B2B PROCEDURE:

SERVICE ORDER PROCESS

PREPARED BY:	AEMO Markets
VERSION:	3.0
EFFECTIVE DATE:	01 December 2017
STATUS:	DRAFT

Approved for distribution and use by:

APPROVED BY:	[NAME]
TITLE:	[Title]

DATE: / / 20

VERSION RELEASE HISTORY

Version	Date	Author	Comments
2.0	13/11/2013	AEMO	Updates to capture QC 776 CSDN Project Changes
2.1	15/05/2014	AEMO	Minor & Manifest updates
2.2	21/11/2014	AEMO	Updated version numbers and release date to retain version numbering with other B2B Procedures.
3.0	01/09/2016	AEMO	Updated for the following: • National Electricity Amendment (Expanding Competition in Metering and Related Services) Rule 2015 No. 12; • National Electricity Amendment (Embedded Networks) Rule 2015 No. 15; and • National Electricity Amendment (Updating the Electricity B2B Framework) Rule 2016 No. 6.

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1. INTRODUCTION

1.1. Purpose and Scope

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

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

1.2. Definitions and Interpretation

The Retail Electricity Market Procedure – Glossary and Framework:

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

(b) should be read with this Procedure.

(c) 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.

1.3. Related AEMO Documents

Title	Location
Retail Electricity Market Procedures – Glossary and Framework	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Glossary-and-Framework
B2B Procedure: Technical Delivery Specifications	
B2B Procedure: Service Order Process	
B2B Procedure: Meter Data Process	
B2B Procedure: Customer and Site Details Notification Process	
Metrology Procedure: Part A	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering
MDFF Specification	
B2B Guide	

1.3.1. Exclusions

(a) This Procedure does not apply to:

(i) processes for unmetered supplies – as this is usually organised between the Customer and Service Provider / Retailer directly;

(ii) requests for network augmentation;

(iii) automated / electronic Service Order status requests. The Retailer should contact the Service Provider if they require a status report.

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

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

(vi) the reporting of faults and emergencies, such as off-peak relay failure ("no hot water") or loss of power.

1.3.2. Terminology

(a) In this Procedure:

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 or ENM 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 Supply Service Works Service Order, Metering Service Works Service Order, De-Energisation, Re-Energisation or Abolishment Service Order, or other forms or documents as required by a DNSP and as discussed and agreed by participants to facilitate the fulfilment of the Service Order request.

2. BUSINESS COMMUNICATION PROCESS

2.1. Process Overview

(a) Table 1 describes each Service Order type and related subtypes To be used where the required type of work at a *connection point* or *metering point* is known and covered by the available codes.

(b) If no *ServiceOrderSubType* is provided in a ServiceOrderRequest, the Recipient’s normal practice will apply.

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

Table 1 Service Order Types and Subtypes

Service Order Type	Service Order Sub Type	Description	Description of use
Supply Service Works	Allocate NMI	The Initiator requests a *NMI* for a Site.	Used where the *retailer* wants the Site registered in MSATS with *retailer* as the Current FRMP at the time of *NMI* allocation.
	Tariff Change	DNSP is requested to change the Network Tariff.	
	Supply Alteration	DNSP is requested to alter the *supply*. It does not include new *supply* connections and *supply* abolishment.	Examples of use: • Increasing *supply* from 1 phase to 3 phase. • Relocation of the service line not involving a change of *NMI*.
	Supply Abolishment	DNSP is requested to abolish *supply*. This involves decommissioning a *NMI*.	Where a building is to be demolished and a *supply* is no longer required Note: No De-energisation request is required unless it is to occur prior to the *supply* abolishment.
	Establish Temporary Supply	DNSP is requested to arrange a new physical connection to a temporary *connection point*.	Where a customer wants to establish temporary supply to a builders temporary supply pole at a construction site.

Service Order Type	Service Order Sub Type	Description	Description of use
	Establish Temporary in Permanent	DNSP is requested to arrange a new physical connection to a temporary *connection point* that will convert to the permanent location after building construction.	Where a customer wants to establish temporary supply to a construction site.
	Establish Permanent Supply	DNSP is requested to arrange a new physical connection.	Where a customer wants to establish a new permanent supply at a connection point.
	Temporary Isolation	DNSP is requested to temporarily isolate (disconnect) supply at a supply point for a limited time, usually just for the day.	Where supply at a connection point requires isolation for a limited time without the need for a Re-Energisation. For example where a service line needs to be dropped and reconnected within a short period of time. A separate De-Energisation request (for supply isolation or disconnection at pole top, pillar box or pit) is not required. If supply isolation extends beyond 24 hours, a follow up Re-Energisation Service Order to the DNSP will be required to reconnect the supply.
Re-energisation		The Initiator requires re-energisation of a Site.	Examples: • Customer is moving into a premise • Customer has previously requested that *supply* be temporarily de-energised and now wishes the *supply* restored. • Following *disconnection* for non-payment.
De-energisation	Methods include: • Remote • Remove Fuse • Main switch seal / Sticker • Technical disconnect • Meter Isolation • Supply Isolation • Disconnection at pole top, pillar box or pit • Recipient discretion	The Initiator requires de-energisation by a particular method.	Examples: • Non-payment. • Customer requires a temporary *disconnection*. • Customer is moving out of a Site
Special Read	• Check Read • Final Read	The Initiator requires a Special Meter Reading not associated with a re-energisation or a de-energisation. If the DNSP is the MC, the Service Order must be sent to the DNSP.	Used to obtain a Special Read (rather than a scheduled read) arises where an out of cycle reading is required.
Metering Service Works		Service orders related to changes at the metering point(s).	
	Exchange Meter	The Initiator requires an exchange of one or more *meters*.	Examples: • Change a single phase *meter* into a multi-phase *meter*. • Meter Churn.
	Install Meter	The Initiator requires the installation of one or more *meters*.	
	Move Meter	The initiator requires the relocation of one or more *meters*.	For example, to facilitate building works at a Site, but not decommission the *NMI*.

Service Order Type	Service Order Sub Type	Description	Description of use
	Meter Reconfiguration	The initiator requires the reconfiguration or reprogramming of the *metering installation*.	Usually required when a *retailer* needs to change tariff. Examples include: • Changing the hours of application of different registers (peak and off-peak). • Turn on/off off-peak registers. • Off-peak conversion (change from one off-peak Controlled Load tariff to another).Installation of Solar •
	Meter Investigation	The Initiator requires an investigation of a *metering installation*. The initiator must provide additional information in the special instruction where a Service Order Sub Type of Meter Investigation is used.	Examples: A need to investigate a can arise where: • a Customer raises a request with their Retailer to investigate a meter fault; or • the Retailer has grounds to proceed with an investigation. • Typically a Customer believes there is a problem with the *metering installation*. A Retailer may request an investigation on the grounds of: • suspected fraud/tampering. • Consistent abnormal meter readings.
	Remove Meter	The removal of one or more *meters* is required.	Remove redundant *meters*.
	Install Controlled Load	The Initiator requires the installation of Controlled Load equipment.	Installation of a controlled devise. For example, hot water, pool pump.
	Install Hot Water	The Initiator requires the installation of a hot water *meter* and associated control equipment.	Installation of a *meter* for hot water.
	Change Timeswitch	The Initiator requires a change to timeswitch settings.	Example: Change of timeswitch settings for daylight savings.
Miscellaneous Services		The Initiator requires a service not covered by one of the above Service Orders .	

2.1.1. Communication Process Diagram

Figures 1 and 2 illustrate the high-level communication process flow for Service Orders and Appointment Notification.

Figure 1 Service Orders

Figure 2 Appointment Notification

2.1.2. General Principles

(a) A ServiceOrderRequest is raised by the Initiator.

(b) A Prospective Retailer is only permitted to send an Allocate NMI, Supply Service Works, Special Read (excluding ones with a *ServiceOrderSubType* of "Check Read"), Re-energisation, Meter Reconfiguration, or Metering Service Works ServiceOrderRequest.

