



B2B PROCEDURE: SERVICE ORDER PROCESS

PREPARED BY: AEMO Markets
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1. INTRODUCTION

1.1. Purpose and Scope

- (a) This B2B Procedure: Service Order Process (Procedure) is *published* by AEMO in accordance with clause 7.17.3 of the NER, and specifies the Service Order communication and transaction data.
- (b) This Procedure has effect only for the purposes set out in the NER, NERR and jurisdictional codes. The NER, NERR, jurisdictional codes and National Electricity Law 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 Retail Electricity Market Procedure – Glossary and Framework:
 - (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 certain nominated role in the NEM and therefore have been specified in this Procedure.

1.3. Related ~~AEMO~~ Documents

Table 1 Related Documents

Title	Location
Retail Electricity Market Procedures – Glossary and Framework	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Glossary-and-Framework
B2B Procedure: Technical Delivery Specifications	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures
B2B Procedure: Service Order Process One Way Notification	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures
B2B Procedure: Meter Data Process	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures
B2B Procedure: Customer and Site Details Notification Process	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures
MDFF Specification NEM12, NEM13	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Metering-procedures-guidelines-and-processes
B2B Guide	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures

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 NEM.
- (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 Notes #] 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

Reference	Document Name
[Guidance Note 1]	This is an accepted or common industry practice that does not <u>have a direct reference to</u> a specific legal or jurisdictional requirement.
[Guidance Note 2]	National Energy Retail Rules (NERR)
[Guidance Note 3]	Service Level Procedure Metering Data Provider Services
[Guidance Note 4]	National Electricity Rule (NER)
[Guidance Note 5]	Essential Services Commission (ESC) Electricity Distribution Code (Victoria)
[Guidance Note 6]	Service Level Procedure Metering Provider Services
[Guidance Note 7]	<u>Victorian Electricity Distributors Service & Installation Rules</u>
[Guidance Note 8]	<u>SA Power Networks Service & Installation Rules</u>
[Guidance Note 9]	<u>Electricity Distribution Network Code (Queensland)</u>
[Guidance Note 10]	<u>Metrology Procedures – Part A and Part B</u>
[Guidance Note 11]	<u>Electricity Distribution Code (South Australia)</u>

2. BUSINESS COMMUNICATION PROCESS

2.1. Process Overview

- (a) ~~Table 3~~ Table 4 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

Service Order Type	Service Order Sub Type	Description	Description of use
<u>Supply Service Works</u>		<u>Service orders related to changes at the supply point(s).</u>	
Supply Service Works	Allocate NMI	The Initiator requests a <i>NMI</i> for a Site.	Used where the <i>retailer</i> wants the Site registered in MSATS with <i>retailer</i> as the C current FRMP at the time of <i>NMI</i> allocation.
<u>Supply Service Works</u>	Tariff Change	DNSP is requested to change the Network Tariff.	This is used where the i 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.
<u>Supply Service Works</u>	Supply Alteration	DNSP is requested to alter the <i>supply</i> . It does not include new <i>supply</i> connections and <i>supply</i> abolishment.	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>.
<u>Supply Service Works</u>	Supply Abolishment	DNSP is requested to remove the service line/cable as <i>supply</i> is no longer required at site Site. This involves decommissioning a <i>NMI</i> .	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. Note: No-A De-energisation request is not required unless it is to occur prior to the <i>supply</i> abolishment.
<u>Supply Service Works</u>	Establish Temporary Supply	DNSP is requested to arrange a new physical connection to a temporary <i>connection point</i> .	Where a customer wants to establish temporary <i>supply</i> to a builders temporary <i>supply</i> pole at a construction site Site.
<u>Supply Service Works</u>	Establish Temporary in Permanent	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.	Where a customer wants to establish temporary <i>supply</i> to a construction site Site and when completed will remain as the permanent <i>supply</i> .
<u>Supply Service Works</u>	Establish Permanent Supply	DNSP is requested to arrange a new physical connection.	Where a customer wants to establish a new permanent <i>supply</i> at a connection point.
<u>Supply Service Works</u>	Temporary Isolation	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.	Where <i>supply</i> at a connection point requires isolation for a limited time without the need for a Re- E nergisation. For example where a service line needs to be dropped and reconnected within a short period of time. A separate De- E nergisation request (for <i>supply</i> isolation or disconnection at pole top, pillar box or pit) is not required. Where <i>supply</i> isolation extends beyond 24 hours, a follow up Re- E nergisation Service Order to the DNSP is required to reconnect the <i>supply</i> .
<u>Supply Service Works</u>	<u>Temporary Isolation-Group Supply</u>	<u>DNSP is requested to temporarily isolate (disconnect) <i>supply</i> where multiple <i>NMIs</i> are connected to a single-<i>supply</i> point, for a limited time, usually just for the day.</u>	<u>E.g. needing to isolate <i>supply</i> to an apartment block for a limited time, usually just for the day.</u>
Re-energisation		The Initiator requires re-energisation of a Site.	Examples: Customer is moving into a premise Customer has previously requested that <i>supply</i> be temporarily de-energised and now wishes the <i>supply</i> restored. Following disconnection for non-payment.

