		GIP 108 - Meter Change Completed	
		GIP 125 - Meter Upgrade Completed	
GIP 151 - Meter Removal Request (JEC = MRM)	GIP 151A - Meter Removal Request Response	GIP 154 - No Access to Complete Meter Removal	GIP 158 - MIRN Status Update Notification
		GIP 157 - Meter Removal Completed	
GIP 310 - Service Connection Request (JEC = SCR)	GIP 310A - Service Connection Request Response	GIP 311 - Service Connection Complete	
GIP 312 - Service Disconnection Request (JEC = SDR)	GIP 312A - Service Disconnection Request Response	GIP 313 - Service Disconnection Complete	GIP 158 - MIRN Status Update Notification
GIP 314 - Service Orders for Priority C-K (JEC = All JEC's)	GIP 314A - Service Orders for Priority C-K Response	GIP 315 - Service Orders Completed for Priority A-K	
GIP 316 - Relocate Service Request (JEC = RSR)	GIP 316A - Relocate Service Request Response	GIP 317 - Relocate Service Complete	
GIP 318 - Upgrade Service Size Request (JEC = USR)	GIP 318A - Upgrade Service Size Request Response	GIP 319 - Upgrade Service Size Complete	
GIP 320 - Upgrade Meter Size Request (JEC = UMS)	GIP 320A - Upgrade Meter Size Request Response	GIP 321 - Upgrade Meter Size Complete	

JEC = Job Enquiry



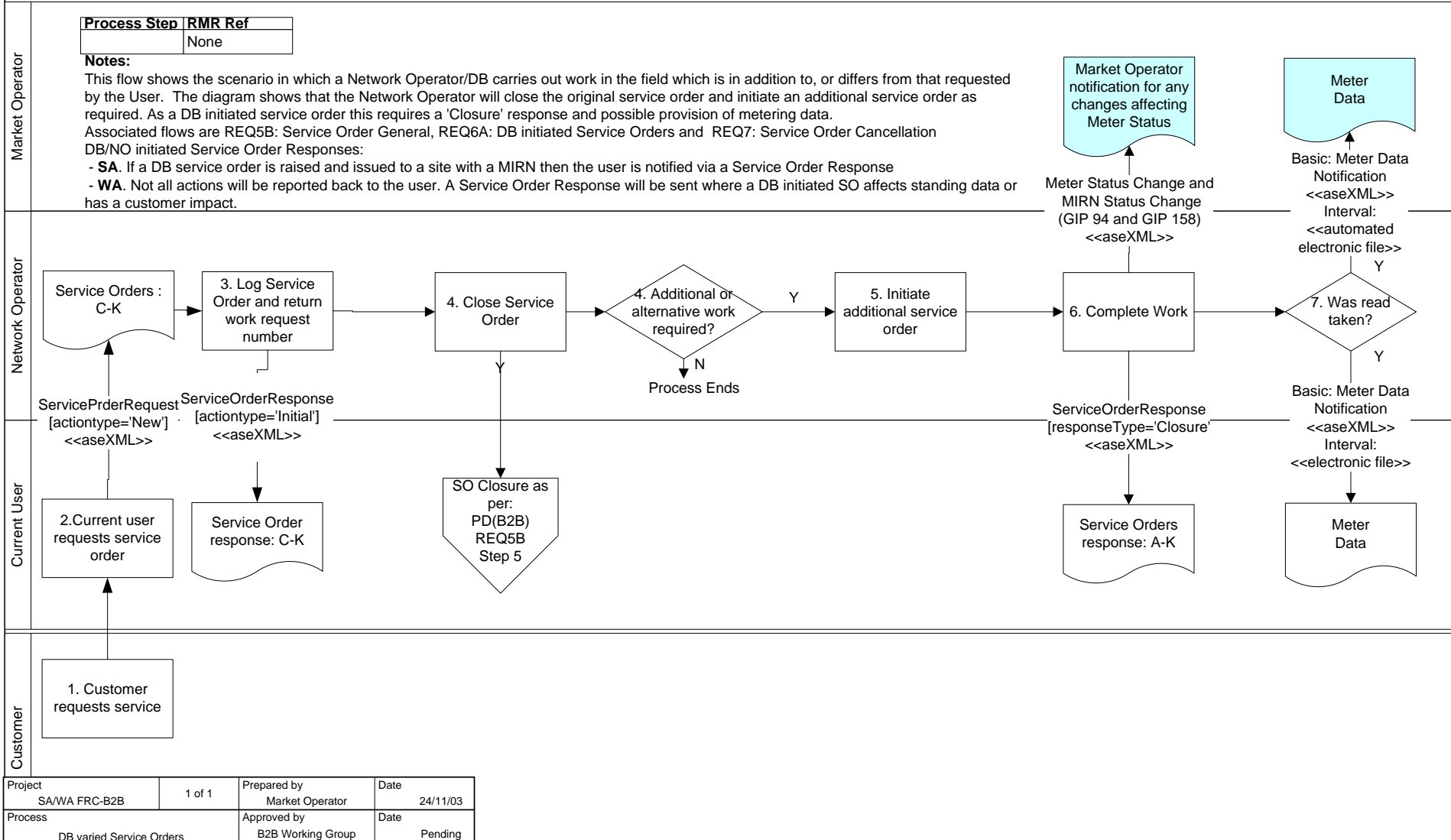
Process Flow: REQ6: DB initiated Service Orders [\(WA\)](#)

