

NTESMO B2B PROCEDURE

Service Order Process

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1. INTRODUCTION

1.1. Purpose and Scope

- (a) This B2B Procedure: Service Order Process (Procedure) is *published* by NTESMO in accordance with clause S7A.1.3 of the NT NER, and specifies the Service Order communication and transaction data.
- (b) This Procedure has effect only for the purposes set out in the NT NER, and jurisdictional codes. The NT NER and jurisdictional codes prevail over this Procedure to the extent of any inconsistency.
- (c) This Procedure defines standard process and transaction data requirements, which enables Participants to request defined services (“Service Orders”) and to receive confirmation that the work will or will not be undertaken (or attempted) and subsequently that the work has or has not been completed as requested using a consistently understood process and transactions.

1.2. Definitions and Interpretation

- (a) The Communications Guideline:
 - (i) is incorporated into and forms part of this Procedure; and
 - (ii) should be read with this Procedure.
- (b) In the event of any inconsistency between this Procedure and the B2B Procedure: Technical Delivery Specification for B2B Procedures, unless this Procedure provides otherwise, the relevant B2B Technical Procedure shall prevail to the extent of the inconsistency.
- (c) In some instances certain B2B communications can only be initiated by a nominated role in the NT NER and therefore have been specified in this Procedure.
- (d) All times (related to the conduct of the work) refer to the local time for the Site (where the work requested is to be carried out). Local time is inclusive of daylight saving time changes.

The NT Procedures are based on the equivalent MSATS and B2B procedure documents from the National Electricity Market (NEM). To maintain document alignment where a section or element of the NEM MSATS and B2B procedures is not used in the NT procedures this has been replaced with the phrase ‘Not used in the NT Procedures’ rather than that section or element be deleted from the NT Procedures.

1.3. Related Documents

Table 1 Related Documents

Title	Location
Communications Guideline	TBA
B2B Procedure: Technical Delivery Specifications	TBA
B2B Procedure: One Way Notification	TBA
B2B Procedure: Meter Data Process	TBA

Title	Location
B2B Procedure: Customer and Site Details Notification Process	TBA
MDFP Specification NEM12, NEM13	TBA
B2B Guide	TBA

1.4. Exclusions

- (a) This Procedure does not apply to:
- (i) requests for network augmentation;
 - (ii) automated / electronic Service Order status requests;
 - (iii) any updates to MSATS that may be required during any of these Service Order processes;
 - (iv) the technical infrastructure and delivery mechanism allowing Participants to send and receive Service Order transactions; or
 - (v) the reporting of faults and emergencies;
 - (vi) Market Settlement and Transfer Solution (MSATS).

1.5. Guidance Reference Notes

- (a) This document contains Guidance Notes that provides the reader with a reference point where an obligation for services is provided in the NTEM.
- (b) A number of timing requirements that represent common industry practice have also been included. These timings are not associated with the communication of B2B transactions, but have been included as good industry practice and/or to support Participants in meeting obligations arising from other instruments, but do not have a head of power and are not enforceable.
- (c) Guidance Notes are indicated by the use of [Guidance Note #] at the commencement of the clause in this procedure and highlighted in grey.
- (d) The table below lists the document or documents for reference.

Table 2 Guidance Notes

A.1	Reference	A.2	Document Name
A.3	[Guidance Note 1]	A.4	This is an accepted or common industry practice that does not have a direct reference to a specific legal or jurisdictional requirement.
A.5	[Guidance Note 4]	A.6	NT National Electricity Rule (NT NER)

2. Business Communication Process

2.1. Process Overview

- (a) Table 3 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) The use of *ServiceOrderType* and *ServiceOrderSubType* combination must be applied as identified in the table below.

Table 3 Service Order Types and Subtypes

A.7	Service Order Type	A.8	Service Order Sub Type	A.9	Description	A.10	Description of use
A.11	Supply Service Works	A.12	Allocate NMI	A.13	The Initiator requests a <i>NMI</i> for a Site.	A.14	Used where the <i>retailer</i> wants the Site registered in MSATS with <i>retailer</i> as the current FRMP at the time of <i>NMI</i> allocation.
A.15	Supply Service Works	A.16	Tariff Change	A.17	DNSP is requested to change the Network Tariff.	A.18	This is used where the Initiator wishes to change the tariff. Where a <i>meter</i> is required to be reconfigured, a Metering Service Works – Meter Reconfiguration SO should be raised.
A.19	Supply Service Works	A.20	Supply Alteration	A.21	DNSP is requested to alter the <i>supply</i> .	A.23	Examples of use: <ul style="list-style-type: none"> Increasing <i>supply</i> from 1 phase to 3 phase. Relocation of the service line not involving a change of <i>NMI</i>.
			A.22	It does not include new <i>supply</i> connections and <i>supply</i> abolishment.			
A.24	Supply Service Works	A.25	Supply Abolishment	A.26	This involves decommissioning a <i>NMI</i> .	A.29	For example, where a building is to be demolished and a <i>supply</i> is no longer required or <i>supply</i> to the <i>NMI</i> is no longer required at the customer's premise.
			A.27	In all jurisdictions other than NSW and the ACT, the DNSP is requested to remove the service line/cable as <i>supply</i> is no longer required at the Site.			
			A.28	Further information on jurisdictional differences is available in section 2.16.5.			
A.31	Supply Service Works	A.32	Establish Temporary Supply	A.33	DNSP is requested to arrange a new physical connection to a temporary <i>connection point</i> .	A.34	Where a customer wants to establish temporary <i>supply</i> to a builder's temporary <i>supply</i> pole at a construction Site.

A.7 Service Order Type	A.8 Service Order Sub Type	A.9 Description	A.10 Description of use
A.35 Supply Service Works	A.36 Establish Temporary in Permanent	A.37 DNSP is requested to arrange a new physical connection to a temporary <i>connection point</i> that will convert to the permanent location after building construction.	A.38 Where a customer wants to establish temporary <i>supply</i> to a construction Site and when completed will remain as the permanent <i>supply</i> .
A.39 Supply Service Works	A.40 Establish Permanent Supply	A.41 DNSP is requested to arrange a new physical connection.	A.42 Where a customer wants to establish a new permanent <i>supply</i> at a connection point.
A.43 Supply Service Works	A.44 Temporary Isolation	A.45 DNSP is requested to temporarily isolate (disconnect) <i>supply</i> at a <i>supply</i> point for a limited time, usually just for the day. A.46	A.47 Where <i>supply</i> at a connection point requires isolation for a limited time without the need for a Re-energisation. A.48 For example where a service line needs to be dropped and reconnected within a short period of time. A.49 A separate De-energisation request (for <i>supply</i> isolation or disconnection at pole top, pillar box or pit) is not required. A.50 Where <i>supply</i> isolation extends beyond 24 hours, a follow up Re-energisation Service Order to the DNSP is required to reconnect the <i>supply</i> .

A.7	Service Order Type	A.8	Service Order Sub Type	A.9	Description	A.10	Description of use
A.51	Supply Service Works	A.52	Temporary Isolation-Group Supply	A.53	DNSP is requested to temporarily isolate (disconnect) <i>supply</i> where multiple <i>NMIs</i> are connected to a <i>supply</i> point,	A.54	E.g. needing to isolate <i>supply</i> to an apartment block for a limited time, usually just for the day.
A.55	Re-energisation	A.56	After Disconnection For Non-Payment	A.57	A re-energisation after disconnection as part of a non-payment process.	A.58	
A.59	Re-energisation	A.60	Remote	A.61	Where the Initiator requires re-energisation not requiring a physical visit to the customer's premises.	A.62	Examples: <ul style="list-style-type: none"> • Customer is moving into a premises. • Customer has previously requested that <i>supply</i> be temporarily de-energised and now wishes the <i>supply</i> restored.
A.63	Re-energisation	A.64	Retrospective Move-in	A.65	When a move-in reading is required for an already Energised Site.	A.66	
A.67	Re-energisation	A.68	New Reading Required	A.69	Where a Retailer wants a reading taken, rather than a deemed <i>Meter Reading</i> for a manually read <i>meter</i> .	A.70	
A.71	Re-energisation	A.72	Physical Visit	A.73	Where the Initiator requires Re-energisation requiring a physical visit to the customer's premises.	A.74	
A.75	Re-energisation	A.76	Move-in	A.77	When an energisation and reading is required.	A.78	
A.79	Re-energisation	A.80	Recipient Discretion	A.81	The Recipient will re-energise the Site in the most efficient manner at the Recipient's discretion.	A.82	Where standard practice applies.
A.83 A.84	De-energisation	A.85	Disconnect at Pillar-Box Pit Or Pole-Top	A.86	A physical disconnection of the service mains at the connection to the network.	A.87	

A.7	Service Order Type	A.8	Service Order Sub Type	A.9	Description	A.10	Description of use
A.88 A.89	De-energisation	A.90	Remove Fuse	A.91	The Initiator requires the physical removal of the <i>supply</i> fuse.	A.92	
A.93 A.94	De-energisation	A.95	Remote	A.96	Where the Initiator requires de-energisation not requiring a physical visit to the customer's premises.	A.97	
A.98 A.99	De-energisation	A.100	Local Meter Disconnection	A.101	Attend Site and disconnect at the <i>meter</i> , by either isolating the <i>meter</i> point itself, opening the contactors or removing tails from the <i>meter</i> terminal.	A.102	
A.103 A.104	De-energisation	A.105	Recipient Discretion	A.106	The Recipient will de-energise the Site in the most efficient manner at the Recipient's discretion.	A.107	Where standard practice applies.
A.108	Special Read	A.109	Check Read	A.110	Where there is a reported error in the <i>Meter Reading</i> .	A.111 A.112	A.111 Used to check the accuracy of the <i>Meter Reading</i> only. A.112 For example, used to obtain a Special Read (rather than a scheduled read) arises where an out of cycle reading is required.
A.113	Special Read	A.114	Final Read	A.115		A.116	Used when a reading is required for preparing a final bill for the Customer.
A.117	Special Read	A.118	<Blank>	A.119	Where a Special Read Service Order is raised and is not a Check Read or Final Read a Special Read Service Order with no Service Order Sub type is permitted.	A.120	E.g. used for transfers and move ins.