Service Order Type	Service Order Sub Type	Description	Description of use
<u>Re-energisation</u>	After Disconnection For Non-Payment	A re-energisation after disconnection as part of a non-payment process.	<u>Example:</u> • <u>Following disconnection for non-payment.</u>
<u>Re-energisation</u>	Remote	Where the initiator requires re-energisation not requiring a physical visit to the customer's premises.	<u>Examples:</u> • Customer is moving into a premises • Customer has previously requested that <u>supply</u> be temporarily de-energised and now wishes the <u>supply</u> restored.
<u>Re-energisation</u>	Retrospective Move-in	When a move-in reading is required for an already Energised Site.	
<u>Re-energisation</u>	New Reading Required	Where a R etailer wants a reading taken, rather than a deemed meter <u>Meter Reading for a manually read meter.</u>	
<u>Re-energisation</u>	Physical Visit	Where the initiator requires R e-energisation requiring a physical visit to the customer's premises.	
<u>Re-energisation</u>	Sticker Removal	<u>Where a Retailer a</u> This code used to <u>a R</u> e-energisation for a Site that has been de-energised using a sticker (i.e. not physically de-energised). The DNSP will visit the Site, take a meter reading, and remove the sticker if necessary. This is used for NMLs located in South Australia.	<u>Examples:</u> • <u>Customer is moving into a premises</u>
<u>Re-energisation</u>	<u>Move-in</u>	<u>When an energisation and move-in reading is required.</u>	
<u>Re-energisation</u>	Recipient Discretion	<u>The Recipient will re-energise the Site in the most efficient manner at the Recipient's discretion.</u>	<u>Where standard practise applies.</u>
<u>De-energisation</u>	Methods include: Remote Remove Fuse Main switch seal/ Sticker Technical disconnect Meter Isolation Supply Isolation Disconnection at pole top, pillar box or pit Recipient discretion	The Initiator requires de-energisation by a particular method.	<u>Examples:</u> <u>Non-payment:</u> <u>Customer requires a temporary disconnection.</u> <u>Customer is moving out of a Site</u>
<u>De-energisation</u>	<u>Disconnect at Pillar-Box PitOrPole-Top</u> <u>Disconnect at pole top, pillar box or pit</u>	A physical disconnection of the service mains at the connection to the network <u>for non-payment.</u>	
<u>De-energisation</u>	Remove Fuse	The <u>i</u> niator requires the physical removal of the <u>either the meter or supply</u> fuse	
<u>De-energisation</u>	Remote	Where the <u>i</u> niator requires de-energisation not requiring a physical visit to the customer's premises.	
	<u>Meter Isolation</u>	<u>Isolation at the meter point itself (Link/fuse/switch prior to the meter).</u>	
	<u>Supply Isolation</u>	<u>Isolation of the supply point.</u>	

