

ELECTRICITY					
Transaction Type	Sub-type / Reason code	COVID-19 Scenario	Instruction to retailer	Instruction to networks <i>Specifically relating to COVID-19 scenario</i>	Comments
Prospective Change Request		Unable to obtain an Actual read due to potential COVID-19 access risk identified by Network	Process request as BAU	Complete transfer on Estimate reading. Provide read type E to both current and incoming FRMP. Use E for network billing.	Customer own read accepted via Network specific process
Retrospective Change Request		Nil. Transfers to last Actual read.	Process request as BAU	Process request as BAU	Retrospective transfer to last Actual read date. Only exception is for transfers in error - to be managed via email
Supply Services Works	Temporary Isolation - Group Supply	-	BAU	BAU	
Metering Services Works	All	-	BAU	BAU	
Re-energisation	Move In	Unable to obtain an Actual read due to potential COVID-19 access risk identified by Network	Process request as BAU	If unable to obtain Actual read due to COVID-19 scenario, provide Estimate read with comment/reason: COVID-19, access issue. <i>For any other access issues aside from COVID-19, comments/reason to be as BAU</i>	Customer own read accepted via Network specific process
Re-energisation	Recipient Discretion	Unable to obtain an Actual read due to potential COVID-19 access risk identified by Network	Process request as BAU	If unable to obtain Actual read due to COVID-19 scenario, provide Estimate read with comment/reason: COVID-19, access issue. <i>For any other access issues aside from COVID-19, comments/reason to be as BAU.</i>	Customer own read accepted via Network specific process
Re-energisation	After disconnection for non payment	-	BAU	BAU	
Re-energisation	Remote	-	BAU	BAU	
Re-energisation	Physical visit	Unable to obtain an Actual read due to potential COVID-19 access risk identified by Network	Process request as BAU	If unable to obtain Actual read due to COVID-19 scenario, provide Estimate read with comment/reason: COVID-19, access issue. <i>For any other access issues aside from COVID-19, comments/reason to be as BAU.</i>	Customer own read accepted via Network specific process
De-energisation	Move Out	Unable to obtain an Actual read due to potential COVID-19 access risk identified by Network	Process request as BAU	If unable to obtain Actual read due to COVID-19 scenario, provide Estimate read with comment/reason: COVID-19, access issue. <i>For any other access issues aside from COVID-19, comments/reason to be as BAU.</i>	Customer own read accepted via Network specific process
De-energisation - Remove Fuse	Customer Requested	Unable to access fuse due to internal/COVID risk	Process request as BAU	If unable to access the fuse due to COVID-19 scenario, provide exception OTHER and comment: COVID-19, access issue. <i>For any other access issues aside from COVID-19, comments/reason to be as BAU.</i>	
De-energisation - Remote	Customer Requested	-	BAU	BAU	
De-energisation - Local meter disconnection	Customer Requested	Unable to obtain an Actual read due to potential COVID-19 access risk identified by Network	Process request as BAU	If unable to access the meter due to COVID-19 scenario, provide exception OTHER and comment: COVID-19, access issue. <i>For any other access issues aside from COVID-19, comments/reason to be as BAU.</i>	
De-energisation - Remove Fuse	DNP	Covered under AER Statement of Expectations	Retailer to add in the special instructions: DNP advised with customer	If unable to access the fuse due to COVID-19 scenario, provide exception OTHER and comment: COVID-19, access issue. <i>For any other access issues aside from COVID-19, comments/reason to be as BAU.</i>	NOTE: Jemena requesting retailers to provide customer phone number in the SO for potential contact/evaluation by Networks on each individual basis. Requirement to be evaluated & decided upon by each respective retailer.
De-energisation - Remote	DNP	Covered under AER Statement of Expectations	Retailer to add in the special instructions: DNP advised with customer	Process request as BAU	NOTE: Jemena requesting retailers to provide customer phone number in the SO for potential contact/evaluation by Networks on each individual basis. Requirement to be evaluated & decided upon by each respective retailer.
De-energisation - Local meter disconnection	DNP	Covered under AER Statement of Expectations	Retailer to add in the special instructions: DNP advised with customer	If unable to access the fuse due to COVID-19 scenario, provide exception OTHER and comment: COVID-19, access issue. <i>For any other access issues aside from COVID-19, comments/reason to be as BAU.</i>	NOTE: Jemena requesting retailers to provide customer phone number in the SO for potential contact/evaluation by Networks on each individual basis. Requirement to be evaluated & decided upon by each respective retailer.