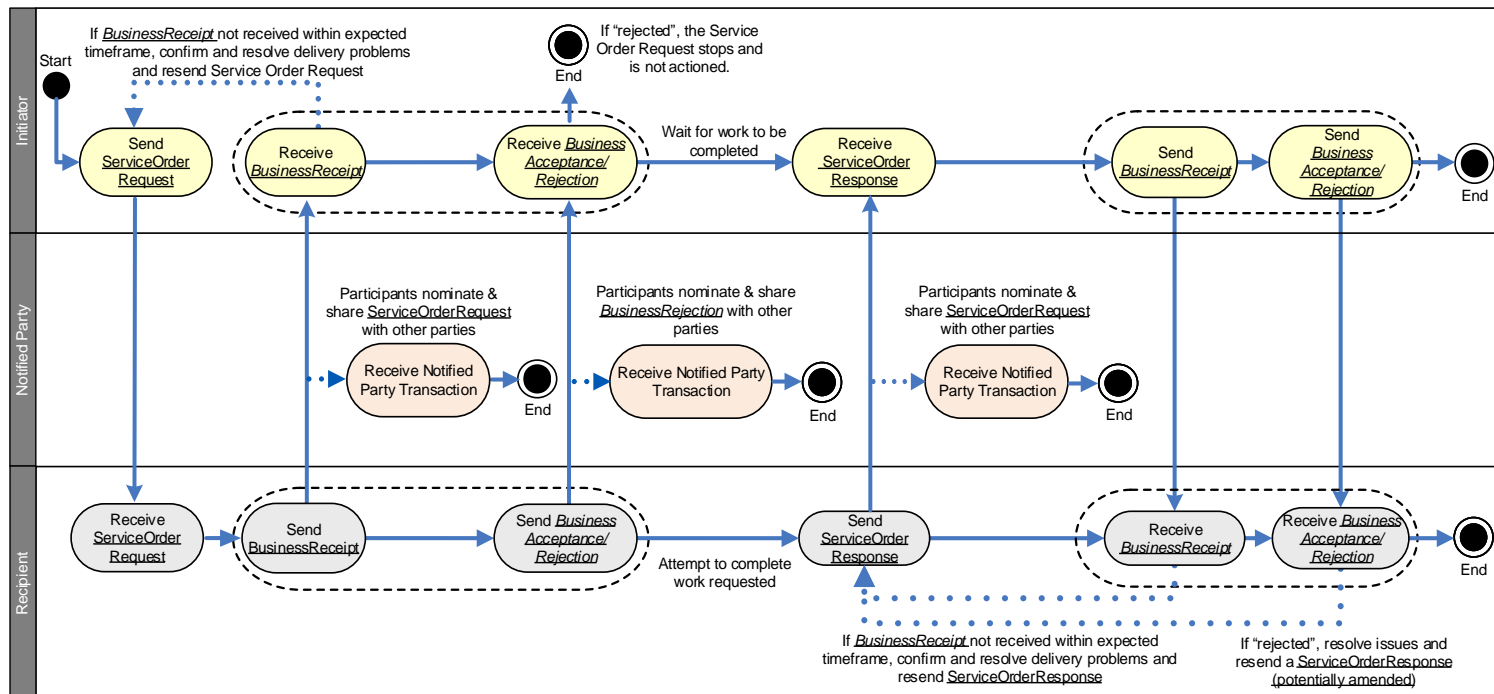
A.7	Service Order Type	A.8	Service Order Sub Type	A.9	Description	A.10	Description of use
A.121	Metering Service Works	A.122	Exchange Meter	A.123 A.124	The Initiator requires an exchange of one or more <i>meters</i> .	A.125	Examples: <ul style="list-style-type: none"> Change a single phase <i>meter</i> into a multi-phase <i>meter</i>. Meter Churn.
A.126	Metering Service Works	A.127	Install Meter	A.128	The Initiator requires the installation of one or more <i>meters</i> .	A.129	
A.130	Metering Service Works	A.131	Move Meter	A.132	The Initiator requires the relocation of one or more <i>meters</i> .	A.133	For example, to facilitate building works at a Site, but not decommission the <i>NMI</i> .
A.134	Metering Service Works	A.135	Meter Reconfiguration	A.136	The Initiator requires the reconfiguration or reprogramming of the <i>metering installation</i> .	A.137	Usually required when a Retailer needs to change tariff. Examples include: <ul style="list-style-type: none"> 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.
A.138	Metering Service Works	A.139	Meter Investigation-Inspect	A.140	The Initiator requires an investigation of a <i>metering installation</i> .	Examples: A.142	A need to investigate a can arise where: <ul style="list-style-type: none"> A Customer raises a request with their Retailer to investigate a <i>meter</i> fault; or The Retailer has grounds to proceed with an investigation. A Customer believes there is a problem with the <i>metering installation</i>.
A.144	Metering Service Works	A.145	Meter Investigation-Meter Test	A.141	The Initiator must provide additional information in the special instruction field where a Service Order Sub Type of Meter Investigation-Inspect or 'Meter Investigation-Test is used.	A.143	A Retailer may request an investigation for example, on the grounds of suspected fraud/tampering or consistently abnormal <i>meter</i> readings.

A.7	Service Order Type	A.8	Service Order Sub Type	A.9	Description	A.10	Description of use
A.146	Metering Service Works	A.147	Remove Meter	A.148 A.149	The removal of one or more <i>meters</i> is required.	A.150 A.151	Remove redundant <i>meters</i> . A Remove Meter used to remove the last <i>meter</i> on Site should be accompanied with a <i>Supply Abolishment</i> sent to the DNSP.
A.152	Metering Service Works	A.153	Install Controlled Load	A.154	Not used in the NT Procedures	-	
A.155	Metering Service Works	A.156	Change Timeswitch settings	A.157	Not used in the NT Procedures	A.158	-
A.159	Metering Service Works	A.160	Reseal Device	A.161	Device seal missing and requires replacement.	A.162	
A.163	Miscellaneous	A.164	<Blank>	A.165 A.166	The Initiator requires a service not covered by one of the above Service Orders and the use of this transaction is covered by a bilateral agreement. A Service Order Sub Type is not to be provided for Miscellaneous Service Orders.	A.167	This Service Order type can only be used when a bilateral agreement exists.

2.1.1. Communication Process Diagram

(a) Figure 1 illustrates the high-level communication process flow for Service Orders.

Figure 1 Service Orders



2.2. General Principles

(a) A ServiceOrderRequest is raised by the Initiator.

(b) [Guidance Note 1] A prospective Retailer is only permitted to send the following ServiceOrderRequest:

- (i) Supply Service Works with a ServiceOrderSubType of Allocate NMI, Establish Temporary Supply, Establish Temporary in Permanent, Establish Permanent Supply;
- (ii) Special Read (excluding ones with a ServiceOrderSubType of "Check Read");
- (iii) Re-energisation;
- (iv) Metering Service Works ServiceOrderRequest, with a ServiceOrderSubType of Install Meter, Exchange Meter;
- (v) Miscellaneous.

(c) [Guidance Note 1] A previous Retailer for a NMI that is the subject of the ServiceOrderRequest is only permitted to raise a Metering Service Works (with ServiceOrderSubType of Meter Investigation – Inspect and Test), 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) 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;
- (iii) Include the *ServiceOrderID* value of the rejected ServiceOrderRequest in the *SpecialInstructions* field; and
- (iv) Include details of Notified Parties (as appropriate where Notified Party is used).

(f) [Guidance Note 1] 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*.

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

(h) If the Recipient issues a ServiceOrderResponse with a *ServiceOrderStatus* of “Partially Completed” or “Not Completed” and the Initiator:

- (i) Is satisfied with the outcome, send a BusinessAcceptance/Rejection of Accept;
- (ii) Requires the work to be completed, raise a new ServiceOrderRequest (with a new *ServiceOrderID*);
- (iii) Considers that incomplete or incorrect information has been provided in the ServiceOrderResponse, the Initiator must send the Recipient a BusinessAcceptance/Rejection transaction of Reject.

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

(j) [Guidance Note 1] 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*.

(k) [Guidance Note 1] The Initiator must have agreement from the party nominated as the coordinating party prior to raising the ServiceOrderRequest.

2.3. Notified Party

(a) The Service Order Procedures contains the capability of a Notified Party as part of the Service Order process. The aim is to notify related parties at the connection point (ie the Notified Party) who are not involved directly in the provision of the requested service, and provide them visibility of activities undertaken by a Service Order Recipient (the Service Provider) prior to commencement and at completion of any request. The following clauses apply to the use of Notified Parties using B2B:

- (i) The use of the NotifiedParty transaction by the Initiator is optional except for the Service Orders specified in section 2.3.1.
- (ii) The use of the NotifiedParty transaction by the Recipient is for information purposes only except for the Service Orders specified in sections 2.3.1 and 2.16.4.

(b) The Initiator must identify and include details of Notified Parties using the *NotifiedPartyID* in the ServiceOrderRequest, unless the Initiator has elected to manage notifications to Notified Parties separately by issuing a NotifiedParty One Way Notification transaction.

(c) If the Initiator has elected to manage notifications to Notified Parties separately, they must not populate the *NotifiedPartyID* in the ServiceOrderRequest.