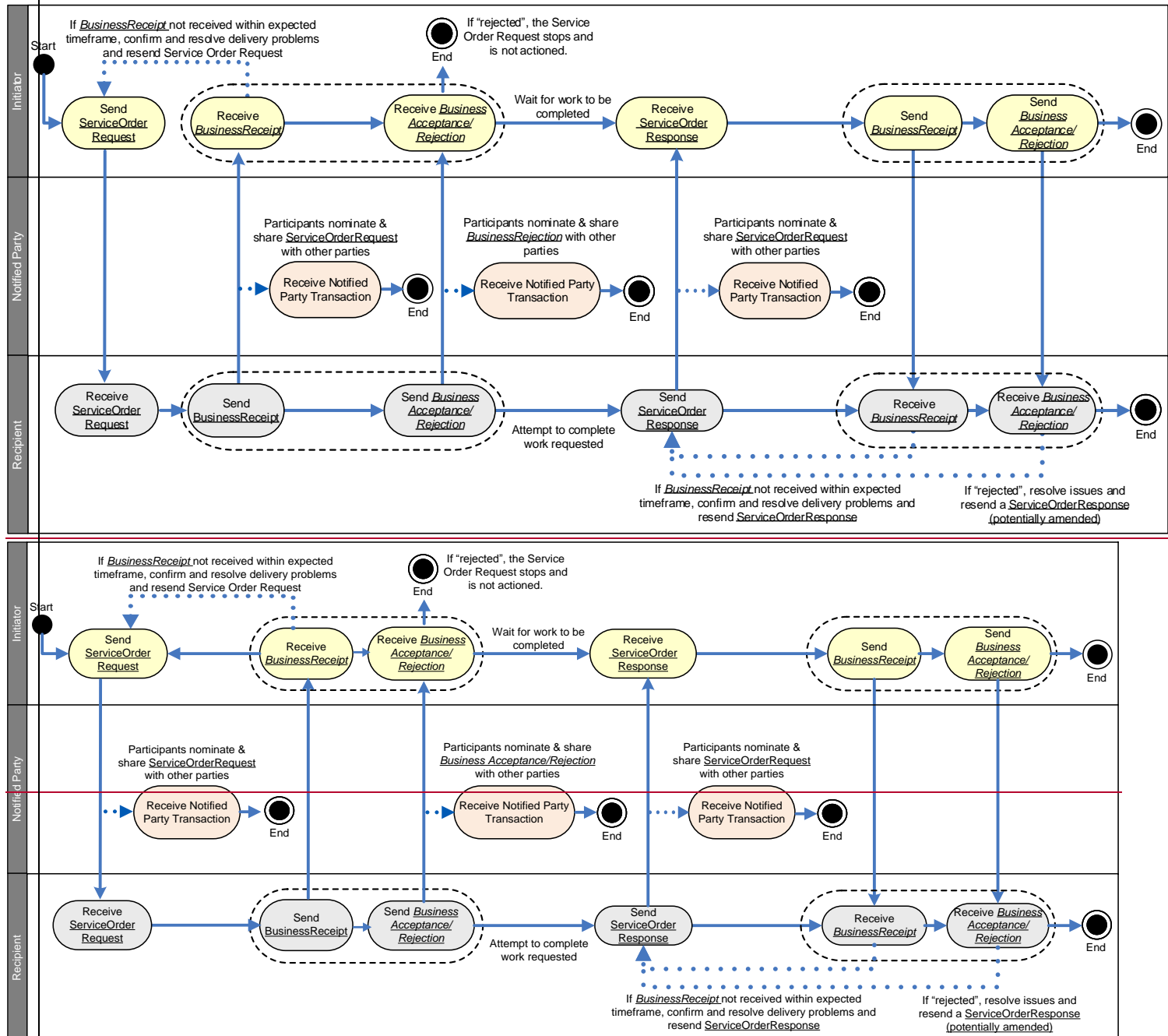
Service Order Type	Service Order Sub Type	Description	Description of use
<u>De-energisation</u>	Local Meter Disconnection	Attend site Site and <u>disconnect at the meter</u> , by either isolating the <u>meter point</u> itself, opening the contactors or removing tails from the <u>meter terminal</u> . open meter contactors.	
	<u>Meter Tails</u>	<u>Removing tails from the meter terminals under the meters sealed cover).</u>	
<u>De-energisation</u>	Recipient d Discretion	<u>The recipient</u> Recipient will <u>de-energise the Site in the most efficient manner at the recipient</u> Recipient's <u>discretion.</u>	Where standard practise applies
Special Read	• <u>Check Read</u> Final Read	The Initiator requires a Special Meter Reading not associated with a re-energisation or a de-energisation. If the DNSP is the MC, the Service Order must be sent to the DNSP.	Used to obtain a Special Read (rather than a scheduled read) arises where an out of cycle reading is required.
<u>Special Read</u>	Check Read	Where there is a reported error in the m Meter r Reading.	Used to check the accuracy of the meter <u>Meter</u> r Reading only. For example, used to obtain a Special Read (rather than a scheduled read) arises where an out of cycle reading is required.
<u>Special Read</u>	Final r Read		Used when a reading is required for preparing a final bill for the Customer.
<u>Special Read</u>	<u><Blank></u>	<u>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.</u>	<u>E.g. used for transfers and move ins.</u>
<u>Metering Service Works</u>		<u>Service orders related to changes at the metering point(s).</u>	
<u>Metering Service Works</u>	Exchange Meter	The Initiator requires an exchange of one or more <u>meters</u> .	Examples: <ul style="list-style-type: none">• Change a single phase <u>meter</u> into a multi-phase <u>meter</u>.• Meter Churn.
<u>Metering Service Works</u>	Install Meter	The Initiator requires the installation of one or more <u>meters</u> .	
<u>Metering Service Works</u>	Move Meter	The <u>i</u> nitiator requires the relocation of one or more <u>meters</u> .	For example, to facilitate building works at a <u>Site</u> Site, but not decommission the NMI.
<u>Metering Service Works</u>	Meter Reconfiguration	The <u>i</u> nitiator requires the reconfiguration or reprogramming of the <u>metering installation</u> .	Usually required when a <u>R</u> etailer 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 <u>S</u>olar
<u>Metering Service Works</u>	Meter Investigation- <u>Inspect</u>	The Initiator requires an investigation of a <u>metering installation</u> . The <u>i</u> nitiator must provide additional information in the special instruction where a Service Order Sub Type of Meter <u>Investigation</u> — <u>Investigation</u> —	Examples: <u>A N</u> eed to investigate a can arise where: <ul style="list-style-type: none">• A Customer raises a request with their Retailer to investigate a <u>meter</u> fault; or