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

(e) The Recipient must return a *BusinessReceipt* to the Retailer to confirm that they have received the ServiceOrderRequest.

(f) The Recipient must send a *BusinessAcceptance/Rejection* to the Retailer.

(g) If a Recipient 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 0 for the list of relevant *EventCodes*.

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

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

(ii) Use a new *ServiceOrderID* value; and

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

(iv) Include details of Notified Parties

(i) Where a ServiceOrderRequest requires a site visit and the Meter is a type 6 meter, then the requested work will always require the taking of a meter reading..

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

(k) If the Recipient issues a ServiceOrderResponse with a *ServiceOrderStatus* of “Partially Completed” or “Not Completed”, the Initiator

(i) If satisfied with the outcome send a BusinessAcceptance/Rejection indicating acceptance;

(ii) if still requires the work to be completd must raise a new ServiceOrderRequest (with a new ServiceOrderID), if the Initiator still requires the work to be completed;

(iii) If the Initiator considers that incomplete or incorrect information has been provided in the ServiceOrderResponse, the Initiator must send the Recipient a BusinessAcceptance/Rejection transaction indicating a rejection.

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

(m) Appointments for Service Orders are only supported where the relevant parties have a bilateral agreement.

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

(n) Where multiple parties need to be co-ordinated to complete related ServiceOrderRequests, the Initiator must arrange and provide details of the co-ordination contact in the Service Order Request.

(o) The Initiator must identify and include details of Notified Parties using the *NotifiedPartyID* in the ServiceOrderRequest. Refer to the B2B Guide for further information regarding Service Order and Notified Party combinations.

(p) A Participant who is a Notified Party for a service order, will receive the message as a Service Order copy.

2.2. Acknowledging Receipt of the ServiceOrderRequest

(a) Upon receipt of a ServiceOrderRequest, a Recipient must acknowledge receipt of the ServiceOrderRequest using a *BusinessReceipt*. This indicates that the Service Order has been received and is readable by the Recipient.

(b) The Recipient must send a *BusinessAcceptance/Rejection* to the Initiator and nominated Notified Parties acknowledging whether the ServiceOrderRequest has been validated by the Recipient and is understood and accepted by the Recipient, or rejected.

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

(d) Reasons for a rejection or validation errors must be advised to the Initiator using the *EventCodes* detailed in section 0) *BusinessAcceptance/Rejection*.

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

(f) Where the Initiator does not receive a *BusinessAcceptance/Rejection* from the Recipient, the Initiator should investigate the failure of the delivery and notify the Recipient if the problem is deemed to lie with the Recipient, resending the original ServiceOrderRequest and *ServiceOrderID*, with the action type of re-send as appropriate. Notified parties must also receive the re-sent Service Order.

2.3. Service Orders Requiring Customer Consultation

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

  (i) Use the value of "Yes" in *CustomerConsultationRequired* and must provide the reason for the need to consult the Customer in *SpecialInstructions* of the ServiceOrderRequest.

  (ii) Only use the value of "Yes" in *CustomerConsultationRequired* where the Initiator reasonably believes that customer consultation is required for the successful completion of the requested work.

  (iii) Have previously advised the Customer that the Service Order Recipient will contact the Customer.

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

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

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

2.4. Scheduled Date and Customer Preferred Date and Time

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

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

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

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

(ii) Where both the *ScheduledDate* and *CustomerPreferredDateAndTime* fields are completed:

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

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

(C) The date specified by the Initiator in the *ScheduledDate* and *CustomerPreferredDateAndTime* fields must be the same except as allowed in 2.4(c)(i)(B) and 2.4(c)(i)(C) in which case only the *CustomerPreferredDateAndTime* can be retrospective.

(D) If a retrospective *CustomerPreferredDateAndTime* is provided otherwise than in accordance with 2.4(c)(i)(B) or 2.4(c)(i)(C), the Recipient must reject the ServiceOrderRequest with a rejection message of 'Invalid data. Details provided in the Explanation.'

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

(c) Where the *CustomerPreferredDateAndTime* is provided in accordance with 2.4.(a)(ii)

(i) The *CustomerPreferredDateAndTime* should represent

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

(B) A date and time, agreed between the Initiator and Recipient to support exceptional Service Order requests (e.g. Re-energisation on a weekend with the ServiceOrderRequest sent the following Monday). Such requests must include details of the agreement in the *SpecialInstructions* field and have the same *ServiceOrderID* quoted by the Initiator to the Recipient by phone. In this instance, the *CustomerPreferredDateAndTime* is the date agreed by both parties for the work to be completed; or

(C) Where a Customer advises the Initiator they have already moved into the Site and the Site is energised (left energised or energised by the Customer), if the Initiator requires a move-in reading the Initiator may raise a Re-energisation with a *CustomerPreferredDateAndTime* that matches the move-in date, and a prospective *ScheduledDate*. The Recipient will provide a meter reading in accordance with the Metrology Procedure, undertaking field work if necessary.

(ii) If the *CustomerPreferredDateAndTime* and *ScheduledDate* are not the same date, except as permitted in 2.4 (c)(i)(B) and 2.4 (c)(i)(C), the Service Provider must provide the Initiator with a *BusinessAcceptance/Rejection* with a rejection message of 'Invalid data. Details provided in the Explanation'.

(iii) If the *CustomerPreferredDateAndTime* is not reflected by the *ServiceTime*, the Recipient must provide the Initiator with a *BusinessAcceptance/Rejection* with a rejection message of 'Invalid data. Details provided in the Explanation'

(d) The *ScheduledDate* must not be more than 100 calendar days in the future.

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

(a) The obligations under this clause do not apply to non-regulated businesses.

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

(c) The following provisions cover the various aspects related to difficulties completing work within the Required Timeframe.

(d) Where a Recipient and Customer agree an alternative timeframe (other than the Required Timeframe) for the completion of requested work, this arrangement takes precedence over any *ScheduledDate* or *CustomerPreferredDateAndTime*. The Recipient must inform the Initiator of the agreed alternative timeframe by an appropriate message in the *SpecialNotes* field of the ServiceOrderResponse.

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

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

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

(ii) If unforeseen circumstances arise during the scheduling or completion of the work which may impact on completion of the work within the Required Timeframe of the *ScheduledDate*.

(g) If the Recipient becomes aware of an inability to meet the Required Timeframe then, prior to sending a *BusinessAcceptance/Rejection,* the Recipient must telephone the Initiatorto negotiate an acceptable date and confirm any arrangements via the *BusinessAcceptance/Rejection*.

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

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

(i) The Recipient must telephone the Initiator to negotiate an acceptable date and confirm any arrangements via email; and

(ii) The Inititator will either:

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

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

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

(i) Where a *CustomerPreferredDateAndTime* has been agreed (with an *AppointmentReference*) and the Appointment cannot be met, the Recipient must telephone the Initiator to negotiate an acceptable alternative date (ie a new *CustomerPreferredDateAndTime*). In this instance, if the Initiator does not cancel and re-issue the ServiceOrderRequest, the Initiator must confirm any revised Appointment details with the Recipient by email.

2.6. Raising a ServiceOrderResponse

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

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

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

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

(d) The Initiator is not required to include Notified Parties in the *BusinessAcceptance/Rejection* when confirming acceptance or rejection of the *ServiceOrderResponse.*

(e) The Recipient must include the same full list of Notidied Parties in the ServiceOrderResponse as specified in the original ServiceOrderRequest raised by the Initiator.

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

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

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

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

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

(b) The Recipient must identify any chargeable work by using one or more applicable *ProductCodes*.

(c) 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 2.13.7.d).