- (d) The Initiator must notify Notified Party/s on:
 - (i) Receipt of a positive BusinessReceipt for a ServiceOrderRequest from a Recipient;
 - (ii) Receipt of a negative BusinessAcceptance/Rejection for a ServiceOrderRequest from a Recipient;
 - (iii) Receipt of a ServiceOrderResponse from a Recipient.
- (e) Notifications to Notified Parties are not available for Service Orders with an *ActionType* of Cancel.
- (f) The Recipient of a ServiceOrderRequest cannot be the Notified Party for the same ServiceOrderRequest.
- (g) Upon receipt of a NotifiedParty transaction, a Notified Party must acknowledge receipt using a BusinessReceipt.
- (h) The Notified Party must only reject a NotifiedParty transaction by sending a negative BusinessAcceptance/Rejection if they do not have an association with the *NMI* identified in the NotifiedParty transaction.
 - (i) If an Initiator receives a NotifiedParty transaction with *NotificationStatus* 'Rejected by Notified Party', the Initiator must identify the correct Notified Party and send a NotifiedParty transaction with the correct Participant ID, along with the latest payload information related to the ServiceOrderRequest.
 - (j) If the Initiator has elected to manage notifications to Notified Parties separately, and receives a negative BusinessAcceptance/Rejection from a Notified Party, the Initiator must identify the correct Notified Party and send a NotifiedParty transaction with the correct Participant ID, along with the latest payload information related to the ServiceOrderRequest. Any subsequent NotifiedParty transactions must be sent to the correct Notified Party/s.
- (k) Refer to the B2B Procedure Technical Delivery Specification for further information on Notified Parties and message/transaction acknowledgement patterns.
- (l) Refer to the B2B Procedure One Way Notification Process for transaction data requirements of the NotifiedParty transaction.
- (m) Further information on the suggested Notified Parties for each B2B Communication is available in the B2B Guide.

2.3.1. Notified Party for Re-energisation and De-energisation

- (a) For all *metering installation* types 1 to 4 and 4a the initiator must raise a NotifiedParty transaction so that
 - (i) The DNSP is notified when the initiator is requesting a Re-energisation or De-energisation service from the MPB.
 - (ii) The current MPB is notified when the initiator is requesting a Re-energisation or De-energisation service from the DNSP.

2.4. 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 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 Table 16 *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.

2.5. 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 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) [Guidance Note 1] 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) [Guidance Note1] 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).

2.6. 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 2.6(c)(i)(B) and 2.6(c)(i)(C) in which case only the *CustomerPreferredDateAndTime* can be retrospective.
- (D) If a retrospective *CustomerPreferredDateAndTime* is provided otherwise than in accordance with 2.6(c)(i)(B) or 2.6(c)(i)(C), the Recipient must reject the *ServiceOrderRequest* with a rejection message of 'Invalid data. Details provided in the *Explanation*.'

(b) [Guidance Note 1] 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 2.6.(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 *ServiceOrderRequest* with a *ServiceOrdersubType* of "Retrospective Move-in", a *CustomerPreferredDateAndTime* that matches the move-in date, and a prospective *ScheduledDate*.

[Guidance Note 1] The Recipient will provide a *meter* reading, undertaking field work if necessary.

- (ii) If the *CustomerPreferredDateAndTime* and *ScheduledDate* are not the same date, except as permitted in 2.6(c)(i)(B) and 2.6(c)(i)(C), the Recipient 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) [Guidance Note 1] The *ScheduledDate* must not be more than 100 calendar days in the future.

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

- (a) The term 'Required Timeframe' refers to the timeframes required for the completion of Service Order activities. See Section 3.3.3 of this Procedure.
- (b) Subject to specific provisions detailed in 3.3.3, the Required Timeframe is deemed to start from the *ScheduledDate*.
- (c) 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.

- (d) [Guidance Note 1] Where the Recipient is unable to complete the requested work within the Required Timeframe (from the *ScheduledDate*), the Recipient should contact¹ 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*.
- (e) [Guidance Note1] If the Recipient becomes aware of an inability to meet the Required Timeframe then, prior to sending a BusinessAcceptance/Rejection, the Recipient should contact the Initiator to negotiate an acceptable date and confirm any arrangements via the BusinessAcceptance/Rejection.

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

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

- (i) [Guidance Note 1] The Recipient should contact the Initiator to negotiate an acceptable date and confirm any arrangements via email; and
- (ii) The Initiator 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.

- (g) [Guidance Note 1] Where a *CustomerPreferredDateAndTime* has been agreed (with an *AppointmentReference*) and the Appointment cannot be met, the Recipient should contact the Initiator to negotiate an acceptable alternative date (i.e. a new *CustomerPreferredDateAndTime*).
 - (i) [Guidance Note 1] 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.

¹ The Initiator may choose to use email to confirm telephone arrangements

2.8. Delivery Priorities

- (a) High Priority' ServiceOrderRequests are defined as same day or next day Re-energisations or cancellations of same day Re-energisations or De-energisations.

2.9. Raising a ServiceOrderResponse

- (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.

2.10. 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 requested 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 identifies any chargeable work by using one or more applicable *ProductCodes*.
- (c) Specific requirements apply to the use of the "Cost TBA" code as follows:
 - (i) The *ProductCode* "Cost TBA" must not be used for Re-energisation, De-energisation and Special Read ServiceOrderRequests; and
 - (ii) The *ProductCode* "Cost TBA" must only be used when the Service Order Recipient needs to do further investigation to determine what work was attempted or completed at the Site. This *ProductCode* must not be used as a default.
- (d) Where the work done by the Recipient 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 Recipient reconciles concurrent Requests for the same *NMI* (refer 2.17).

2.11. Closing the Service Order Process

- (a) The Service Order process ends when:
 - (i) The Initiator has confirmed acceptance of the ServiceOrderResponse with a BusinessAcceptance/Rejection indicating acceptance; or

- (ii) The Initiator has rejected the ServiceOrderResponse (with a negative BusinessAcceptance/Rejection).

2.12. 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 as soon as practicable. 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) [Guidance Note 1] 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".

2.13. Updating a ServiceOrderRequest

- (a) To change a ServiceOrderRequest, the Initiator cancels the original ServiceOrderRequest and issues a new one.

2.14. 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)².
- (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
 - (iv) SafetyCertificateMethodSent
 - (v) MeteringSafetyCertificateID
 - (vi) MeteringSafetyCertificateMethodSent
- (c) Where Service Paperwork is required, the Initiator must ensure that:
 - (i) If providing the Service Paperwork, the Service Paperwork number must be included in the FormNumber or the SafetyCertificateId field of the Service Order, as appropriate;
 - (ii) If the Service Paperwork is being sent separately, the ServiceOrderID must be clearly displayed on the Service Paperwork;
 - (iii) 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; or
 - (iv) When Service Paperwork is left on Site:
 - (A) The Initiator must include information on an alternative, agreed, method to provide the Service Paperwork; and
 - (B) ServiceOrderID is not required on the Service Paperwork,
- (d) 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 (e.g. the Recipient already has this paperwork); and
 - (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).
- (e) 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.
- (f) 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'.
- (g) Figure 2 illustrates the Timing Points for managing Service Orders requiring Service Paperwork and Table 4 defines the Timing Points:

² Refer to Section 6.1.8.2 of the B2B Guide for additional information on common industry practices.

Figure 2 Service Paperwork Timing Points

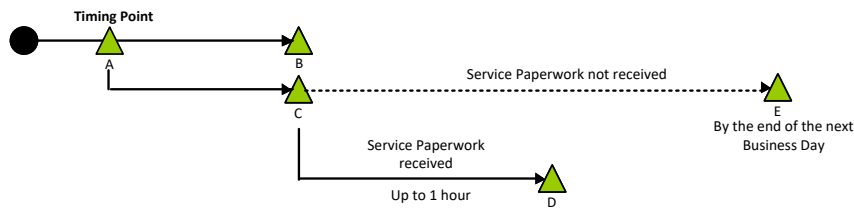
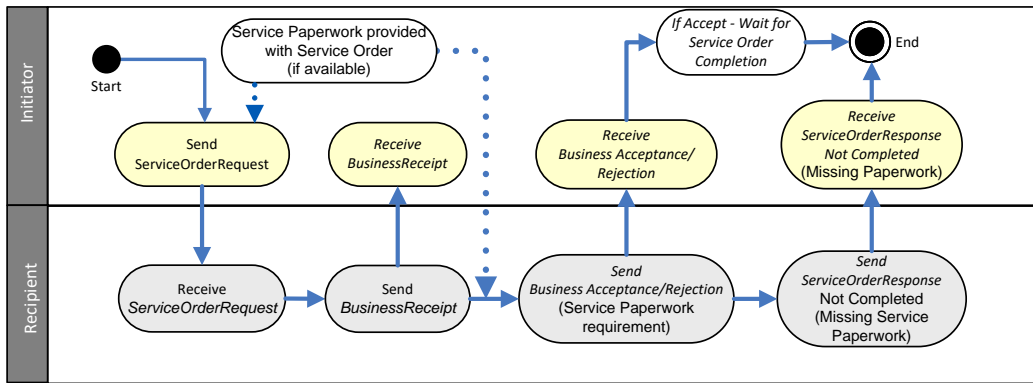


Table 4 Timing Point Definitions

Timing Point	Definition
A	This is the timing point where the Initiator issues a <u>ServiceOrderRequest</u> to the Recipient.
B	This is the timing point where the Recipient sends a <u>BusinessReceipt</u> for the Service Order.
C	This is the timing point where the Recipient commences the required waiting period for Service Paperwork. Note: The Recipient can send a <u>BusinessAcceptance/Rejection</u> at any time within the hour when the paperwork is received (and reconciled to the Service Order) or is not required.
D	The timing point where the Initiator receives the <u>BusinessAcceptance/Rejection</u> of 'Accept'. Where the Service Paperwork is missing, this 'Accept' shall include a warning – Missing Paperwork. Following a <u>BusinessAcceptance/Rejection</u> of Warning, this timing point commences the agreed period in which the Initiator must provide the Recipient the necessary Service Paperwork.
E	The timing point where, the Recipient has still not received the necessary Service Paperwork. The Recipient must provide a <u>ServiceOrderResponse</u> with <u>ServiceOrderStatus</u> of 'Not Completed' and an <u>ExceptionCode</u> of "Documentation Not Provided".