Service Order Type	Service Order Sub Type	Description	Description of use
Metering Service Works	Meter Investigation—Meter Test	Inspect or Meter Investigation—Meter Test is used.	<ul style="list-style-type: none"> The Retailer has grounds to proceed with an investigation. A Customer believes there is a problem with the <i>metering installation</i>. A Retailer may request an investigation for example, on the grounds of suspected fraud/tampering or consistently abnormal <i>meter</i> readings.
Metering Service Works	Remove Meter	The removal of one or more <i>meters</i> is required.	Remove redundant <i>meters</i> . A Remove Meter used to remove the last <i>meter</i> on siteSite should be accompanied with a <i>Supply Abolishment</i> sent to the DNSP.
Metering Service Works	Install Controlled Load	The Initiator requires the installation of Controlled Load equipment.	Installation of a controlled device load . For example, hot water, pool pump.
Metering Service Works	Change Timeswitch settings	The Initiator requires a change to timeswitch settings.	Example: Change of timeswitch settings for daylight savings.
Metering Service Works	Reseal Device	Device Meter seal missing and requires replacement.	
Miscellaneous	<Blank>	The Initiator requires a service not covered by one of the above Service Orders. A Service Order Sub Type is not to be provided for Miscellaneous Service Orders.	

2.1.1. Communication Process Diagram

(a) Figures 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 4] A ~~p~~**P**rospective 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, ~~Meter Reconfiguration~~;
 - (v) Miscellaneous.

- (c) [Guidance Note 4] A ~~P~~**P**revious 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)(a) A Previous Retailer for a NMI that is the subject of the ServiceOrderRequest is only permitted to raise a Meter Investigation or Special Read (with ServiceOrderSubType of “Check Read”) ServiceOrderRequest.~~

~~(e)(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.

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

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

~~(i)(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.

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

~~(i)~~ [Guidance Note 1] Appointments for Service Orders are only supported where the relevant parties have a bilateral agreement.

~~(k)~~ 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.

~~(l)~~ The Initiator must get have agreement from the participant or the customer's agent to party nominated as the coordinating party prior to raising the ServiceOrderRequest.

2.3. Notified Party

- (a) The Service Order Procedures contains the concept of a Notified Party as part of the Service Order process. The aim is to notify related parties who are not involved directly in the provision of the requested service, and provide visibility of activities undertaken by a Recipient prior to commencement and at completion of any request. The use of Notified Party is not mandatory, the following clauses apply to those who choose to notify Notified Parties using B2B.
- (b) Notifications in the form of a *NotifiedParty* transaction, are for information purposes only; no action is required of the Notified Party apart from acknowledging the transaction. ~~A Notified Party may choose to use the notification as a trigger for other internal business processes, or simply ignore the notification.~~
- (c) 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.
- (d) If the Initiator has elected to manage notifications to Notified Parties separately, they must not populate the *NotifiedPartyID* in the *ServiceOrderRequest*.
- (e) 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;

~~(f)~~ Notifications to Notified Parties are not required for Service Orders with an ActionType of Cancel.