2.8. Closing the Service Order Process

The Service Order process ends when:

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

(b) The Initiator has rejected the ServiceOrderResponse (with a negative *BusinessAcceptance/Rejection*) and the Recipient has investigated and communicated a reply with the results of the investigation to the Initiator. The Recipiet must communicate this reply within 2 business days

2.9. Cancelling a ServiceOrderRequest

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

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

(c) If the Initiator needs to cancel a Service Order urgently, this must be communicated to the Recipient by phone. The Initiator must also send a "Cancel" ServiceOrderRequest on the same

business day, unless otherwise agreed with the Recipient.On receipt of a "Cancel" ServiceOrderRequest:

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

(A) accept both ServiceOrderRequests; and

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

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

(A) if the ServiceOrderRequest has been completed or the Recipient is unable to cancel the field work, the Recipient will reject the "Cancel" ServiceOrderRequest with an *EventCode* indicating "Unable to Cancel ServiceOrderRequest. Requested work has commenced or is completed"; or

(B) if the ServiceOrderRequest has already been cancelled or the Recipient can cancel the field work, the Recipient will accept the "Cancel" ServiceOrderRequest.

(C) If the original ServiceOrderRequest has not been received as agreed between parties by the Recipient, the Recipient must wait for 30 minutes (to allow time for the associated "New" (or "Replace") ServiceOrderRequest to arrive).

(1) If the "New" (or "Replace") ServiceOrderRequest arrives:

(i) Accept the "New" (or "Replace") ServiceOrderRequest.

(ii) Accept the "Cancel" ServiceOrderRequest.

(iii) Provide a ServiceOrderResponse to the Service Order.

(2) If the "New" (or "Replace") ServiceOrderRequest has not arrived:

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

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

2.10. Updating a ServiceOrderRequest

To change a ServiceOrderRequest, the Initiator may either:

(a) cancel the original Request and issue a new one; or

(b) by agreement with the Recipient, the Recipient may accept updates to ServiceOrderRequests.

2.11. Resending a ServiceOrderRequest

(a) If a Notified Party or Recipient indicates the original ServiceOrderRequest has not been received or delivered, the Initiator may use the *ActionType* 'Resend' with the same *ServiceOrderID* to resend the original request.

2.12. Resending a ServiceOrderResponse

(a) If a Notified Party or Initiator indicates the ServiceOrderResponse has not been received or delivered, the Recipient may use the *ResponseType* 'Resend' with the same *ServiceOrderID* to resend the response.

2.13. Service Paperwork

(a) This Procedure does not remove the need for related paperwork for individual Service Order processes (such as electrical work request or a notice of work request).

(b) Where an individual Service Order process requires Service Paperwork, the following Service Order Transaction fields must be completed depending upon jurisdictional requirements:

(i) FormReference

(ii) FormNumber

(iii) SafetyCertificate

(c) Where the Initiator receives Service Paperwork or is required to provide paperwork to the Recipient, the Initiator will need to;

(i) raise the Service Order after receiving or preparing all Service Paperwork; and

(ii) include the Service Paperwork number, where provided, in the *FormNumber* or the *SafetyCertificateId* field of the Service Order, as appropriate.

(d) Where Service Paperwork is required but not available when the Service Order is raised, the Initiator must include information on an alternative, agreed, method to provide the Service Paperwork to the Recipient. If Service Paperwork is to be provided directly to the Recipient by someone other than the Initiator, the Service Paperwork number is not required in the ServiceOrderRequest.

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

(i) is not required to resend the Service Paperwork (eg the Service Provider already has this paperwork)

(ii) must populate the *ServiceOrderID* value of the rejected or not completed Service Order in the *SpecialInstructions* field of the replacement Service Order. (This will be used to cross reference with the Service Paperwork already provided).

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

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

(h) Figure 3 illustrates the Timing Points for managing Service Orders requiring Service Paperwork and Table 2 defines the Timing Points:

Figure 3 Service Paperwork Timing Points

Table 2 Timing Point Definitions

Timing Point	Definition
A	Where the Initiator issues a ServiceOrderRequest.
B	This is the timing point where the Service Provider sends a *BusinessReceipt* for the Service Order.
C	This is the timing point where the Service Provider commences the required waiting period for Service Paperwork. 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.
D	Where the Initiator receives the *BusinessAcceptance/Rejection* of 'Accept'. This is also the commencement of agreed timeframe during which the Iniator must provide the necessary Service Paperwork to the Recipient.
E	Where, the Recipient has still not received the necessary Service Paperwork.

2.13.1. Explanation of use of *ExceptionCodes*

ExceptionCodes must conform with the rules in Table 3.

Table 3 ExceptionCodes Usage Rules

Value	Definition	Used with ServiceOrderStatus
Customer On-Site	There is a Customer at Site and the Site was not de-energised.	Limited to a physical De-energisation ServiceOrderRequests with the status of 'Not Completed'. Not allowed for De-energisation ServiceOrderRequests with *ServiceOrderSubType* of "Remove Fuse (Non-payment)" or "Pillar box, Pit or Pole top (Non-payment)".
Customer Prevented	Customer prevented de-energisation.	Limited to a physical De-energisation ServiceOrderRequests with a status of 'Not Completed'
Recipient Cancellation	Recipient cancellation. Details must be provided in *SpecialNotes*.	Not Completed

Value	Definition	Used with ServiceOrderStatus
Documentation Not Provided.	Documentation required for the completion of the requested work has not been provided. Details must be provided in *SpecialNotes*.	Not Completed
De-energisation Not Completed Due To A Re-energisation	De-energisation not completed due to a re-energisation for the same period.	Limited to a physical De-energisation ServiceOrderRequests with the status of 'Not Completed'.
Metering Problem	Metering problem preventing completion of Meter Reading.	Partially Completed
Meter Reading Only Undertaken Due To Prior Re-energisation	A Meter Reading only was taken, rather than the requested de-energisation, due to a prior re-energisation.	Completed
New Customer On-Site	End User at Site who claims to be a new customer.	Limited to De-energisation ServiceOrderRequests only with a status of 'Not Completed'.
No Supply	*Supply* not available.	Not Completed
Other	Other reasons. Details must be provided in *SpecialNotes*.	Not Completed, Partially Completed
Reading Problem	Reading problem preventing completion of Meter Reading.	Partially Completed
Initiator Cancellation	Initiator cancellation (any charges for work partially completed should be indicated in *ProductCodes*).	Not Completed
Request Submitted By Another Participant	Alternative Request received from another Participant.	Not Completed
Sensitive Load	Sensitive load (such as a Life Support Customer) and did not de-energise.	Limited to De-energisation ServiceOrderRequests with a status of 'Not Completed'.
Unable To Access	Unable to gain access to complete work.	Not Completed
No Comms	Service provider unable to contact a remotely controlled device	Limited to remote De-energisation ServiceOrderRequests with the status of 'Not Completed'.
Unknown Connection Status	Service provider unable to determine connection status of a remotely controlled device	Limited to remote De-energisation ServiceOrderRequests with the status of 'Not Completed'.
Unknown Load	The Site draws a significant *load* when re-energised and the End User is not present. The Site was not left re-energised for safety reasons.	Not Completed
Meter Not Retrieved	Used in conjunction with a response to an Service Order Abolishment by a DNSP	Limited to a Service Order Abolishment with the status of Partially Completed to indicate Supply was abolished, but the meter was unable to be recovered
Unsafe	Unsafe to complete work.	Not Completed
Site Already Energised	Customer site is energised at the time of the Serice Order Request.	Not Completed

2.13.2. Allocate NMI

(a) 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.

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

(c) On receipt of an Allocate NMI ServiceOrderRequest, the DNSP must allocate a NMI and issue it to the Retailer using a ServiceOrderResponse. The DNSP must populate the Retailer who has issued the Allocate NMI ServiceOrderRequest as the FRMP in MSATS. The Retailer must not object to being allocated as the FRMP where they have lodged the ServiceOrderRequest.

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

(e) In those Jurisdictions where Paperwork is required The Retailer and DNSP must ensure that all necessary paperwork is available and completed in order to progress and complete the Allocate NMI. The ServiceOrderRequest does not replace the need for paperwork.