2.15. Explanation of use of *ExceptionCodes*

ExceptionCodes must conform with the rules in Table 5 below.

Table 5 ExceptionCodes Usage Rules

Value	Definition	Used with <u>ServiceOrderStatus</u>
Customer On-Site	There is a Customer at Site and the Site was not de-energised.	Limited to a physical De-energisation <u>ServiceOrderRequests</u> with the status of 'Not Completed'. Not allowed for De-energisation <u>ServiceOrderRequests</u> with <u>ServiceOrderSubType</u> of "Remove Fuse" or "Pillar-Box, PitorPole-Top" and De-energisation Reason "Non-Payment (DNP)".
Customer Prevented	Customer prevented de-energisation.	Limited to a physical De-energisation <u>ServiceOrderRequests</u> with a status of 'Not Completed'.

Value	Definition	Used with ServiceOrderStatus
Recipient Cancellation	Recipient cancellation. Details must be provided in <i>SpecialNotes</i> .	Not Completed.
Documentation Not Provided	Documentation required for the completion of the requested work has not been provided. Details must be provided in <i>SpecialNotes</i> .	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 De-energisation <u>ServiceOrderRequests</u> with the status of 'Not Completed'.
Metering Problem	<i>Metering</i> problem preventing completion of <i>Meter Reading</i> .	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	Customer at Site who claims to be a new customer.	Limited to De-energisation <u>ServiceOrderRequests</u> only with a status of 'Not Completed'.
No Supply	<i>Supply</i> not available.	Not Completed.
Other	Other reasons. Details must be provided in <i>SpecialNotes</i> .	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 <i>ProductCodes</i>).	Not Completed.
Request Submitted By Another Initiator	Alternative Request received from another Participant.	Not Completed.
Sensitive Load	Sensitive load and did not de-energise.	Limited to De-energisation <u>ServiceOrderRequests</u> with a status of 'Not Completed'.
Life Support	Life Support Customer and did not de-energise.	Limited to De-energisation <u>ServiceOrderRequests</u> with a status of 'Not Completed'.
Unable To Access	Unable to gain access to complete work.	Not Completed.
No Comms	Recipient unable to contact a remotely controlled device.	<u>ServiceOrderRequests</u> with the status of 'Not Completed'.
Unknown Connection Status	Recipient unable to determine connection status of a remotely controlled device.	<u>ServiceOrderRequests</u> with the status of 'Not Completed'.
Unknown Load	The Site draws a significant <i>load</i> when re-energised and the Customer 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 a Service Order Abolishment by a DNSP.	Limited to a Service Order Abolishment with the status of Partially Completed to indicate <i>Supply</i> was abolished, but the <i>meter</i> was unable to be recovered.
Unsafe	Unsafe to complete work.	Not Completed.
Site Already Energised	Customer Site is energised at the time of the <u>ServiceOrderRequest</u> .	Not Completed.
Shared Supply Point	Unable to perform the requested work because the disconnection point is common with other customers.	Not Completed.
Tariff Change Not Approved	Request for a tariff change is not approved.	Not Completed.
Metering not compatible with proposed Tariff Change	The Recipient is not able to complete the request due to the <i>meter</i> not being compatible proposed tariff.	Not Completed.
Inadequate infrastructure	Where significant work is required to provide supply work to the customer and no customer contact has been made to the Distributor.	Not Completed.

2.16. Specific Service Order Requirements

2.16.1. Allocate NMI

- (a) This Service Order sub 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 time of energisation.
- (c) On receipt of an Allocate NMI ServiceOrderRequest, the DNSP must allocate a *NMI* and issue it to the Retailer using a ServiceOrderResponse.

.169 [Guidance Note 1] 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) [Guidance Note 1] 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.
- (f) Not used in the NT Procedures

2.16.2. Re-energisation

- (a) The Retailer must:
 - (i) raise a ServiceOrderRequest to the appropriate party and use the *ServiceOrderSubType* to indicate the type of Re-energisation required; and
 - (ii) raise a NotifiedParty Transaction to the appropriate party, in accordance with section 2.3.
- (b) The Recipient must not reject a Re-energisation ServiceOrderRequest if the Site is already energised. The Recipient must return the appropriate ServiceOrderResponse and where possible provide a *Meter Reading*.
- (c) Where a Retailer raises a ServiceOrderRequest to a DNSP, the following provisions apply;

(i) [Guidance Note 1] For Type 6 metered sites, if there is no requirement to visit the Site to perform the Re-energisation (e.g. 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.

(ii) [Guidance Note 1] In order to avoid delay in Customer re-energisations, DNSPs should re-energise upon receiving a ServiceOrderRequest irrespective of the transfer status in MSATS.

(iii) For after-hours Re-energisations,

(A) 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.

(B) [Guidance Note 1] The DNSP must take into account the value in the *ServiceTime* field when scheduling the ServiceOrderRequest.

- (C) Indicates that the Retailer will accept any “Non-Business Hours” charges.
- (D) 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.
- (E) 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.
- (F) [Guidance Note 1] 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.

(iv) Not used in the NT procedures

(v) [Not used in the NT Procedures.

2.16.3. De-energisation

- (a) The Retailer must:
 - (i) issue a *ServiceOrderRequest* to the appropriate party and use the *ServiceOrderSubType* to indicate the type of De-energisation required; and
 - (ii) raise a *NotifiedParty Transaction* to the appropriate party, in accordance with section 2.3.
- (b) Where a Retailer issues the *ServiceOrderRequest* to the DNSP, the following provisions apply:

(i) [Guidance Note 1] 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.

(ii) Where payment is received by the Retailer before the *ServiceOrderResponse* is received, the Retailer must raise a cancellation *ServiceOrderRequest*, where the *ScheduledDate* is in the future. If urgent, the Retailer must communicate this to the DNSP immediately (e.g. by phone).

(iii) [Guidance Note 1] 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) This Service Order type has Service Paperwork requirements in some Jurisdictions. See clause 2.14 for details regarding Service Paperwork processes.

2.16.4. De-energisation Service Orders and Notifications for Re-energisation

- (a) The obligations under this clause applies to:
 - (i) *metering installations* that are COMMS4, COMMS4D, MRAM; and

- (ii) In jurisdictions where the DNSP and contestable MC are permitted to perform Re-energisation and De-energisation services; and
 - (iii) When a NotifiedParty transaction with a ServiceOrderType of 'Re-energisation' and a NotificationStatus of 'SO Requested' is received. For the avoidance of any doubt, there is no action required for any of the other NotificationStatus.
- (b) The De-energisation Service Orders and Notifications for Re-energisation rules apply to any incomplete³ De-energisation ServiceOrderRequests and Re-energisation NotifiedParty transactions with *ScheduledDates* within a 5 business day period.
 - (c) The key principles for the management of De-energisation Service Orders and Notifications for Re-energisation situations are:
 - (i) The Customer's interests take priority (i.e. minimising the risk of power being disrupted).
 - (ii) Each Initiator must use reasonable endeavours to minimise sending multiple conflicting ServiceOrderRequests for a single *NMI*.
 - (d) The Recipient of a Re-energisation NotifiedParty transaction must, where possible, cancel any coinciding De-energisation ServiceOrderRequest.
 - (e) If the Recipient has cancelled the De-energisation ServiceOrderRequest they must send a corresponding ServiceOrderResponse transaction with a ServiceOrderStatus of 'Not Complete' and the ExceptionCode of "De-energisation Not Completed Due To A Re-energisation".
 - (f) If the Recipient cannot cancel the De-energisation ServiceOrderRequest, the Recipient of the NotifiedParty transaction will not be required to carry out any further work and cannot provide any notification to the Initiator that the de-energisation could not be cancelled. If a Re-energisation is required, then the Initiator must raise a ServiceOrderRequest to the relevant Recipient.

2.16.5. Special Read

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

2.16.6. Supply Abolishment

- (a) [Guidance Note 1] 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 2.14 for details regarding Service Paperwork processes.
- (b) Not used in the NT procedures
- (c) Not used in the NT procedures

2.17. Multiple Service Orders

- (a) The obligations under this clause apply to regulated businesses.

³ Incomplete' means a ServiceOrderResponse has not been sent or the Recipient is unaware of the status of work that is currently in progress.

- (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 incomplete⁴ ServiceOrderRequests with *ScheduledDates* within a 5 business day period.
- (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 *NMI*, the Recipient has the discretion to undertake a single *meter* reading. Scenarios 1-6, detailed in section 2.17.1.1, allow for this practice.
- (f) The scenarios, detailed in section 2.17.1.1, 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; and
 - (ii) [Guidance Note1] The Recipient must contact the Prospective Retailer (Initiator), who has raised a Re-energisation Request to assist in the resolution of the situation.

2.17.1. Multiple Service Orders for Multiple Initiators

- (a) In these scenarios, other Service Order Types that can be raised by a prospective Retailer (Initiator) 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.

Table 6 Multiple Service Order Scenarios

Scenario	1 st Request Received	2 nd 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	Various (as per Table 7)	Various (as per Table 7)	Where two Service Orders are received and clarification is required from both parties.
8	Any Service Order	Matching Service Order	Multiple Service Orders of the same type in a 5 business day window.
9	Any Service Order	Any Service Order	Any other multiple <u>ServiceOrderRequest</u> situations not covered by Scenario’s 1-8 above.

