Service Orders - Example 1

Current drafting

## Scheduled Date and Customer Preferred Date and Time

* 1. The *ScheduledDate* must not be more than 100 calendar days in the future.

Proposed example

**2.4 Scheduled Date and Customer Preferred Date and Time**

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| GUIDANCE NOTE (for information purposes only).  The *ScheduledDate* should not be more than 100 calendar days in the future. |

Current drafting

* + 1. **Special Read**

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

Proposed example

### Special Read

* 1. A Service Provider must ensure that a ServiceOrderResponse to a Special Read ServiceOrderRequest does not have a *ServiceOrderStatus* of “Partially Complete”.

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| GUIDANCE NOTE (for information purposes only).  Where necessary, prospective Retailers should initiate the transfer in MSATS within 2 business days of the date a Special Read ServiceOrderRequest is sent (that is related to a transfer). Where a Special Read has already occurred, the new Retailer should still initiate a transfer request in MSATS within 2 business days. |

Example 2

Current drafting

## Specific Timing Requirements

* 1. The information in this section summarises the Timing Requirements for various regulated activities provided by the DNSP only. Users of this document should refer to the relevant jurisdictional regulatory documents for details of the exact requirements.
  2. The obligations under this clause do not apply to non-regulated businesses.

**Figure 9 Notice Period table**

| **Service Request** | **Notice Period** |
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| Re-energisation | The DNSP must receive a valid Request for a same business day Re-energisation by:   1. 2:00pm in ACT 2. Not available in NSW 3. 1:00pm in Queensland   3:00pm in SA except for   * 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   3:00pm in Victoria. This only applies to Re-energisations following disconnection for non-payment  4.00pm in Tasmania  For same business day, **after hours** Re-energisations, the Service Provider must receive a valid Request:   1. by 9:00pm in ACT   Not available in NSW  Not available in Queensland  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   * 3 days for Sticker Removal sub-type   Between 3:00pm and 9:00pm in Victoria. This only applies to Re-energisations following disconnection for non-payment  Not available in Tasmania  For **next business day** Re-energisations, the DNSP must receive a valid Request on a business day:   1. by 3:00pm in Victoria, NSW, Tasmania and ACT 2. by 5:00pm in Queensland 3. By 10:00pm in SA except for 3 days for Sticker Removal sub-type |
| De-energisation | To carry out the work in the required timeframe from the day of the receipt of the request the DNSP must receive a valid Request by:  a. 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) |

Proposed Option 1 Example

* 1. **Specific Timing Requirements**

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

**Figure 9 Notice Period table**

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| **Same Business Day, Same Business day After Hours & Next Business Day Re-energisation** |
| GUIDANCE NOTE (for information purposes only).  In Victoria, the Electricity Distribution Code specifies regulatory requirement for the energisation of a customer’s premise performed by a DNSP. See <http://www.esc.vic.gov.au/document/energy/26133-electricity-distribution-code> for further particulars. |
| |  | | --- | | GUIDANCE NOTE (for information purposes only)  In ACT, the [insert name of law/reg] specifies regulatory requirement for the energisation of a customer’s premise performed by a DNSP. See [insert link] for further particulars. | |
| GUIDANCE NOTE (for information purposes only)  In Queensland, the [insert name of law/reg] specifies regulatory requirement for the energisation of a customer’s premise performed by a DNSP. See [insert link] for further particulars. |
| GUIDANCE NOTE (for information purposes only)  Same business day and same business day after hours Re-energisation request are not available in NSW. |
| **De-Energisation Notice Period** |
| GUIDANCE NOTE (for information purposes only).  In Victoria, the Electricity Distribution Code specifies regulatory requirement for the De-energisation of a customer’s premise performed by a DNSP. See <http://www.esc.vic.gov.au/document/energy/26133-electricity-distribution-code> for further particulars. |
| **Special Read Notice Period** |
| GUIDANCE NOTE (for information purposes only).  In Tasmania, the [insert name of law/reg] specifies regulatory requirement for a Special Read performed at a customer’s premise by a DNSP. See [insert link] for further particulars. |
| GUIDANCE NOTE (for information purposes only).  There is no notice period for Special Read request in ACT, NSW, Victoria and Queensland. |

Proposed Option 2 Example

* 1. **Specific Timing Requirements**

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

**Figure 9 Notice Period table**

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| **Same Business Day, Same Business day After Hours & Next Business Day Re-energisation** |
| GUIDANCE NOTE (for information purposes only).   1. In Victoria, the Electricity Distribution Code specifies regulatory requirement for the energisation of a customer’s premise performed by a DNSP. See <http://www.esc.vic.gov.au/document/energy/26133-electricity-distribution-code> for further particulars. 2. In ACT, the [insert name of law/reg] specifies regulatory requirement for the energisation of a customer’s premise performed by a DNSP. See [insert link] for further particulars. 3. In Queensland, the [insert name of law/reg] specifies regulatory requirement for the energisation of a customer’s premise performed by a DNSP. See [insert link] for further particulars. 4. Same business day and same business day after hours Re-energisation request are not available in NSW. |
| **De-Energisation Notice Period** |
| GUIDANCE NOTE (for information purposes only).   1. In Victoria, the Electricity Distribution Code specifies regulatory requirement for the De-energisation of a customer’s premise performed by a DNSP. See <http://www.esc.vic.gov.au/document/energy/26133-electricity-distribution-code> for further particulars. 2. In NSW and Queensland, there is no Notice Period. Work is carried out in the required timeframe irrespective of delivery time. |
| **Special Read Notice Period** |
| 1. In Tasmania, the [insert name of law/reg] specifies regulatory requirement for a Special Read performed at a customer’s premise by a DNSP. See [insert link] for further particulars. 2. There is no notice period for Special Read request in ACT, NSW, Victoria and Queensland. |

Proposed Option 3 Example

* 1. **Specific Timing Requirements**

1. The information in this section summarises the references for Notice Periods Timing Requirements for services provided by a DSNP in relation to Re-energisation, De-energisation, Special Read and Supply Service Works requests. Users of this document should refer to the relevant jurisdictional regulatory documents for details of the exact requirements.

**GUIDANCE NOTE (for information purposes only).**

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| In Victoria, the Electricity Distribution Code specifies regulatory requirement for services performed at a customer’s premise by a DNSP. See <http://www.esc.vic.gov.au/document/energy/26133-electricity-distribution-code> for further particulars. |

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| |  | | --- | | In ACT, the [insert name of law/reg] specifies regulatory requirement for services performed at a customer’s premise by a DNSP. See [insert link] for further particulars. | |

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| |  | | --- | | In NSW, the [insert name of law/reg] specifies regulatory requirement for services performed at a customer’s premise by a DNSP. See [insert link] for further particulars. | |

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| |  | | --- | | In Queensland, the [insert name of law/reg] specifies regulatory requirement for services performed at a customer’s premise by a DNSP. See [insert link] for further particulars. | |

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| |  | | --- | | In Tasmania, the [insert name of law/reg] specifies regulatory requirement for services performed at a customer’s premise by a DNSP. See [insert link] for further particulars. | |

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| |  | | --- | | In South Australia, the [insert name of law/reg] specifies regulatory requirement for service performed at a customer’s premise by a DNSP. See [insert link] for further particulars. | |