2.13.3. Re-energisation

(a) The obligations under this clause do not apply to non-regulated businesses.

(b) 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 DNSP may use the last actual read if it is less than 6 weeks prior to the move-in date, or such other period as otherwise permitted by jurisdictional regulations. This read must be provided to the Retailer and MSATS as if an actual read occurred on the move-in date.

(c) In order to avoid delay in Customer re-energisations, DNSPs should re-energise upon receiving a ServiceOrderRequest irrespective of the transfer status in MSATS.

(d) For after hours Re-energisations,

(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 DNSP 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.

(iv) 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.

(v) 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.

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

(f) If a Retailer raises a Re-energisation ServiceOrderRequest without a *ServiceOrderSubType*, the DNSP 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 2.13.3.a).the

(g) If the Retailer does not know what specific type of Re-energisation is required, the Retailer should not specify a *ServiceOrderSubType*.

(h) The DNSP must not reject a Re-energisation ServiceOrderRequest if the Site is already energised. They It must return an appropriate ServiceOrderResponse and provide a meter reading.

(i) 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 DNSP may reject the ServiceOrderRequest. This Service Order type has Service Paperwork requirements in some jurisdictions. See clause 2.10.1 for details regarding Service Paperwork processes.

(j) 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 DNSP will provide a meter reading in accordance with the Metrology Procedure, undertaking field work if necessary. Where this code is used, the *CustomerPreferredDateAndTime* must not be retrospective where the meter type is 6.

(k) 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 DNSP may reject the ServiceOrderRequest.

2.13.4. De-energisation

(a) The obligations under this clause do not apply to non-regulated businesses.

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

(c) The Retailer must use the *ServiceOrderSubType* to indicate what type of de-energisation is required. If no detail is provided, the DNSP's normal practice will apply.

(d) For a De-energisation ServiceOrderRequest for non-payment,:

(i) 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.

(ii) If payment is received by the Retailer before the ServiceOrderResponse is received by the Retailer from the DNSP, the Retailer must raise a cancellation ServiceOrderRequest, if the *ScheduledDate* is in the future. (Same day cancellations are to follow clause (d)(iv) below.)

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

(iv) If the Retailer needs to cancel the ServiceOrderRequest urgently, this must be communicated to the DNSP by phone.

(v) This Service Order type has Service Paperwork requirements in some jurisdictions. See clause 2.13 for details regarding Service Paperwork processes.

(vi) "Customer On-Site" is not a valid *ExceptionCode* for this *ServiceOrderSubType*.

2.13.5. 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".

2.13.6. 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 2.13 for details regarding Service Paperwork processes.

2.13.7. Multiple Service Orders

(a) The obligations under this clause do not apply non-regulated businesses.

(b) This section provides the business rules for the management of situations where multiple ServiceOrderRequests apply to a Site at, or close to, a point in time. The business rules are presented in a series of scenarios.

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

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

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

(i) The Customer's interests take priority (i.e. ensuring power is turned on in a timely manner/ not disrupted).

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

(e) Where there is a physical Re-energisation and De-energisation received for the same Site, Service Providers have the discretion to undertake a single meter reading instead of a physical re-energisation followed by a physical de-energisation fuse removal followed by a fuse insertion. Scenarios 1-6, detailed in section 0, allow for this practice.

(f) The scenarios, detailed in section 0, assume that the De-energisation ServiceOrderRequest has a *ConfirmedDe-energisation* value of "No".

(i) Where the *ConfirmedDe-energisation* value is "Yes" in the De-energisation ServiceOrderRequest, the situation will be treated by the Recipient as an exception to the rules in this section. The Recipient must contact the Prospective Retailer (Initiator), who has raised a Re-energisation Request to assist in the resolution of the situation.

2.13.7.1. 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 4 Service Order summary

		Prospective Retailer									
		Allocate NMI	**Supply Service Works**	**Re-energisation**	**De-energisation**	**Special Read**	**Metering Service Works**	**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
	Supply Service Works	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
	Metering Service Works	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

(a) 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 2.1.2.b).

(b) The management of situations involving concurrent Service Orders will be according to which of 9 scenarios apply.

Figure 5 Multiple Service Order Scenarios

Scenario	1st Request Received	2nd Request Received	Description
1	De-energisation	Re-energisation	Re-energisation before De-energisation
2	De-energisation	Re-energisation	Re-energisation date equals De-energisation date
3	De-energisation	Re-energisation	Re-energisation after De-energisation
4	Re-energisation	De-energisation	De-energisation before Re-energisation
5	Re-energisation	De-energisation	De-energisation date equals Re-energisation date
6	Re-energisation	De-energisation	De-energisation after Re-energisation
7	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 ServiceOrderRequest situations not covered by Scenario's 1-8 above

(c) 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.

2.13.7.2. Scenario Process Description - Scenarios 1 – 6

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

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

(ii) If the Recipient can cancel the de-energisation fieldwork, the Recipient will send a "Not Completed" ServiceOrderResponse to the De-energisation Request with an *ExceptionCode* indicating " De-energisation Not Completed Due To A Re-energisation ".

(A) If the Re-energisation field work associated with the Re-energisation Request is successful, the Recipient will:

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.

(iii) If the de-energisation fieldwork cannot be rationalised by the Service Provider, the Recipient will:

(A) Undertake the necessary field work to ensure that the final status of the Site is energised;

(B) Send a ServiceOrderResponse to both ServiceOrderRequests to indicate the respective outcome of the fieldwork using the relevant *ExceptionCodes* and applicable *ProductCodes*.

(b) If the Initiator who requested the De-energisation still requires the Site to be de-energised (having received a Response with an *ExceptionCode* indicating “De-energisation Not Completed Due To A Re-energisation”), the Initiator may raise a new ServiceOrderRequest with a *ConfirmedDe-energisation* value of “Yes”.

2.13.7.3. Scenario Process Description - Scenario 7

(a) Upon receipt of Re-energisation and Supply Abolishment ServiceOrderRequests from different Initiators, the Recipient will contact both parties to confirm the Requests.

(b) Upon receipt of Metering Service Works or Meter Reconfiguration and any other type of ServiceOrderRequests from different Initiator, the ServRecipient will contact both parties to confirm the Requests.

2.13.7.4. 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.

(i) Reject the new ServiceOrderRequest with an Event indicating “Request submitted by another Retailer”.

(ii) Undertake the existing ServiceOrderRequest as scheduled.

(c) If the new ServiceOrderRequest has an earlier *ScheduledDate* than the existing ServiceOrderRequest.

(i) Accept the new ServiceOrderRequest and schedule the work.

(ii) Send a "Not Completed" ServiceOrderResponse to the first ServiceOrderRequest with an *ExceptionCode* indicating "Request Submitted By Another Retailer."

2.13.7.5. 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 Recipient will process each of the Requests.

2.13.7.6. Multiple Service Orders from Same Initiator

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

Figure 6 New Service Order same Retailer

		New Service Order									
		Allocate NMI	Supply Service Works	Re-energisation	De-energisation	Special Read	Metering Service Works	Meter Reconfiguration	Meter Investigation	Supply Abolishment	Miscellaneous
Existing Service Order	Allocate NMI	x	x	x	x	x	x	x	x	x	x
	Supply Service Works	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	✔	✔	✔	✔	✔
	Metering Service Works	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 Recipient 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 Recipient will reject the new ServiceOrderRequest with an Event indicating "Invalid Multiple Service Order Combination".

3. TIMING REQUIREMENTS

3.1. Overview of Timing Requirements

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

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

(c) Figures 7 and 8 illustrate the relevant Timing Requirements.