- (b) The following Table 7 summarises the scenarios that apply to specific combinations of ServiceOrderRequests raised by current and prospective Retailers (Initiator). The numbers in each cell indicate which scenario applies to the specific combination. An “x” means the Recipient will reject the

⁴ Incomplete’ means a ServiceOrderResponse has not been sent or the Recipient is unaware of the status of work that is currently in progress.

ServiceOrderRequest from the prospective Retailer, irrespective of whether it is received first or second.

- (c) Table 7 applies specifically to the services performed by DNSP's or DNSP's in their role as Initial MC.
- (d) This table describes how a DNSP/Initial MC should treat consecutive Service Orders received from prospective Retailers and current Retailers that are scheduled for action within 5 business days.
- (e) The transactions marked as "NA" are not applicable transactions for a DNSP following Metering Competition (they should be rejected).

Summary of the management of multiple Service Order and multiple Retailer situations

Current Retailer		Prospective Retailer																			
Transaction Type	Sub Type	Allocate NMI	Establish (Permanent/Temp etc)	Supply Abolishment	Supply Alteration	Tariff Change	Temporary Isolation (Incl. Group Supply)	Exchange Meter	Install Controlled Load	Change Timeswitch Settings	Install Meter	Meter Investigation (Inspect or Test)	Meter Reconfiguration	Move Meter	Remove Meter	Reseal Device	ALL SUBTYPES	ALL SUBTYPES	ALL SUBTYPES	NO SUB TYPE - Ignore if populated	
Supply Service Works	Allocate NMI	8	X	NA	X	X	X	X	X	X	X	NA	X	X	X	X	X	NA	X	NA	
Supply Service Works	Establish (Permanent/Temp Etc)	X	8	NA	7	7	7	7	7	7	7	NA	7	7	7	7	X	NA	X	NA	
Supply Service Works	Supply Abolishment	X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	7	NA	8	NA	
Supply Service Works	Supply Alteration	X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA	
Supply Service Works	Temporary Isolation (Incl. Group Supply)	X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA	
Supply Service Works	Tariff Change	X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA	
Metering Service Works	Install Controlled Load	X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA	
Metering Service Works	Change Timeswitch Settings	X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA	
Metering Service Works	Install Meter	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Metering Service Works	Exchange Meter	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Metering Service Works	Move Meter	X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA	
Metering Service Works	Remove Meter	X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA	
Metering Service Works	Meter Reconfiguration	X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA	
Metering Service Works	Meter Investigation (Inspect or Test)	X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA	
Metering Service Works	Reseal Device	X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA	
Re-energisation	ALL SUBTYPES	X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	8	NA	9	NA	
De-energisation	ALL SUBTYPES	X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	1-6	NA	9	NA	
Special Read	ALL SUBTYPES	X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA	
Miscellaneous Services	NO SUB TYPE - Ignore if populated	X	X	NA	7	7	7	7	7	7	7	NA	7	7	7	7	9	NA	9	NA	

Table 7 Service Order summary

2.17.1.1. 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
 - i. 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:
 - i. 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 Recipient, 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".

2.17.1.2. Scenario Process Description - Scenario 7

- (a) Upon receipt of ServiceOrderRequests from different Initiators, the Recipient will contact both parties to confirm/clarify the Requests.

2.17.1.3. 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 *EventCode* 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."

2.17.1.4. 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.

2.17.2. Multiple Service Orders from Same Initiator

- (a) The following Table 8 summarises the specific combinations of ServiceOrderRequests that could potentially be raised by the same Initiator.

- (b) This table applies specifically to the services performed by DNSP's or DNSP's in their role as Initial MC. Upon receipt of a combination of multiple ServiceOrderRequests that are deemed valid per Table 8 (shown by a "✓" in the relevant cell), the Recipient will process both ServiceOrderRequests.
- (c) This table describes whether a DSNP/Initial MC should process a New Service Order for a given NMI when there is an Existing Service order scheduled for action within 5 business days. 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 *EventCode* indicating "Invalid Multiple Service Order Combination".
- (d) The transactions marked as "NA" are not applicable transactions for a DNSP (they should be rejected).

Table 8 New Service Order same Initiator

Existing Service Order		New Service Order																			
Transaction Type	Sub Type	Allocate NMI	Establish (Perm/temp/Etc)	Supply Abolishment	Supply Alteration	Tariff Change	Temporary Isolation (Incl. Group Supply)	Exchange Meter	Install Controlled Load	Change Timeswitch Settings	Install Meter	Meter Investigation (Inspect or Test)	Meter Reconfiguration	Move Meter	Remove Meter	Reseal Device	ALL SUBTYPES	ALL SUBTYPES	ALL SUBTYPES	NO SUB TYPE - Ignore if populated	
Supply Service Works	Allocate NMI	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Supply Service Works	Establish (Permanent/Temp Etc)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Supply Service Works	Supply Abolishment	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	✓	
Supply Service Works	Supply Alteration	X	X	X	X	✓	X	X	X	X	X	X	✓	✓	✓	✓	✓	✓	✓	✓	
Supply Service Works	Temporary Isolation (Incl. Group Supply)	X	X	X	X	✓	X	X	✓	✓	X	X	X	X	✓	X	X	✓	✓	✓	
Supply Service Works	Tariff Change	X	X	X	✓	X	✓	X	✓	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Metering Service Works	Install Controlled Load	X	X	X	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Metering Service Works	Change Timeswitch Settings	X	X	X	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Metering Service Works	Install Meter	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Metering Service Works	Exchange Meter	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Metering Service Works	Move Meter	X	X	X	✓	✓	X	X	✓	✓	X	✓	✓	X	✓	✓	✓	✓	✓	✓	
Metering Service Works	Remove Meter	X	X	X	✓	✓	X	X	✓	✓	X	✓	✓	✓	X	✓	✓	✓	✓	✓	
Metering Service Works	Meter Reconfiguration	X	X	X	✓	✓	X	X	✓	✓	X	✓	X	✓	✓	✓	✓	✓	✓	✓	
Metering Service Works	Meter Investigation (Inspect or Test)	X	X	X	✓	✓	X	X	✓	✓	X	X	✓	✓	✓	✓	✓	✓	✓	✓	
Metering Service Works	Reseal Device	X	X	X	✓	✓	X	X	✓	✓	X	X	✓	✓	✓	✓	✓	✓	✓	✓	
Re-energisation	ALL SUBTYPES	X	X	X	✓	✓	X	X	✓	✓	X	✓	✓	✓	✓	✓	✓	X	✓	✓	
De-energisation	ALL SUBTYPES	X	X	✓	✓	✓	X	X	✓	✓	X	✓	✓	✓	✓	✓	✓	✓	X	✓	
Special Read	ALL SUBTYPES	X	X	✓	✓	✓	✓	X	✓	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Miscellaneous Services	NO SUB TYPE - Ignore if populated	X	X	✓	✓	✓	✓	X	✓	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	X	

2.18. Multiple Service Orders sent to the Metering Provider

- (a) The obligations under this clause apply to non-regulated businesses.

- (b) These multiple Service Order rules apply to any new or incomplete⁵ ServiceOrderRequests with *ScheduledDates* within a 5 business day period.
- (c) The key principles for management of multiple Service Order situations are:
 - (i) The Customer's interests take priority (i.e. ensuring power is not disrupted).
 - (ii) Each Initiator must use reasonable endeavours to minimise sending multiple conflicting ServiceOrderRequests for a single *NMI*.

⁵ Incomplete' means a ServiceOrderResponse has not been sent or the Recipient is unaware of the status of work that is currently in progress.

3. TIMING REQUIREMENTS

3.1. Overview of Timing Requirements

- (a) The Timing Requirements ensure that works are completed 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 3 and 4 illustrate the relevant Timing Requirements.