De-energisation - Remove Fuse	DNI	Covered under AER Statement of Expectations	Retailer to add in the special instructions: Unknown consumer - identification attempted	If unable to access the fuse due to COVID-19 scenario, provide exception OTHER and comment: COVID-19, access issue. <i>For any other access issues aside from COVID-19, comments/reason to be as BAU.</i>	
De-energisation - Remote	DNI	Covered under AER Statement of Expectations	Retailer to add in the special instructions: Unknown consumer - identification attempted	Process request as BAU	

De-energisation - Local meter disconnection	DNI	Covered under AER Statement of Expectations	Retailer to add in the special instructions: Unknown consumer - identification attempted	If unable to access the fuse due to COVID-19 scenario, provide exception OTHER and comment: COVID-19, access issue. <i>For any other access issues aside from COVID-19, comments/reason to be as BAU.</i>	
Special Read	Check Read	-	BAU	BAU	
Special Read	Final Read	Unable to obtain an Actual read due to potential COVID-19 access risk identified by Network	Process request as BAU	If unable to obtain Actual read due to COVID-19 scenario, provide Estimate read with comment COVID-19, access issue. <i>For any other access issues aside from COVID-19, comments/reason to be as BAU.</i>	Customer own read accepted via Network specific process
GAS					
Transaction Type	Reason	COVID-19 Scenario	Instruction to retailer	Instruction to networks	Comments
NSW - Prospective Change Request		Unable to obtain an Actual read due to potential COVID-19 access risk identified by Network	BAU	Complete transfer on Estimate or Substitute read. Provide read type E (for Estimate) or S (for substitute) current FRO. Use E (for Estimate) or S (for substitute) for network billing.	Customer own read accepted via Network specific process
QLD/VIC - Prospective Change Request		Unable to obtain an Actual read due to potential COVID-19 access risk identified by Network	BAU	Complete transfer on customer own read (COR), transfer to be retrospective unless COR provided on same day. Read to be provided to current FRO as read type Actual.	Customer own read (COR) accepted via Network specific process - however unless COR is provided on the same day as the requested transfer, date will be retrospective to the date COR provided
SA - Prospective Change Request		Unable to obtain an Actual read due to potential COVID-19 access risk identified by Network	BAU	Complete transfer on customer own read (COR), transfer to be retrospective unless COR provided on same day. Read to be provided to current FRO as read type Actual.	Customer own read (COR) accepted via Network specific process - however unless COR is provided on the same day as the requested transfer, date will be retrospective to the date COR provided
NSW - Retrospective Change Request		-	BAU	BAU	No retro permitted
QLD/VIC - Retrospective Change Request		-	BAU	BAU	
SA - Retrospective Change Request		-	BAU	BAU	No retro permitted
NSW - Error Correction		-	BAU	BAU	
QLD/VIC - Error Correction		-	BAU	BAU	
SA - Error Correction		-	BAU	BAU	
AML - Attach lock/plug to meter	Move out	Unable to obtain an Actual read due to potential COVID-19 access risk identified by Network	Reatiler to specify the reason for the AML as: Customer advised move out	If unable to access the meter due to COVID-19 scenario, provide comment: COVID-19, access issue. <i>For any other access issues aside from COVID-19, comments/reason to be as BAU.</i>	
AML - Attach lock/plug to meter	Customer Requested	Unable to obtain an Actual read due to potential COVID-19 access risk identified by Network	Reatiler to specify the reason for the AML as: Customer requested	If unable to access the meter due to COVID-19 scenario, provide comment: COVID-19, access issue. <i>For any other access issues aside from COVID-19, comments/reason to be as BAU.</i>	
AML - Attach lock/plug to meter	Debt / Non payment	Unable to obtain an Actual read due to potential COVID-19 access risk identified by Network	Reatiler to specify the reason for the AML as: AML for debt, advised with customer	If unable to access the meter due to COVID-19 scenario, provide comment: COVID-19, access issue. <i>For any other access issues aside from COVID-19, comments/reason to be as BAU.</i>	NOTE: Jemena requesting retailers to provide customer phone number in the SO for potential contact/evaluation by Networks on each individual basis. Requirement to be evaluated & decided upon by each respective retailer.
RML - Remove lock/plug to meter	After AML for debt	-	BAU	BAU	
MTN - Meter turn on	Move in	Unable to obtain an Actual read due to potential COVID-19 access risk identified by Network	Process request as BAU	If gas is on already, but unable to access the meter due to COVID-19 scenario, provide comment: COVID-19, access issue. <i>For any other access issues aside from COVID-19, comments/reason to be as BAU.</i>	Customer own read accepted via Network specific process
MTN - Meter turn on	Customer Requested	Unable to obtain an Actual read due to potential COVID-19 access risk identified by Network	Process request as BAU	If gas is on already, but unable to access the meter due to COVID-19 scenario, provide comment: COVID-19, access issue. <i>For any other access issues aside from COVID-19, comments/reason to be as BAU.</i>	Customer own read accepted via Network specific process