Figure 7 Timing Overview

Figure 8 Timing for completion of work

3.2. Definition of Timing Points and Timing Periods

3.2.1. Timing Points

The definitions in Table 4 apply:

Table 4 Timing Point Definitions

Timing Point	Definition
A	When the Initiator issues a ServiceOrderRequest.
B	When the Initiator receives a *BusinessReceipt* for a ServiceOrderRequest from the Recipient.
C1	When the Initiator receives a *BusinessAcceptance/Rejection* for a ServiceOrderRequest from the Recipient.
C2	This point is the *ScheduledDate* in the ServiceOrderRequest.
D	This timing point is when the work requested has been completed, or has been attempted. This point is the *ActualDateAndTime* in the ServiceOrderResponse.
E	This timing point is when the Recipient sends a ServiceOrderResponse for the work requested has beenattempted or completed.
F	When the Recipient receives a *BusinessReceipt* for a ServiceOrderResponse from the Initiator.
G	When the Recipient receives a *BusinessAcceptance/Rejection* for the ServiceOrderResponse from the Initiator.

3.2.2. Use of Timing Periods

The definitions in Table 5 apply:

Table 5 Timing Period Definitions

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

3.3. Specific Timing Requirements

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

(b) The obligations under this clause do not apply to non-regulated businesses.

Figure 9 Notice Period Table

Service Request	Notice Period
Supply Service Works	No specific requirement.
Re-energisation	The DNSP must receive a valid Request for a same business day Re-energisation by: a) 2:00pm in ACT b) Not available in NSW c) 1:00pm in Queensland d) 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 e) 3:00pm in Victoria. This only applies to Re-energisations following disconnection for non-payment f) 4.00pm in Tasmania For same business day, **after hours** Re-energisations, the Service Provider must receive a valid Request: 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 • 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 For **next business day** Re-energisations, the DNSP must receive a valid Request on a business day: 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	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)
Special Read	ACT, NSW, Victoria, Queensland: There is no notice period. SA: The Notice Period is 3 days if lodged by 3pm. TAS: by 3pm one business day before the next scheduled day for the area. (ie Permissible Day)
Metering Service Works	There is no notice period.
Meter Reconfiguration	There is no notice period.
Meter Investigation	There is no notice period.
Supply Abolishment	There is no notice period.
Miscellaneous	There is no notice period.

3.3.1. Timing Requirement for ***BusinessReceipts*** for Requests

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

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

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

3.3.3. Timing Requirement for Completion of the Requested Work

(a) The following table summarises the Required Timeframe within which DNSPs must use reasonable endeavours to complete each type of ServiceOrderRequest.

(b) The commencement of this Timing Requirement is once the associated Service Paperwork has been received by the DNSP and/or all preconditions have been met (not when the ServiceOrderRequest is received).

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

(i) These do not apply to unregulated businesses.

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

Figure 10 Timing Period for completion of work

Service Request	Required timeframe
Allocate NMI	The following timeframes apply for Allocate NMI: • All jurisdictions – 2 business days
Supply Service Works	The following timeframes apply for establishing a new supply connection (Establish Temporary, Establish Temproary In Permanent & Establish Permanent): • Victoria – 10 business days • SA – 6 business days • Queensland – 5 business days • Tasmania – 10 business days (from Service Request acceptance) See clause 2.13 for details regarding Service Paperwork processes.
Re-energisation	The following timeframes apply for Re-energisations. • 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 *ScheduledDate* and the time of receipt of the Request (see Section Figure 9) in ACT, Queensland, Victoria, Tasmania or NSW. See clause 2.13 for details regarding Service Paperwork processes
De-energisation	A 'permissible day' is a day on which a De-energisation is allowed, and is as defined by each jurisdiction. The definition of a permissible day may vary for a normal De-energisation and for a De-energisation for non-payment. NSW uses a reversal of this definition, using the term 'restricted' day for days when De-energisations cannot occur. The following timeframes apply for De-energisations: • 3 business days in ACT • in NSW, the DNSP 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 See clause 2.13 for details regarding Service Paperwork processes.
Special Read	Use reasonable endeavours to obtain a meter read within the three business day's timeframe which applies for Special Reads or within such other time period as specified in the relevant transfer rules or jurisdictional regulatory instruments.

Service Request	Required timeframe
Metering Service Works	Different timeframes may apply depending on the work requested. The following timeframes apply: • Queensland and Tasmania – up to 10 Business days; • Victoria/SA –no jurisdictional timeframes; • NSW – this *ServiceOrderType* is not available. See clause 2.131 for details regarding Service Paperwork processes.
Meter Reconfiguration∗	The following timeframe applies for Meter Reconfigurations: • 20 Business Days
Meter Investigation	The following timeframes apply for Meter Investigations: • NSW – DNSP must give the Customer 5 business days written notice regarding the testing and must commence the work within 15 business days. DNSP 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. The following timeframe applies for Meter Investigations with a sub-type of 'Test': • Use reasonable endeavours to carry out a test within 15 business days for all jurisdictions.
Supply Abolishment∗	The following timeframes apply for Supply Abolishment: • 20 business days in all jurisdictions. See clause 2.13 for details regarding Service Paperwork processes.
Miscellaneous*	The timeframe depends on the work requested and may be subject to commercial negotiation between parties.

3.3.4. Timing Requirement for Issuing a ServiceOrderResponse

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

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

3.3.5. Timing Requirement for *BusinessReceipts* for Responses

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

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

∗ This Timing Requirement does not have a regulatory basis.

∗ This Timing Requirement does not have a regulatory basis.

(b) The Timing Requirement for the *BusinessAcceptance/Rejection* is set out in section 4.10 of the B2B Procedure: Technical Delivery Specification.

4. TRANSACTIONS

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 Recipient if provided).
N = Not required (not required and may be ignored by the Recipient if provided).

Figure 11 Transaction table

Field	Format	Definition	Supply Service Works	Re-energisation	De-energisation	Special Read	Metering Service Works	Miscellaneous
ActionType	VARCHAR(7)	A code used to indicate: New = new ServiceOrderRequest Cancel = cancel a previously raised ServiceOrderRequest Replace = replacement ServiceOrderRequest for an incorrectly rejected ServiceOrderRequest. Resend = resending a ServiceOrderRequest	M	M	M	M	M	M
ServiceOrderID	VARCHAR(15)	Used for tracking. Must be a previously sent number if the ActionType = “Cancel”. Otherwise (ActionType = “New” or “Replace”) must be a new (unused) number, unique for the Initiator/Recipient combination.	M	M	M	M	M	M
InitiatorID	VARCHAR(10)	Initiator’s Participant ID.	M	M	M	M	M	M
RecipientID	VARCHAR(10)	Recipient’s Participant ID.	M	M	M	M	M	M
NotifiedPartyID	VARCHAR(10)	Notified Party’s Participant ID This is a repeatable field where there is more than one Notified Party.	M/N	M/N	M/N	M/N	M/N	M/N
ServiceOrderType	VARCHAR(22)	Code indicating type of ServiceOrderRequest:	M	M	M	M	M	M

Field	Format	Definition	Supply Service Works	Re-energisation	De-energisation	Special Read	Metering Service Works	Miscellaneous
		• Supply Service Works • Re-energisation • De-energisation • Special Read • Metering Service Works • Miscellaneous Not Required for a "Cancel" ServiceOrderRequest.						
ServiceOrder SubType	VARCHAR(40)	Sub-category of the ServiceOrderType. The codes for each are: Supply Service Works • Allocate NMI • Supply Abolishment • Supply Alteration • Tariff Change • Establish Temporary • Establish Temporary In Permanent • Establish Permanent • Temporary Isolation De-Energisation • Remove Fuse • Remote • Main switch seal / Sticker • Meter Point Isolation • Local Meter Disconnect • Supply Isolation • Pillar-Box Pit Or Pole-Top • Recipient Discretion Meter Service Works • Install Controlled Load • Move Meter • Install Meter • Remove Meter • Exchange Meter	M	N	M	R/N	M	N