Figure 3 Timing Overview

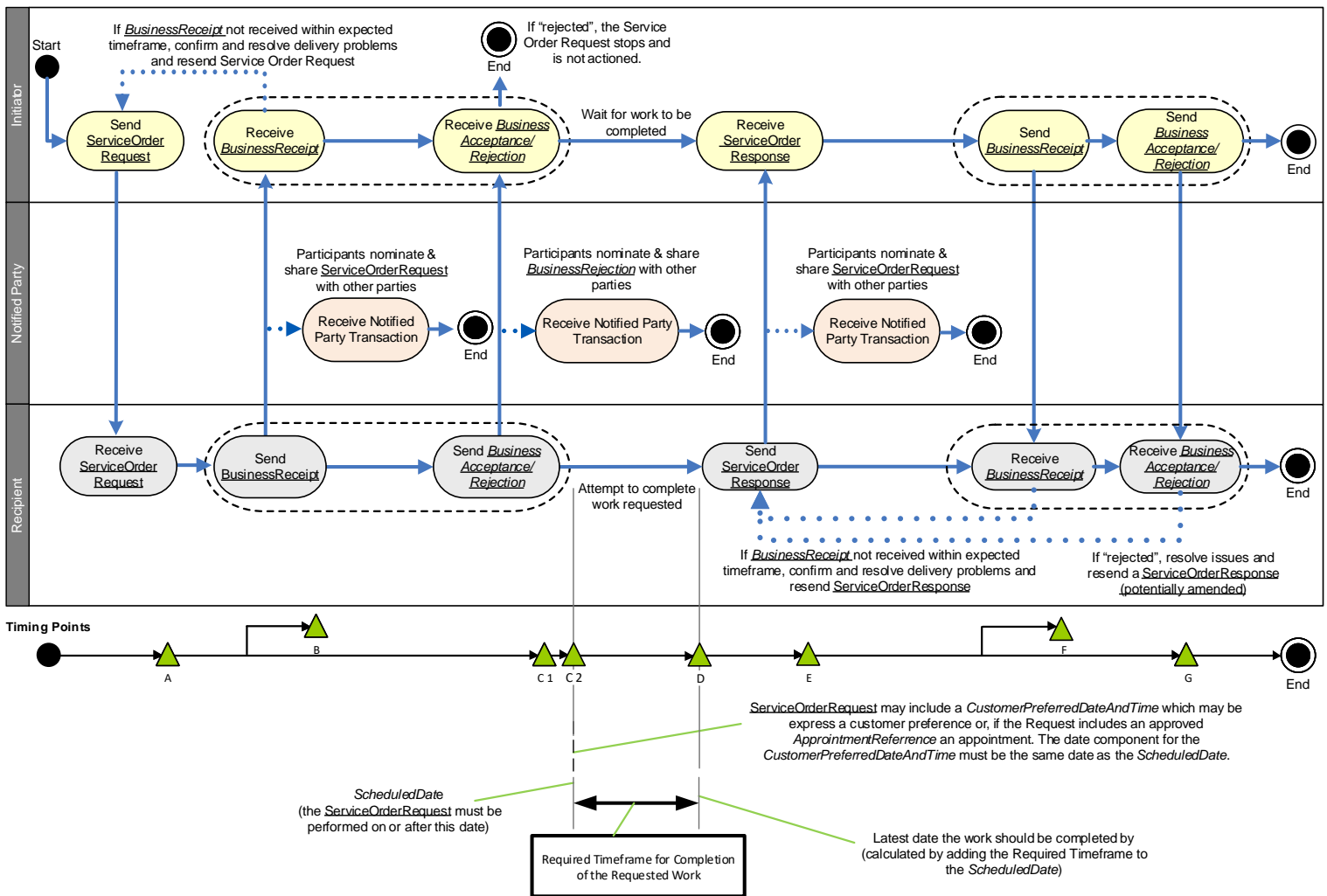
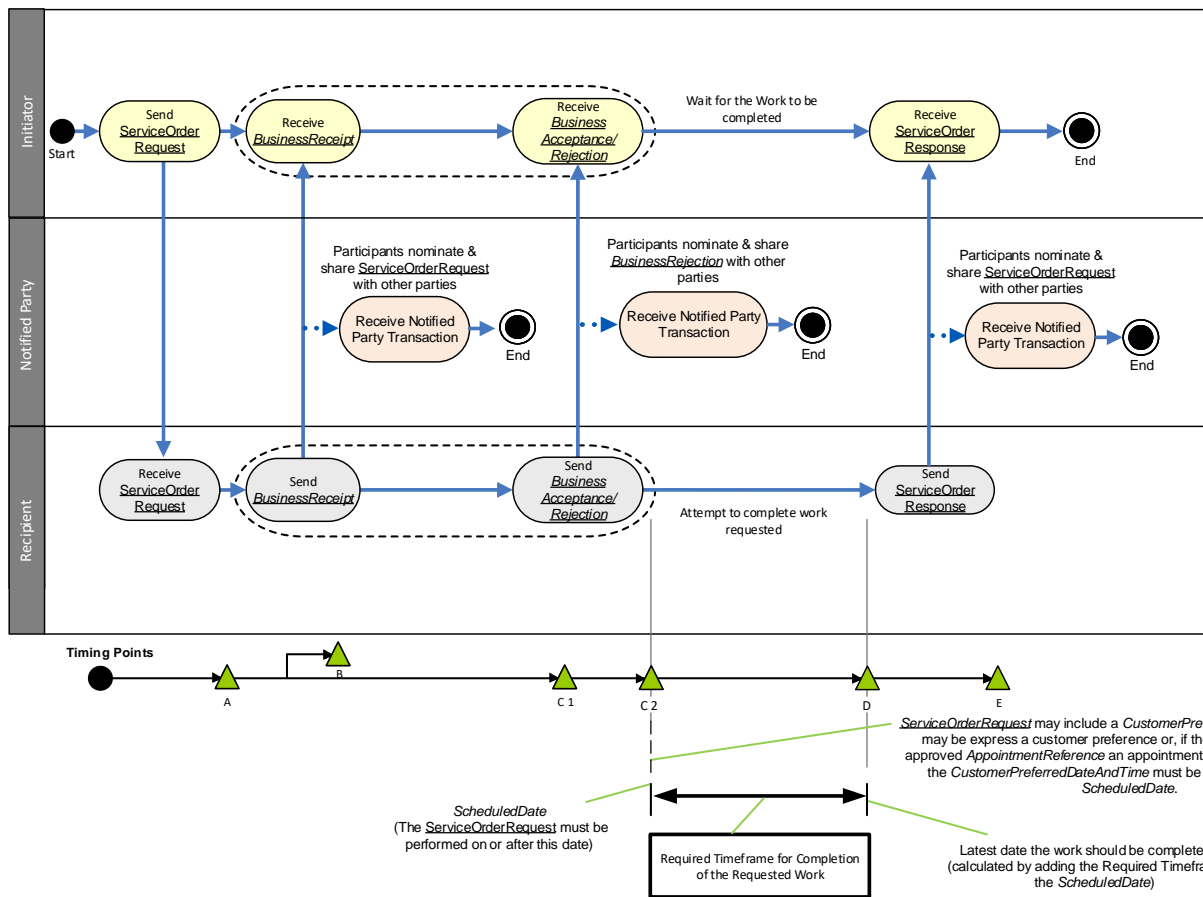


Figure 4 Timing for completion of work



3.2. Definition of Timing Points and Timing Periods

3.2.1. Timing Points

(a) The definitions in Table 9 below apply:

Table 9 Timing Point Definitions

Timing Point	Definition
A	When the Initiator issues a <u>ServiceOrderRequest</u> .
B	When the Initiator receives a <u>BusinessReceipt</u> for a <u>ServiceOrderRequest</u> from the Recipient.
C1	When the Initiator receives a <u>BusinessAcceptance/Rejection</u> for a <u>ServiceOrderRequest</u> from the Recipient.
C2	This point is the <u>ScheduledDate</u> in the <u>ServiceOrderRequest</u> .
D	This timing point is when the work requested has been completed, or has been attempted. This point is the <u>ActualDateAndTime</u> in the <u>ServiceOrderResponse</u> .
E	This timing point is when the Recipient sends a <u>ServiceOrderResponse</u> following the completion of the work requested. The work request can be completed, partially completed or not completed.
F	When the Recipient receives a <u>BusinessReceipt</u> for a <u>ServiceOrderResponse</u> from the Initiator.
G	When the Recipient receives a <u>BusinessAcceptance/Rejection</u> for the <u>ServiceOrderResponse</u> from the Initiator.

3.2.2. Use of Timing Periods

(a) The definitions in Table 10 below apply:

Table 10 Timing Period Definitions

Timing Period	Definition	Usage
Initiation Period	This is from the Customer’s request to the Initiator to the sending of the <u>ServiceOrderRequest</u> 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 <u>ServiceOrderRequest</u> by the Initiator to the <u>ScheduledDate</u> in the <u>ServiceOrderRequest</u> . 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.
<u>BusinessReceipts</u> for Requests	This is the period from the sending of the <u>ServiceOrderRequest</u> by the Initiator to the receipt of the <u>BusinessReceipt</u> for the <u>ServiceOrderRequest</u> from the Recipient. Timing Points A and B define this period.	Used by the Initiator to determine whether a <u>ServiceOrderRequest</u> has been received and can be read. Where the <u>BusinessReceipt</u> has not been received before the expiry of this period, the Initiator may escalate non-receipt.
<u>BusinessAcceptance/Rejection</u> for Requests	This is the period from the sending of the <u>ServiceOrderRequest</u> by the Initiator to the receipt of the <u>BusinessAcceptance/Rejection</u> for the <u>ServiceOrderRequest</u> from the Recipient. This must be on or before the <u>ScheduledDate</u> in the <u>ServiceOrderRequest</u> . Commences at Timing Point A and ends at Timing Point C1.	Used by the Initiator to determine whether a <u>ServiceOrderRequest</u> has been accepted. If the <u>BusinessAcceptance/Rejection</u> has not been received before the expiry of this period, the Initiator may escalate the non-acceptance/rejection.
Completion of the Requested Work	This is from the <u>ScheduledDate</u> in the <u>ServiceOrderRequest</u> to the completion of the requested work (or attempted completion) by the Recipient (the <u>ActualDateAndTime</u> in the <u>ServiceOrderResponse</u>). 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-laterally agreed timeframe exists). Used by the Initiator and Recipient to monitor achievement of Timing Requirements.
Issuing a <u>ServiceOrderResponse</u>	This is from completion of the requested work (or attempted completion) (the <u>ActualDateAndTime</u> in the <u>ServiceOrderResponse</u>) and the sending of the <u>ServiceOrderResponse</u> by the Recipient. Commences at Timing Point D and ends at Timing Point E.	If the <u>ServiceOrderResponse</u> has not been received before the expiry of this period, the Initiator may escalate the non-receipt.
<u>BusinessReceipts</u> for Responses	This is the period from the sending of the <u>ServiceOrderResponse</u> by the Recipient to the receipt of a <u>BusinessReceipt</u> for the <u>ServiceOrderResponse</u> from the Initiator. Timing Points E and F define this period.	Used by the Recipient to determine whether a <u>ServiceOrderResponse</u> has been received and can be read. If the <u>BusinessReceipt</u> has not been received before the expiry of this period, the Recipient may escalate non-receipt.
<u>BusinessAcceptance/Rejection</u> for Responses	This is the period from the sending of the <u>ServiceOrderResponse</u> by the Recipient to the receipt of a <u>BusinessAcceptance/Rejection</u> for the <u>ServiceOrderResponse</u> 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 <u>BusinessAcceptance/Rejection</u> 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.