PF(B2B) - REQ6: DB initiated Service Orders

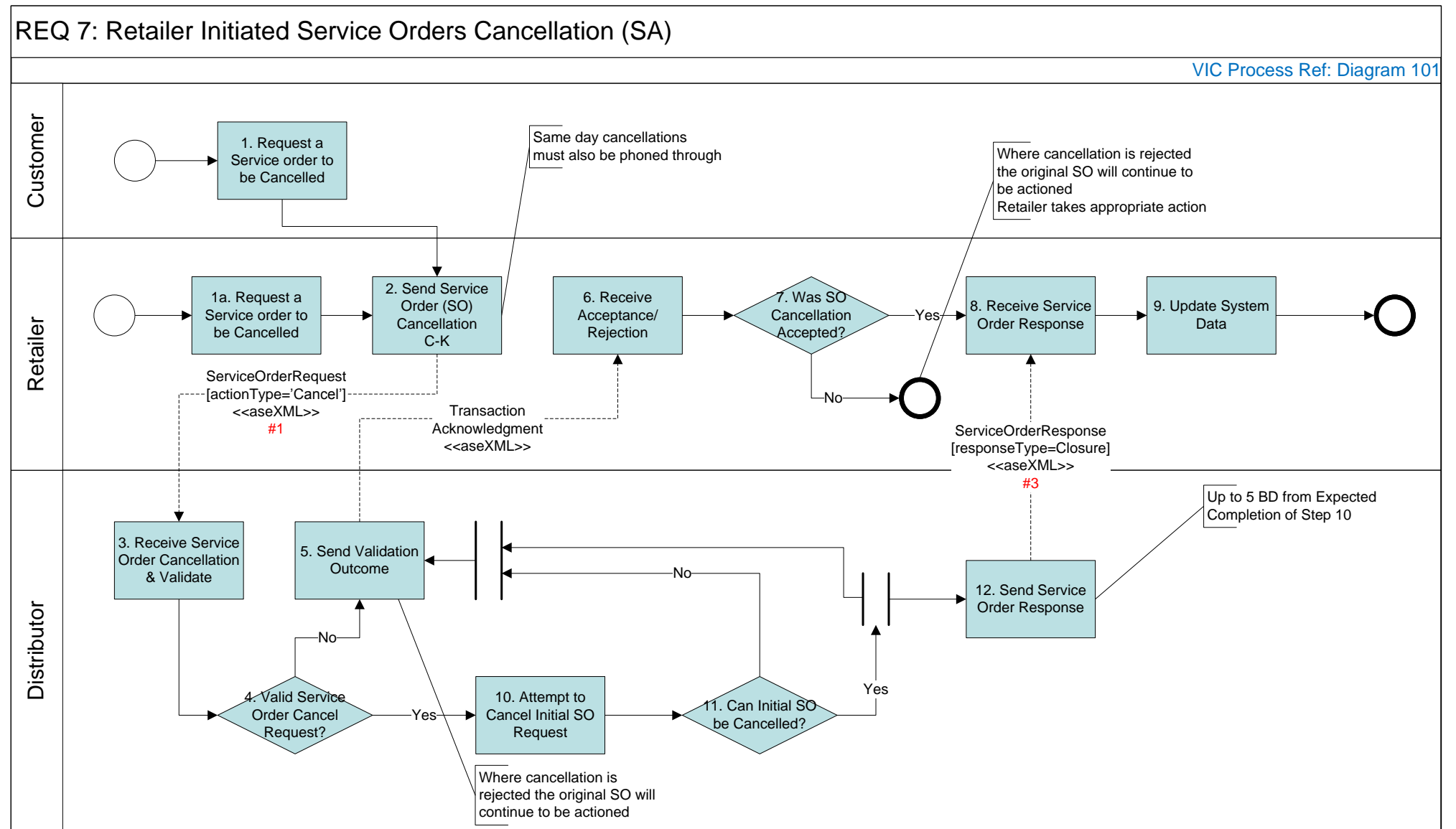


Project	SAWA FRC-B2B	1 of 1	Prepared by	Market Operator	Date	17/11/03
Process	Service Orders General (simplified)		Approved by	B2B Working Group	Date	Pending