Field	Format	Definition	Supply Service Works	Re-energisation	De-energisation	Special Read	Metering Service Works	Miscellaneous
		• Meter Reconfiguration • Meter Investigation - Tamper • Meter Investigation - Inspect • Meter Investigation - Meter Test Special Read • Check Read • Final Read Not Required for a "Cancel" ServiceOrderRequest.						
De-Energisation Reason		Code indicating the reason for De-Energisation: • Customer Requested • Move Out • Non-Payment (DNP) • Unauthorised Usage (DNI) • Illegal Usage • No Access • Safety • Defect • Site Works • Other (i.e. breach of contract / no security deposit) Not Required for a "Cancel" ServiceOrderRequest.	N	N	M	N	N	N
Confirmed De-energisation	YES/NO	Allowed values: "No" = Default value. The normal business rules regarding De-energisation apply. "Yes" = Used only where the Retailer has confirmed with the Customer that the Customer details in the ServiceOrderRequest are accurate. The value of "Yes" can only be used by the Retailer where the earlier De-energisation Request was not performed by the Service Provider due to a Re-energisation Request from another Retailer.	N	N	M/N	N	N	N

Field	Format	Definition	Supply Service Works	Re-energisation	De-energisation	Special Read	Metering Service Works	Miscellaneous
		Not Required for a "Cancel" ServiceOrderRequest.						
ServiceTime	VARCHAR(40)	Indicates the time the work is to be performed. Allowed values: • Any Time • Business Hours • Non-Business Hours Not Required for a "Cancel" ServiceOrderRequest.	M/N	M/N	M/N	M/N	M/N	M/N
NMI	CHAR(10)	*NMI* Not Mandatory where Service Order subtype is 'Allocate NMI'	M	M	M	M	M	M
NMIChecksum	CHAR(1)	NMI Checksum	O	O	O	O	O	O
MeterSerial Number	VARCHAR(12)	Meter Serial ID. Not required where requested work affects all meters (refer to the B2B guide for further details). This field repeats to allow provision of details for multiple *meters*. Not Required for a "Cancel" ServiceOrderRequest.	N	N	N	N	R/N	R/N
ServiceOrder Address	ADDRESS	Site address in either a structured format (where available), or unstructured. This field is Mandatory for a Allocate NMI	M	N	N	N	N	N
HazardDescription	VARCHAR(80)	Description of any hazards associated with the Site. This field repeats to allow the reporting of multiple hazards. Refer B2B Procedure: Customer and Site Details Notification for the list of codes. This information does not replace information previously provided in a SiteAccessNotification. Not Required for a "Cancel" ServiceOrderRequest.	R/N	R/N	R/N	R/N	R/N	R/N
AccessDetails	VARCHAR(160)	Customer supplied special access requirements, which should be fully described, without using abbreviations. For Example: • "Customer Reports No Access Requirements"	M/N	M/N	M/N	M/N	M/N	R/N

Field	Format	Definition	Supply Service Works	Re-energisation	De-energisation	Special Read	Metering Service Works	Miscellaneous
		• "Not Known To Initiator" • <Description of access requirement> Refer B2B Procedure: Customer and Site Details Notification for more information. This information does not replace information previously provided in a SiteAccessNotification.Not Required for a "Cancel" ServiceOrderRequest.						
LifeSupport	YES/NO	This value applies where a customer relies on life support equipment. This field indicates whether or not there are potential health or safety issues with loss of supply of the Connection Point. This information does not replace information provided in a CustomerDetailsNotification.	M	M	M	M	M	M
FormReference	VARCHAR(15)	Reference to the forms associated with Supply Works Request and Meter Service Works. Refer to the Service Paperwork reference Table in the B2B guide document. Not Required for a "Cancel" ServiceOrderRequest.	R/N	N	N	N	R/N	O
FormNumber	VARCHAR(15)	Where the form listed in *FormReference* is numbered, this field is populated with the number on the form. Not Required for a "Cancel" ServiceOrderRequest.	R/N	N	N	N	R/N	O
SafetyCertificateId	VARCHAR(15)	Reference to the safety certificate number. Not Required for a "Cancel" ServiceOrderRequest.	R/N	O/N	N	N	R/N	O
SafetyCertificate MethodSent	VARCHAR(6)	Code indicating how the safety certificate has been provided: • "Faxed" = Faxed to Recipient • "Email" = Emailed to Recipient • "Online" = Available to Recipient from an internet Site • "OnSite" = Left on Site or already provided by Customer/agent (eg. REC) Not Required for a "Cancel" ServiceOrderRequest.	R/N	O/N	N	N	R/N	O

Field	Format	Definition	Supply Service Works	Re-energisation	De-energisation	Special Read	Metering Service Works	Miscellaneous
MeteringSafetyCertificateID	VARCHAR(15)	Reference to the safety certificate number.	R/N	N	N	N	N	O
SafetyCertificateMethodSent	VARCHAR(6)	Code indicating how the safety certificate has been provided: • "Faxed" = Faxed to Recipient • "Email" = Emailed to Recipient • "Online" = Available to Recipient from an internet Site • "OnSite" = Left on Site or already provided by MP Not Required for a "Cancel" ServiceOrderRequest.	R/N	N	N	N	N	O
Special Instructions	VARCHAR(240)	Any special instructions the Initiator wishes to convey to the Recipient. Mandatory where: • A value of 'Yes' is used in *CustomerConsultationRequired*. • A value of "Other Multi-phase" is used in *SupplyPhases*. • A value of "Other" is used in *MeteringRequired*. • If ActionType = "Replace". • Necessary to support exceptional arrangements for urgent (high priority) ServiceOrderRequests. • ServiceOrderType = "Supply Service Works " and any tariff or metering requirements are not already provided. • ServiceOrderType = "Metering Service Works" and any . tariff, metering requirements or any other special requirements need to be advised. • ServiceTime = "Non-Business Hours". This information does not replace information previously provided in a SiteAccessNotification.	O/M	O/M	O/M	O/M	R/M	O/M
ServiceOrderCo-ordinationRequired	YES/NO	Yes = Where the Initiator has made arrangements for co-ordination for the completion of the work requested. Not Required for a "Cancel" ServiceOrderRequest unless *SpecialInstructions* provided.	M/N	M/N	M/N	M/N	M/N	M/N

Field	Format	Definition	Supply Service Works	Re-energisation	De-energisation	Special Read	Metering Service Works	Miscellaneous
Co-ordinatingContactName	VARCHAR(80)	Contact name or business name of Service Order co-ordinating party, where the Recipient may need to contact that person or entity. Not Required for a "Cancel" ServiceOrderRequest.	M/N	M/N	M/N	M/N	M/N	M/N
Co-ordinating ContactTelephone Number	TELEPHONE	Contact telephone number of Co-ordinating party. A maximum of three telephone numbers may be provided. Not Required for a "Cancel" ServiceOrderRequest.	M/N	M/N	M/N	M/N	M/N	M/N
CustomerConsultationRequired	YES/NO	Yes = Where the Recipient is requested to consult with the Customer arrangements for the completion of the work requested. Where 'Yes' is used, the reason for the need to consult must be provided in *SpecialInstructions*. Not Required for a "Cancel" ServiceOrderRequest unless *SpecialInstructions* provided.	M/N	M/N	M/N	M/N	M/N	M/N
CustomerContactName	PERSON NAME	Contact name of Customer or their agent, where Recipient may need to contact that person. Not Required for a "Cancel" ServiceOrderRequest.	R/N	R/N	R/N	R/N	R/N	R/N
CustomerContactTelephoneNumber	TELEPHONE	Contact telephone number of End User/agent. A maximum of three telephone numbers may be provided. Not Required for a "Cancel" ServiceOrderRequest.	R/N	R/N	R/N	R/N	R/N	R/N
InitiatorContact Name	PERSON NAME	Contact name for Initiator. Not Required for a "Cancel" ServiceOrderRequest.	O/N	O/N	O/N	O/N	O/N	O/N
InitiatorContact TelephoneNumber	TELEPHONE	Contact telephone number of Initiator contact. 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
ScheduledDate	DATE	The ServiceOrderRequest must be performed on or after this date. Not Required for a "Cancel" ServiceOrderRequest.	M/N	M/N	M/N	M/N	M/N	M/N