Table 11 Notice Period Table

Service Request	Notice Period
Supply Service Works	No specific requirement.
Re-energisation	<p>The DNSP must receive a valid Request for a same business day Re-energisation by:</p> <p>a) by 3:00pm in Northern Territory</p> <p>For same business day, after hours Re-energisations, the DNSP must receive a valid Request:</p> <p>a) Not available in Northern Territory</p> <p>For next business day Re-energisations, the DNSP must receive a valid Request on a business day:</p> <p>a) by 5:00pm in Northern Territory,</p>
De-energisation	<p>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:</p> <p>a) In NT, 3:00pm</p>
Special Read	a) In the NT: The Notice Period is 3 days if lodged by 3pm.
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 BusinessReceipt is set out in 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 the B2B Procedure Technical Delivery Specification.

3.3.3. Timing Requirement for Completion of the Requested Work

- (a) Table 12 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 apply to regulated businesses.
 - (ii) Do not apply to *NMIs* with a *NMI* Classification code in MSATS of “Large”.

Table 12 Timing Period for completion of work

Service Request	Required timeframe
Allocate NMI	Allocation of a NMI is to occur within three business days of receiving a request.
Supply Service Works	<p>The following timeframes apply for establishing a new <i>supply</i> connection (Establish Temporary, Establish Temporary In Permanent & Establish Permanent):</p> <p>New connection of a premises in a Central Business District area or urban area (excluding connection requiring network extension or augmentation) – within five business days of receipt of a valid electrical certificate of compliance from the Retailer/Customer, or as otherwise agreed with the Retailer/Customer.</p> <p>New connection of a premises in a Rural area (excluding connection requiring network extension or augmentation) – within 10 business days of receipt of a valid electrical certificate of compliance from the Retailer/Customer, or as otherwise agreed with the Retailer/Customer.</p> <p>The Network Service Provider must give the Retailer three business day’s notice of when the Network Service Provider expects the connection will be completed.</p>
Re-energisation	Re-energisation of existing premises – within one business day of receipt by the Network Service Provider of a valid ServiceOrderRequest from the Retailer.
De-energisation	De-energisation of existing premises – within one business day of receipt by the Network Service Provider of a valid ServiceOrderRequest from the Retailer.
Special Read	[Guidance Note 1] 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.
Metering Service Works	No timeframes, or as agreed with the contractor.
Meter Reconfiguration	<p>The following timeframe applies for Meter Reconfigurations:</p> <p>a) [Guidance Note 1] All jurisdictions 20 Business Days</p>
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) 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 the B2B Procedure Technical Delivery Specification.

3.3.6. Timing Requirement for BusinessAcceptance/Rejection for Responses

- (a) The Timing Requirement for the BusinessAcceptance/Rejection is set out in the B2B Procedure: Technical Delivery Specification.

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation - All AND Reseal Device and Change Timeswitch	Miscellaneous	
		<p><u>Metering Service Works</u></p> <ul style="list-style-type: none"> • Install Controlled Load • Move Meter • Install Meter • Remove Meter • Exchange Meter • Meter Reconfiguration • Meter Investigation-Inspect • Meter Investigation-Test • Change Timeswitch Settings • Reseal Device <p><u>Special Read</u></p> <ul style="list-style-type: none"> • Check Read • Final Read <p>Service Order Sub Types are mandatory for all Service Orders except for Special Read, Miscellaneous and Cancel <u>ServiceOrderRequest</u>.</p>																		
<i>Reg Classification</i>	VARCHAR(40)	<p>Use to indicate whether it is customer Initiated and regulatory timeframes apply, or not.</p> <ul style="list-style-type: none"> • Customer Initiated • Malfunction • New Meter Deployment • Shared Fuse • Other <p>Not Required when a Distributor is the Recipient of a <u>ServiceOrderRequest</u>.</p>	N	N	N	N	N	N	N	N	N	O/N	N	O/N	N	N	N	N	N	N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation - All AND Reseal Device and	Miscellaneous
		<u>If 'Other' is selected, it is Mandatory to provide details in SpecialInstructions.</u>																	
<i>Purpose Of Request</i>	VARCHAR(40)	<p>Used to clearly indicate the purpose of visit – allowable values</p> <ul style="list-style-type: none"> • New connection, • Additional Meter, • Part of BTS Temp to Perm, • Part of supply alteration, • Bidirectional flows at premises • Bypassed Customer • Communications Remove • Communications Install • Revenue Protection • Site Abolishment • Family Failure • Fault • Retailer Led • None • Other <p><u>Not Required when a Distributor is the Recipient of a ServiceOrderRequest.</u></p> <p><u>If 'None' or a blank entry or 'Other' are selected, it is Mandatory to provide details in SpecialInstructions.</u></p>	N	N	N	N	N	N	N	N	N	O/N	O/N	O/N	N	N	O/N	O/N	N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation - All AND Reseal Device and Change Time Credit	Miscellaneous	
		<p>“No” = Default value. The normal business rules regarding De-energisation apply.</p> <p>“Yes” = Used only where the Retailer has confirmed with the Customer that the Customer details in the <u>ServiceOrderRequest</u> are accurate.</p> <p>The value of “Yes” can only be used by the Retailer where the earlier De-energisation Request was not performed by the Recipient due to a Re-energisation Request from another Retailer.</p> <p>Not Required for a “Cancel” <u>ServiceOrderRequest</u>.</p>																		
<i>ServiceTime</i>	VARCHAR(40)	<p>Indicates the time the work is to be performed. Allowed values:</p> <ul style="list-style-type: none"> Any Time Business Hours Non-Business Hours <p>Not Required for a “Cancel” <u>ServiceOrderRequest</u>.</p>	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N
<i>NMI</i>	CHAR(10)	<p><i>NMI</i>.</p> <p>Not Mandatory where Service Order subtype is 'Allocate NMI'.</p>	N	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
<i>NMIChecksum</i>	CHAR(1)	<i>NMI</i> Checksum.	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
<i>MeterSerialNumber</i>	VARCHAR(12)	Meter Serial ID.	N	N	N	N	N	M/N	N	N	N	N	M/N	M/N	M/N	R/N	M/N	M/N	R/N	

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation - All AND Reseal Device and Change Time Constant	Miscellaneous
		Not Required for a "Cancel" <u>ServiceOrderRequest</u> .																	
<i>MPC</i>	VARCHAR(10)	MPC's Participant ID. Mandatory for Supply Service Works <u>ServiceOrderRequest</u> with a sub type of Allocate NMI <u>ServiceOrderRequests</u> . Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	M	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
<i>NMIStatusCode</i>	CHAR(1)	Status Code that the <i>NMI</i> is to become after completion of the Service Order. Allowed values defined in MSATS CATS Procedures Principles and Obligations. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	N	M/N	M/N	N	N	N	N	N	N	N	N	N	N	N	N	N	O
<i>EmbeddedNetworkParentName</i>	VARCHAR(10)	Valid MSATS Parent identifier. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	R/N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
<i>CustomerType</i>	VARCHAR(60)	Code indicating Customer type. Allowed values: <ul style="list-style-type: none"> Industrial Commercial Residential Farm Lighting Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	M/N	M/N	M/N	N	N	N	N	N	N	R/N	N	N	N	N	N	N	O

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation - All AND Reseal Device and Change Time Constant	Miscellaneous
<i>REC-AttendanceRequired</i>	YESNO	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" <u>ServiceOrderRequest</u> .	R/N	M/N	M/N	N	N	N	N	N	N	M/N	N	N	N	N	N	N	O
<i>InstallationType</i>	VARCHAR(30)	Code indicating the type of installation required: <ul style="list-style-type: none"> Underground Overhead Underground To Overhead Mains Overhead To Underground Mains Transformer Overhead Transformer Ground Level Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	R/N	M/N	M/N	N	N	N	N	N	N	N	N	N	N	N	N	N	O
<i>SupplyPhases</i>	VARCHAR(20)	Code indicating number of phases <i>supply</i> is to support: <ul style="list-style-type: none"> 1-phase 2-phase 3-phase Other Multi-phase Unknown If "Other Multi-phase" used, further details must be provided as <i>SpecialInstructions</i> . Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	M/N	M/N	M/N	N	N	N	N	N	N	M/N	N	M/N	N	N	N	N	O

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation - All AND Reseal Device and Change Time Constant	Miscellaneous	
<i>MeteringRequired</i>	VARCHAR(240)	<p>New type of <i>metering</i> required, for example:</p> <ul style="list-style-type: none"> • HV Metering Export only • LV CT Metering Export only • Three Phase Whole Current Export only • Single Phase Export only • Single Phase Multi Element Export only • HV Metering Export & Import • LV CT Metering Export & Import • Three Phase Whole Current Export & Import • Single Phase Export & Import • Single Phase Multi Element Export & Import • Other <p>Not Required for a “Cancel” <u>ServiceOrderRequest</u>.</p>	N	N	N	N	N	N	N	N	N	M/N	N	M/N	N	R/N	N	N	O	
<i>OffPeakRequirements</i>	VARCHAR(240)	<p>Details of any off-peak requirements, For Example:</p> <ul style="list-style-type: none"> • Space heating • Climate saver • Hot water • Pool Pump <p>Not Required for a “Cancel” <u>ServiceOrderRequest</u>.</p>	R/N	R/N	R/N	N	N	R/N	N	N	N	R/N	N	R/N	N	N	N	N	N	O
<i>MeterInstallCode</i>	CHAR(8)	Not Required for a “Cancel” <u>ServiceOrderRequest</u> .	N	N	N	N	N	R/N	N	N	N	R/N	N	R/N	N	N	N	N	N	O

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation - All AND Reseal Device and Change Time-Critical	Miscellaneous
<i>SwitchingServiceRequired</i>	VARCHAR(80)	Recipient expected to provide and install a switching service (e.g. timeswitch or ripple controller) For Example: <ul style="list-style-type: none"> In the <i>meter</i> External to the <i>meter</i> Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	N	R/N	R/N	N	N	N	N	N	N	R/N	N	N	N	R/N	N	N	O
<i>ProposedTariff</i>	VARCHAR(10)	The new Network Tariff required by the Initiator. Allowed values are the Network's Tariff Code as approved by the Regulator and recorded in MSATS at the Meter register ID level. The field can be repeated as necessary where multiple tariffs are required. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	N	N	N	N	N	M/N	N	N	N	M/N	N	M/N	N	N	R/N	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).