## PF(B2B) - REQ6B: DB varied Service Orders



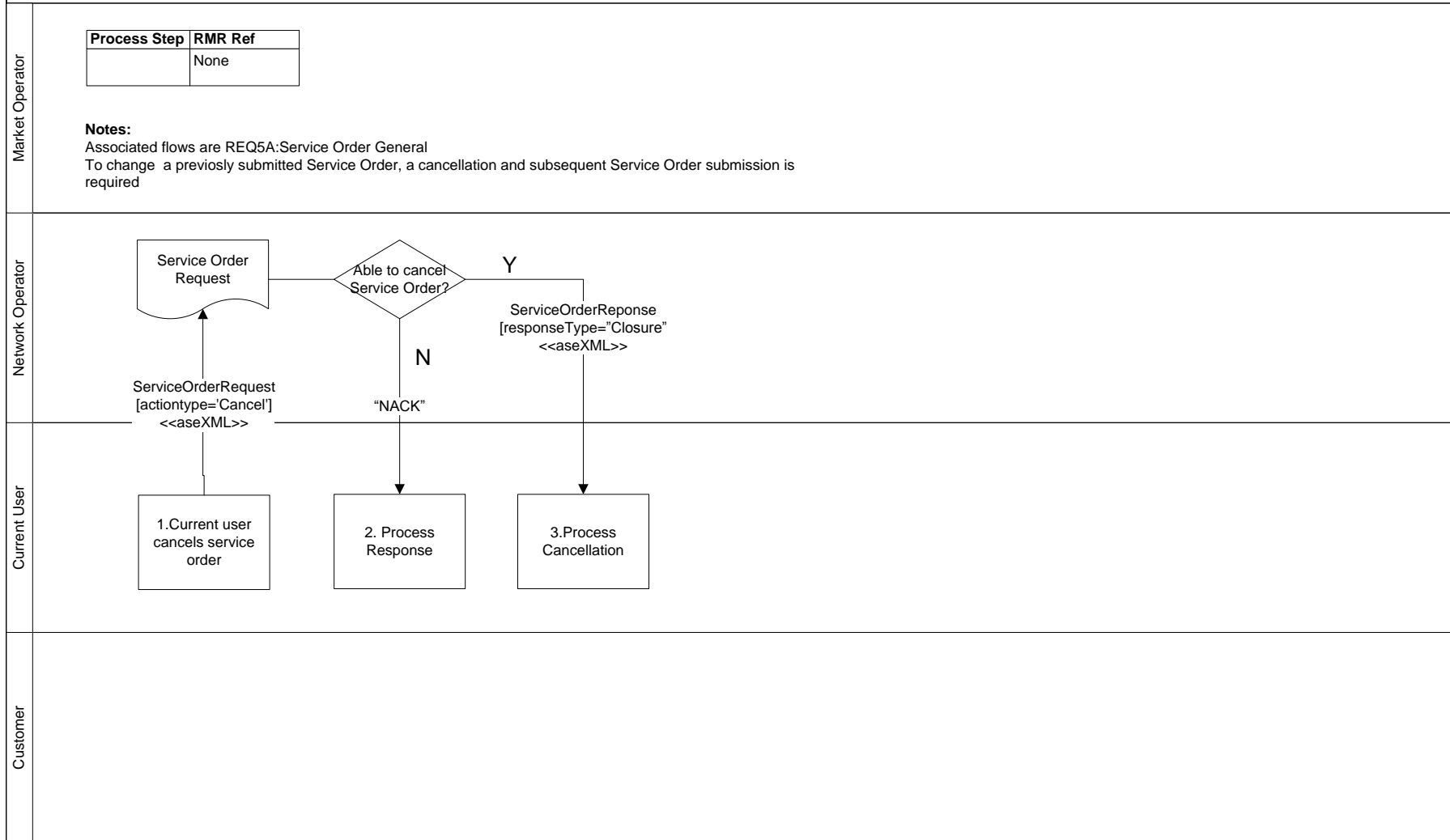
Process Flow: REQ7: Retailer Initiated Service Orders Cancellation (SA)