Field	Format	Definition	Supply Service Works	Re-energisation	De-energisation	Special Read	Metering Service Works	Miscellaneous
Appointment Reference	VARCHAR(15)	Where an Appointment has been agreed between all parties, for example; the Initiator, End User and Recipient. Not Required for a "Cancel" ServiceOrderRequest.	R/N	R/N	R/N	R/N	R/N	R/N
Customers PreferredDateAndTime	DATETIME	Preferred date and time for the work to be undertaken. This is the Appointment time if an *AppointmentReference* is provided. Not Required for a "Cancel" ServiceOrderRequest. Mandatory for Re-energisation ServiceOrderRequests if the *ServiceOrderSubType* is *Retrospective Move-In*.	O/N	O/N/M	O/N	O/N	O/N	O/N
RP	VARCHAR(10)	MC's Participant ID. Mandatory for Allocate NMI ServiceOrderRequests. Not Required for a "Cancel" ServiceOrderRequest.	M/N	N	N	N	N	N
MDP	VARCHAR(10)	MDP's Participant ID. Mandatory for Allocate NMI ServiceOrderRequests. Not Required for a "Cancel" ServiceOrderRequest.	M/N	N	N	N	N	N
MPB	VARCHAR(10)	MPB's Participant ID. Mandatory for Allocate NMI ServiceOrderRequests. Not Required for a "Cancel" ServiceOrderRequest.	M/N	N	N	N	N	N
MPC	VARCHAR(10)	MPC's Participant ID. Mandatory for Allocate NMI ServiceOrderRequests. Not Required for a "Cancel" ServiceOrderRequest.	M/N	N	N	N	N	N
Embedded NetworkParent Name	VARCHAR(10)	Valid MSATS pParent identifier. Not Required for a "Cancel" ServiceOrderRequest.	RN	N	N	N	N	N
CustomerType	VARCHAR(60)	Code indicating Customer type. Allowed values: • Industrial • Commercial - Large • Residential • Farm • Lighting	M/N	N	N	N	R/N	O

Field	Format	Definition	Supply Service Works	Re-energisation	De-energisation	Special Read	Metering Service Works	Miscellaneous
		• Small Business Not Required for a "Cancel" ServiceOrderRequest.						
AverageDaily Load	NUMBER(10)	Estimated load value in kWh. Not Required for a "Cancel" ServiceOrderRequest.	M/N	N	N	N	M	O
MaximumDemand	NUMBER(4)	Maximum demand (in kw) in accordance with *Australian Standard* AS3000 (calculated at 240 V). Not Required for a "Cancel" ServiceOrderRequest.	R/N	N	N	N	R/N	O
REC-Name	PERSON NAME	Registered electrical contractor's name. Not Required for a "Cancel" ServiceOrderRequest.	M/N	N	N	N	R/N	O
REC-BusinessName	BUSINESS NAME	Electrical Contractor's business name. Not Required for a "Cancel" ServiceOrderRequest.	M/N	N	N	N	R/N	O
REC-Telephone	TELEPHONE	Electrical contractor's telephone number. A maximum of three telephone numbers may be provided. Not Required for a "Cancel" ServiceOrderRequest.	M/N	N	N	N	R/N	O
REC-ID	VARCHAR(20)	Electrical contractor's ID/licence number. Not Required for a "Cancel" ServiceOrderRequest.	M/N	N	N	N	R/N	O
REC-Attendance Required	YES/NO	Does Electrical Contractor need to be present when the Recipient performs the field work? Yes = REC to be present. No = No need to have REC present. Not Required for a "Cancel" ServiceOrderRequest.	M/N	N	N	N	M/N	O
InstallationType	VARCHAR(30)	Code indicating the type of installation required: • Underground • Overhead • Underground To Overhead Mains • Overhead To Underground Mains • Transformer Overhead • Transformer Ground Level	M/N	N	N	N	R/N	O

Field	Format	Definition	Supply Service Works	Re-energisation	De-energisation	Special Read	Metering Service Works	Miscellaneous
		Not Required for a "Cancel" ServiceOrderRequest.						
SupplyPhases	VARCHAR(20)	Code indicating number of phases supply is to support: • 1-phase • 2-phase • 3-phase • Other Multi-phase If "Other Multi-phase" used, further details must be provided as *SpecialInstructions*. Not Required for a "Cancel" ServiceOrderRequest.	M/N	N	N	N	R/N	O
MeteringRequired	VARCHAR(240)	New type of *metering* required, For Example: • Flat Rate • Two Rate • Multi Rate • Four Quadrant • Time Of Use • CT Meter • HV Meter • Import • Export . Not Required for a "Cancel" ServiceOrderRequest.	R/N	N	N	N	R/N	O
OffPeak Requirements	VARCHAR(240)	Details of any off-peak requirements, For Example: • Space heating • Climate saver • Hot water • Pool Pump Not Required for a "Cancel" ServiceOrderRequest.	R/N	N	N	N	R/N	O
MeterInstallCode	CHAR(8)	As per MSATS Not Required for a "Cancel" ServiceOrderRequest.	M/N	N	N	N	R/N	O

Field	Format	Definition	Supply Service Works	Re-energisation	De-energisation	Special Read	Metering Service Works	Miscellaneous
SwitchingService Required	VARCHAR(80)	Recipient expected to provide and install a switching service (eg. timeswitch or ripple controller) For Example: • In the meter • External Not Required for a "Cancel" ServiceOrderRequest.	M/N	N	N	N	R/N	O
ProposedTariff	VARCHAR(10)	The Network Tariff required by the Initiator. Network Tariff Code recorded 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" ServiceOrderRequest.	O/N	N	N	N	O/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 12 Service Order Transaction

Field	Format	Definition	All Responses
ResponseType	VARCHAR(15)	A code used to indicate Closure= closing out a Service Order Resend = resending a ServiceOrderResponse	M
ServiceOrderID	VARCHAR(15)	A 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 ServiceOrderRequest (including leading or trailing zeros and spaces).	M
InitiatorID	VARCHAR(10)	Initiator's Participant ID as published by AEMO.	M
RecipientID	VARCHAR(10)	Recipient (DNSP or ENM or MDP or MPB or MC) Participant ID as published by AEMO.	M
NotifiedPartyID	VARCHAR(10)	Notified Party (Retailer or DNSP or ENM or MDP or MPB or MPC or MC) Participant ID	M
NMI	CHAR(10)	NMI (as used by MSATS). This field is Mandatory for all Responses except Responses to Allocate NMI Requests with a ServiceOrderStatus of "Not Completed".	M/N
NMIChecksum	CHAR(1)	NMI Checksum (as used by MSATS).	O
ServiceOrder Address	ADDRESS	Site/Service Point address in a structured format where available, otherwise unstructured. For details of the ADDRESS structure, refer B2B Procedure Technical Guidelines for B2B Procedures. This field is Mandatory if the NMI is not provided in the Response.	M/N
ServiceOrderStatus	VARCHAR(20)	Indicates status of Service Order. Completed =Completed Partially Completed =Partially Completed (primary work done, but not all aspects of the request were completed – see relevant ExceptionCodes). Not Completed =Not completed (primary work not done - see relevant ExceptionCodes). Note: "Primary work" means the activity described by the ServiceOrderType field. The SpecialNotes field must be used if a ServiceOrderStatus of "Partially Completed" is used.	M
ExceptionCode	VARCHAR(80)	Note: this field is Mandatory if ServiceOrderStatus is "Not Completed" or "Partially Completed" (refer 2.7.a). Refer for further details regarding this field. The following exception codes should be used where the ServiceOrderStatus is "'Not Completed". "Unable To Access" "No Supply" "Unsafe" "Initiator Cancellation" "Recipient Cancellation" "Other" "Unknown Load" "Documentation Not Provided" "Request Submitted By Another Initiator" "De-energisation Not Completed Due To A Re-energisation"	M/R