Table 14 Service Order Transaction

Field	Format	Definition	All Responses
<i>ResponseType</i>	VARCHAR(15)	A code used to indicate Closure = closing out a Service Order.	M
<i>ServiceOrderID</i>	VARCHAR(15)	Initiator defined reference, used for reference and tracking. This is the same field as the one provided in the Initiator's <u>ServiceOrderRequest</u> . The Format must match exactly that used in the <u>ServiceOrderRequest</u> (including leading or trailing zeros and spaces). This is the same field as the one in the MDFF file. Format must exactly match that used in the <u>ServiceOrderRequest</u> (including leading or trailing zeros and spaces).	M
<i>InitiatorID</i>	VARCHAR(10)	The Participant ID of the Initiator of the ServiceOrderRequest to which this response is related.	M
<i>RecipientID</i>	VARCHAR(10)	This is the Participant ID of the Recipient. This is the party providing the Service Order response.	M
<i>NMI</i>	CHAR(10)	<i>NMI</i> (as used by MSATS). This field is Mandatory for all Responses except Responses Service Work <u>ServiceOrderRequest</u> with a sub type of Allocate <i>NMI</i> Requests with a <u>ServiceOrderStatus</u> of "Not Completed".	M/N
<i>NMIChecksum</i>	CHAR(1)	<i>NMI</i> Checksum (as used by MSATS).	O
<i>ServiceOrderAddress</i>	ADDRESS (Structured)	Site/Service Point address in a structured format. For details of the ADDRESS structure, refer B2B Procedure Technical Specification. This field is Mandatory if the <i>NMI</i> is not provided in the Response.	M/N
<i>ServiceOrderStatus</i>	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 <i>ExceptionCodes</i>). Not Completed =Not completed (primary work not done - see relevant <i>ExceptionCodes</i>). Note: "Primary work" means the activity described by the <i>ServiceOrderType</i> field. The <i>SpecialNotes</i> field must be used if a <i>ServiceOrderStatus</i> of "Partially Completed" or "Not Completed" is used.	M
<i>ExceptionCode</i>	VARCHAR(80)	Note: this field is Mandatory if <i>ServiceOrderStatus</i> is "Not Completed" or "Partially Completed" (refer 2.10.a). The following exception codes should be used where the <i>ServiceOrderStatus</i> is "Not Completed". "Unable To Access" "No Supply" "Unsafe" "Initiator Cancellation" "Recipient Cancellation" "Other" "Unknown Load"	M/R

Field	Format	Definition	All Responses
		<p>“Documentation Not Provided”</p> <p>“Request Submitted By Another Initiator”</p> <p>“De-energisation Not Completed Due To A Re-energisation”</p> <p>“Tariff Change Not Approved”</p> <p>“Inadequate infrastructure”</p> <p>“Life Support”</p> <p>“No Comms”</p> <p>“Unknown Connection Status”</p> <p>“Site Already Energised”</p> <p>“Shared Supply Point”</p> <p>“Metering not compatible with proposed Tariff Change”</p> <p>The following codes are specific to De-energisation Service Orders where the <i>ServiceOrderStatus</i> is “Not Completed”.</p> <p>“Customer Prevented”</p> <p>“Customer On-Site”</p> <p>“New Customer On-Site”</p> <p>“Sensitive Load”</p> <p>The following exception codes should be used where the <i>ServiceOrderStatus</i> is “Partially Completed”:</p> <p>“Metering Problem”</p> <p>“Reading Problem” “Other”</p> <p>“Meter Not Retrieved”</p> <p>The following exception codes may be used where the <i>ServiceOrderStatus</i> is “Completed”:</p> <p>“Meter Reading Only Undertaken Due To Prior Re-energisation”</p>	
<i>ActualDateAndTime</i>	DATETIME	<p>Actual date and time work was attempted or completed.</p> <p>Where the <i>ServiceOrderRequest</i> 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.</p>	M
<i>SpecialNotes</i>	VARCHAR(240)	<p>Any special notes related to the Request and fieldwork that the Recipient wishes to make the Initiator aware of.</p> <p>This field is Mandatory if an <i>ExceptionCode</i> value of “Other”, “Recipient Cancellation”, or “Documentation Not Provided” is provided, or a <i>ServiceOrderStatus</i> of “Partially Completed” or “Not Completed” is used.</p>	M/O
<i>RecipientContactName</i>	PERSON NAME	Contact name of Recipient, to be provided where Initiator may need to contact the Recipient.	O
<i>RecipientContactTelephoneNumber</i>	TELEPHONE	<p>Contact telephone number of Recipient. This is mandatory where the <i>RecipientContactName</i> is populated.</p> <p>A maximum of three telephone numbers must be provided.</p>	O
<i>RecipientReference</i>	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
<i>ProductCode</i>	VARCHAR(10)	<p><u>Standard Codes:</u></p> <p>“No Charge” = used where there is no fee for the service provided.</p> <p>“Cost TBA” = Used where the Recipient needs to do further investigation to determine what work was attempted or completed at the Site. Refer section 2.10.c.</p> <p>“As Quoted” = Used where the parties have previously agreed the price for the work.</p> <p>At least one <i>ProductCode</i> must be provided in all Jurisdictions.</p> <p>This field repeats to allow provision of details for multiple <i>Product Codes</i>.</p>	M

4.3. 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).

Table 15 Business Acceptance Rejection data

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

4.3.1. 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) Below is the reference table for Business Events that can apply to this process and the relevant Business Signals.

Table 16 Business Event Codes

Business Document	Business Signal	Business Event	Explanation Required	Severity	EventCode	Relevant Procedure clause or Reference Notes
ServiceOrderRequest	<u>BusinessAcceptance/Rejection</u>	ServiceOrderSubType does not match ServiceOrderType.	No	Error	1910	
		Unable to perform the work within the Required Timeframe, alternative date provided in <i>Explanation</i> .	Yes	Warning	1912	
			Yes	Error	2000	
		Unable to perform the work after hours, alternative time provided in <i>Explanation</i> .	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			

Business Document	Business Signal	Business Event	Explanation Required	Severity	EventCode	Relevant Procedure clause or Reference Notes
		No Meter At Site.	No	Error	1941	When a <u>ServiceOrderRequest</u> requires a <i>meter</i> to be present at the Site but there is no <i>meter</i> installed at the Site.
		Unable To Cancel, Original Request Not Received.	No	Error	1937	2.8. – Used where a “Cancel” <u>ServiceOrderRequest</u> is received without a matching “New” <u>ServiceOrderRequest</u> .
		Previous Cancellation Already Processed.	No	Error	1938	2.8.– Used where a “New” <u>ServiceOrderRequest</u> is received after “Cancel” version of the same Request has been rejected.
		Initiator Is Not Permitted To Raise This Service Order Type.	No	Error	1945	
		Rejection – Site already de-energised.	No	Error	1944	
		Request submitted by another Initiator.	No	Error	1956	
		<i>ServiceOrderID</i> value of the original Request that was rejected is not in <i>SpecialInstructions</i> .	No	Error	1955	
		<i>ScheduledDate</i> greater than 100 calendar days in the future.	No	Error	1954	
		Documentation required.	No	Warning	1953	
		“Replace” <u>ServiceOrderRequest</u> 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	

Business Document	Business Signal	Business Event	Explanation Required	Severity	EventCode	Relevant Procedure clause or Reference Notes
		Unable to perform Service Order due to communications disabled.	Yes	Error	2004	
		Unable to perform Service Order as communications does not exist.	Yes	Error	2005	
		Service Not Provided.	No	Error	2006	
		No Contract for service.	No	Error	2007	
		No Comms.	No	Error	2009	
		Unknown Connection Status.	Yes	Error	2010	
		Meter Not Retrieved.	No	Warning	2011	
		Site Already Energised.	No	Warning	2012	Used for Service Order sub types other than 'Re-energisation' CI 2.16.2
		Shared Supply Point.	Yes	Error	2013	
		Tariff Change Not Approved.	Yes	Error	2014	
<u>ServiceOrderResponse</u>	<u>BusinessAcceptance/Rejection</u>	<u>ActualDateAndTime</u> is after the date and time the <u>ServiceOrderResponse</u> was sent.	No	Error	1921	
		Product Code does not match requested work.	No	Warning	1951	
<u>ServiceOrderAppointmentNotification</u>	<u>BusinessAcceptance/Rejection</u>	Appointment Notification does not match a <u>ServiceOrderRequest</u> .	No	Error	1922	
<u>All</u>	<u>All</u>	Accept.	No	Information	0	Standard aseXML Code.
		Data missing. Details provided in <i>Explanation</i> .	Yes	Error	201	Standard aseXML Code. Used where data with a usage of Required in the Procedure is missing.

Business Document	Business Signal	Business Event	Explanation Required	Severity	EventCode	Relevant Procedure clause or Reference Notes
		Invalid data. Details provided in <i>Explanation</i> .	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 <i>Explanation</i> .	Yes	Error	1950	Used where a field with a usage of Mandatory in the Procedure is not supplied.
		<i>NMI</i> Checksum invalid.	No	Error	1924	
		Recipient did not initiate Request.	Yes	Error	206	Standard aseXML Code.
		Recipient is not responsible for the supplied <i>NMI</i> .	Yes	Error	1923	