#1 & 3 Refer to REQ5B Det for the transactions involved

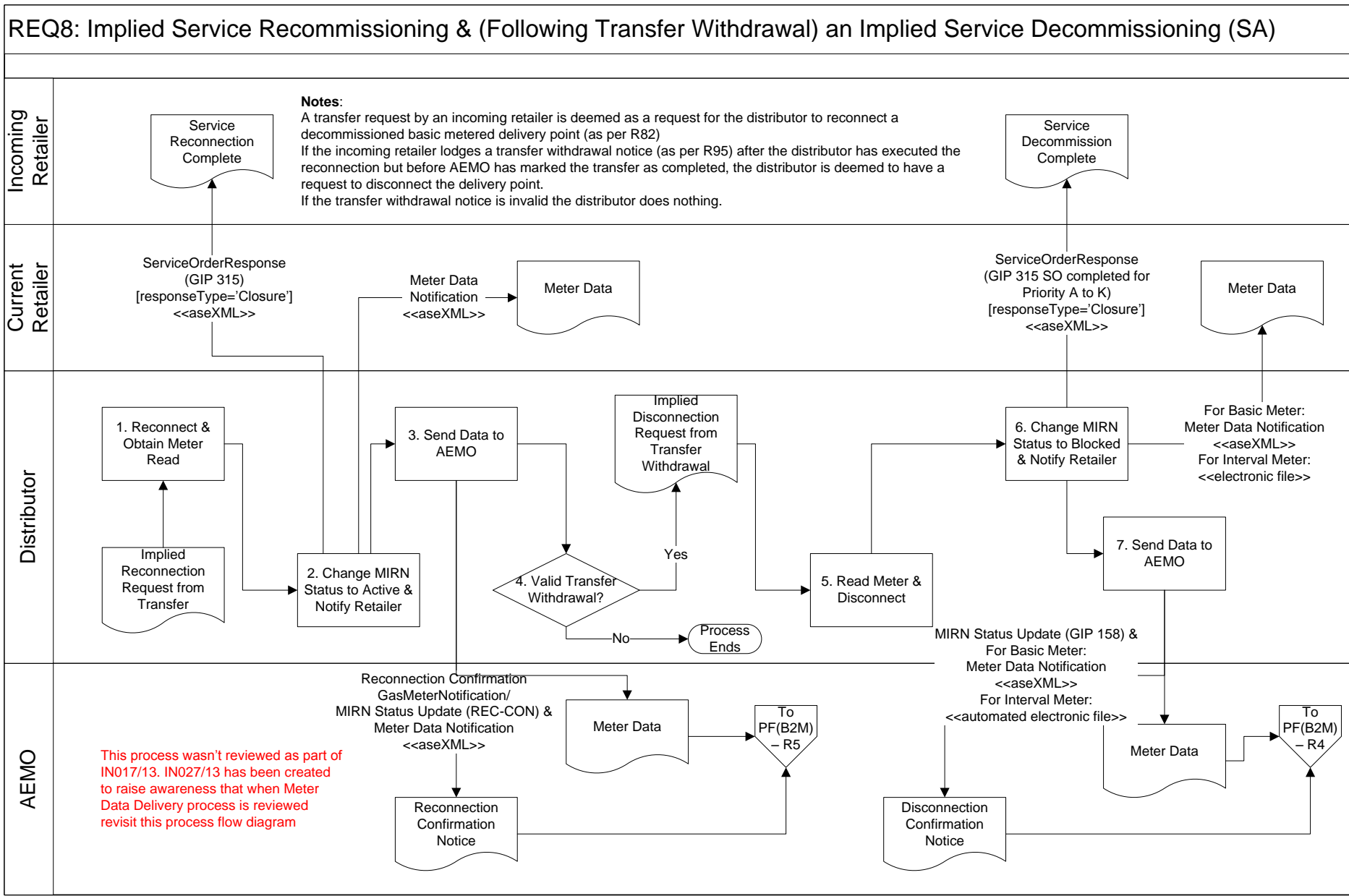
Process Flow: REQ7: Service Orders Cancellation [\(WA\)](#)

PF(B2B) - REQ7: Service Orders Cancellation



Project SAWA FRC-B2B	1 of 1	Prepared by Market Operator	Date 14/11/03
Process Service Orders Cancellation		Approved by B2B Working Group	Date 14/11/03

Process Flow: REQ8: Implied service recommissioning and (following transfer withdrawal) an implied service de-commissioning (SA)



Process Flow: REQ8: Implied service re-commissioning and (following transfer withdrawal) an implied service de-commissioning [\(WA\)](#)

PF(B2B): REQ8: Implied service re-commissioning and (following transfer withdrawal) an implied service decommissioning