Field	Format	Definition	All Responses
		The following codes are specific to De-energisation Service Orders where the ServiceOrderStatus is “Not Completed”. “Customer Prevented“ “Customer On-Site“ “New Customer On-Site“ “Sensitive Load“ The following exception codes should be used where the ServiceOrderStatus is “Partially Completed ”: “Metering Problem“ “Reading Problem“ “Other“ The following exception codes may be used where the ServiceOrderStatus is “Completed ”: “Meter Reading Only Undertaken Due To Prior Re-energisation“	
ActualDate AndTime	DATETIME	Actual date and time work was attempted or completed. Where the ServiceOrderRequest is not attempted (for example when it is cancelled), this field must be populated with the date and time of the cancellation in the Recipient’s system.	M
SpecialNotes	VARCHAR(240)	Any special notes related to the Request and fieldwork that the Recipient wishes to make the Initiator aware of. This field is Mandatory if an ExceptionCode value of “Other”, “Recipient Cancellation”, or “Documentation Not Provided” is provided, or a ServiceOrderStatus of “Partially Completed” is used.	M/O
RecipientContact Name	PERSON NAME	Contact name of Recipient, to be provided where Initiator may need to contact the Recipient.	O
RecipientContact TelephoneNumber	TELEPHONE	Contact telephone number of Recipient. A maximum of three telephone numbers must be provided.	O
RecipientReference	VARCHAR(15)	Recipient defined reference, used for reference and tracking. Not necessarily unique. This field is for information only and must not be used for validation of the Response.	R
ProductCode1	VARCHAR(10)	Standard Codes: “No Charge” = used where there is no fee for the service provided. “Cost TBA” = Used where the Recipient needs to do further investigation to determine what work was attempted or completed at the Site. Refer 2.7.c. “As Quoted” = Used where the parties have previously agreed the price for the work. At least one ProductCode must be provided in all jurisdictions. Up to three ProductCodes can be used per Response, that is, the field may be repeated 3 times.	M
ProductCode2	VARCHAR(10)	See previous definition.	R
ProductCode3	VARCHAR(10)	See previous definition.	R

4.3. ServiceOrderAppointmentNotification 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).

Figure 13 Service Order Appointment Notification transaction data

Field	Format	Comments	O/M/R
ResponseType	VARCHAR (15)	Allowed value = "Appointment".	M
ServiceOrderID	VARCHAR(15)	Initiator defined reference, used for referencing and tracking.	M
InitiatorID	VARCHAR(10)	Initiator's Participant ID as published by AEMO.	M
RecipientID	VARCHAR(10)	Recipient (DNSP or ENM or MDP or MPB) Participant ID as published by AEMO.	M
NotifiedPartyID	VARCHAR(10)	Notified Party (Retailer or DNSP or ENM or MDP or MPB or MPC or MC) MSATS Participant ID	O
NMI	CHAR(10)	NMI (as used by MSATS). This field is Mandatory if the ServiceOrderAddress is not provided in the Request.	N/M
NMIChecksum	CHAR(1)	NMI Checksum	O
ServiceOrderAddress	ADDRESS	Site/Service Point address in either a structured format where available, or unstructured. For details of the ADDRESS structure, refer Retail Market Procedures – Glossary and Framework.Specifications. This field is Mandatory if the NMI is not provided in the Request.	N/M
AppointmentReference	VARCHAR(15)	Appointment reference to be provided if an Appointment has been agreed by the Recipient with the Customer.	M
CustomersPreferredDateAndTime	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
RecipientReference	VARCHAR(15)	Recipient defined reference, used for reference and tracking. Not necessarily unique. This field is for information only and must not be used for validation of the 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).

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Figure 14 Business Acceptance Rejection data

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

4.4.1. 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) The reference table for Business Events that can apply to this process and the relevant Business Signals.

Figure 15 Business Event Codes

Business Document	Business Signal	Business Event	***Explanation* Required**	Severity	EventCode	Relevant Procedure clause or Reference Notes
ServiceOrderRequest	*BusinessAcceptance/Rejection*	*ServiceOrderSubType* does not match *ServiceOrderType.*	No	Error	1910	
		Unable to perform the work within the Required Timeframe, alternative date provided in *Explanation*.	Yes	Warning	1912	
			Yes	Error	2000	
		Unable to perform the work after hours, alternative time provided in *Explanation*.	Yes	Warning	1940	
			Yes	Error	2001	
		New Request with previously used *ServiceOrderID*.	No	Error	1914	
		Recipient does not support this *ServiceOrderType* or *ServiceOrderSubType.*	No	Error	1915	
		The Request falls outside the Recipient's regulatory obligations.	Yes	Error	1957	
		Invalid *AppointmentReference*.	No	Error	1916	
		Unable to cancel ServiceOrderRequest. Requested work has commenced or is completed.	No	Error	1917	2.8
		NMI already allocated for this address.	No	Error	1918	
		Requested metering configuration is incorrect.	Yes	Error	1919	
		No Meter At Site	No	Error	1941	When a ServiceOrderRequest requires a meter to be present at the Site but there is no meter installed at the Site.

Business Document	Business Signal	Business Event	***Explanation* Required**	Severity	EventCode	Relevant Procedure clause or Reference Notes
		Unable To Cancel, Original Request Not Received	No	Error	1937	2.8. – Used where a "Cancel" ServiceOrderRequest is received without a matching "New" ServiceOrderRequest.
		Previous Cancellation Already Processed	No	Error	1938	2.8.– Used where a "New" ServiceOrderRequest is received after "Cancel" version of the same Request has been rejected.
		Initiator Is Not Permitted To Raise This Service Order Type	No		1945	
		Rejection – Site already de-energised.	No	Error	1944	
		Request submitted by another Initiator	No	Error	1956	
		RetServiceOrder value of the original Request that was rejected is not in *SpecialInstructions*.	No	Error	1955	
		ScheduledDate greater than 100 calendar days in the future.	No	Error	1954	
		Documentation required	No	Warning	1953	
		"Replace" ServiceOrderRequest sent without the prior agreement of the Recipient.	No	Error	1967	
		Unable To Cancel, Original Request Rejected	No	Error	1964	
		Invalid Multiple Service Order Combination	Yes	Error	1952	
		Unable to perform the work due to unacceptable notice period provided, alternative time provided in Explanation	Yes	Error	2002	
		Unable to perform Service Order due to communications disabled.	Yes	Error	#####	
		Unable to perform Service Order as communications does not exist.	Yes	Error	#####	
		No Metering	Yes	Warning	#####	
		Missing Service Paperwork	Yes	Warning	#####	

Business Document	Business Signal	Business Event	***Explanation* Required**	Severity	EventCode	Relevant Procedure clause or Reference Notes
		Service Paperwork Required	Yes	Warning	#####	
		Service Not Provided	No	Error	#####	
		No Contract	No	Error	#####	
ServiceOrderResponse	*BusinessAcceptance/Rejection*	*ActualDateAndTime* is after the date and time the ServiceOrderResponse was sent.	No	Error	1921	
		Product Code does not match requested work	No	Warning	1951	
ServiceOrderAppointmentNotification	*BusinessAcceptance/Rejection*	Appointment Notification does not match a ServiceOrderRequest.	No	Error	1922	
All	*All*	Accept.	No	Information	0	Standard aseXML Code
		Data missing. Details provided in *Explanation.*	Yes	Error	201	Standard aseXML Code Used where data with a usage of Required in the Procedure is missing.
		Invalid data. Details provided in *Explanation.*	Yes	Error	202	Standard aseXML Code Covers situations where the data in individual or combinations of fields is invalid.
		Mandatory field not populated. Missing field(s) listed in *Explanation*.	Yes	Error	1950	Used where a field with a usage of Mandatory in the Procedure is not supplied.
		NMIChecksum invalid.	No	Error	1924	
		Recipient did not initiate Request	Yes	Error	206	Standard aseXML Code
		Recipient is not responsible for the supplied NMI.	Yes	Error	1923	