~~(f)(g)~~ The Recipient of a ServiceOrderRequest cannot be the Notified Party for the same ServiceOrderRequest.

~~(g)(h)~~ Upon receipt of a NotifiedParty transaction, a Notified Party must acknowledge receipt using a BusinessReceipt.

~~(h)(i)~~ 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)(j)~~ If an Initiator receives a NotifiedParty transaction with NotificationStatus 'Rejected by Notified Party', the Initiator identifies-must identify the correct Notified Party and sends a NotifiedParty transaction with the correct Participant ID, along with the latest payload information related to the ServiceOrderRequest.

~~(j)(k)~~ If the Initiator has elected to manage notifications to Notified Parties separately, and receives a negative BusinessAcceptance/Rejection from a Notified Party, the Initiator identifies-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)~~(l) Refer to ~~section 8 of~~ the B2B Procedure Technical Delivery Specification for further information on Notified Parties and message/transaction acknowledgement patterns.

~~(j)~~(m) Refer to ~~section 4.3 of~~ the B2B Procedure One Way Notification Process for transaction data requirements of the NotifiedParty transaction.

~~(m)~~(n) Further information on the suggested Notified Parties for each B2B Communication is available in the B2B Guide.

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 ~~and nominated Notified Parties~~ acknowledging whether the ServiceOrderRequest has been validated by the Recipient and is understood and accepted by the Recipient, or rejected.
- (c) A BusinessAcceptance/Rejection with a Business Event of 'Accept' indicates that the Recipient reasonably believes it will be able to complete the work specified in the ServiceOrderRequest within the required timeframe.
- (d) Reasons for a rejection or validation errors must be advised to the Initiator using the EventCodes detailed in ~~section Table 16Table 16Table 14~~ BusinessAcceptance/Rejection.
- (e) Where the Initiator receives a BusinessAcceptance/Rejection transaction indicating that there were validation errors, the Initiator should address any issues and, if necessary, submit a new ServiceOrderRequest with a new ServiceOrderID. In this situation the Initiator must not issue a "Cancel" ServiceOrderRequest to the Recipient for the original (invalid) ServiceOrderRequest.
- (f) Where the Initiator does not receive a BusinessAcceptance/Rejection from the Recipient, the Initiator should investigate the failure of the delivery and notify the Recipient if the problem is deemed to lie with the Recipient, ~~resending the original ServiceOrderRequest as appropriate~~.

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*.

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

(d) [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).

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

2.6. 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 2.64(c)(i)(B) and 2.64(c)(i)(C) in which case only the *CustomerPreferredDateAndTime* can be retrospective.
- (D) If a retrospective *CustomerPreferredDateAndTime* is provided otherwise than in accordance with 2.64(c)(i)(B) or 2.64(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 2.64.(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 10] The Recipient will provide a meter reading in accordance with the Metrology Procedure, undertaking field work if necessary.
- ~~(C) — The Recipient will provide a meter reading in accordance with the Metrology Procedure, undertaking field work if necessary.~~
 - (ii) If the *CustomerPreferredDateAndTime* and *ScheduledDate* are not the same date, except as permitted in ~~2.62-62-63~~ (c)(i)(B) and ~~2.62-62-63~~ (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 ~~3.3.33-3.33-3.5~~ of this Procedure.

~~(b) The following provisions cover the various aspects related to difficulties completing work within the Required Timeframe. Subject to specific provisions detailed in 3.3.33-3.33-3.5, the Required Timeframe is deemed to start from the *ScheduledDate*.~~

~~(b) —~~

- (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)(a) Subject to specific provisions detailed in 3.3.5, the Required Timeframe is deemed to start from the *ScheduledDate*.~~

(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*.

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

(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*.

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

~~(e) — Where the Recipient is unable to complete the requested work within the Required Timeframe (from the *ScheduledDate*), the Recipient must should contact² 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*.~~

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

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

~~(g)(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~~

~~(i) — The Recipient must telephone 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.~~

~~— Where a *CustomerPreferredDateAndTime* has been agreed (with an *AppointmentReference*) and the Appointment cannot be met, the Recipient must telephone should contact the Initiator to negotiate an acceptable alternative date (i.e. a new *CustomerPreferredDateAndTime*).~~

~~— In this instance, if the Initiator does not cancel and re-issue the *ServiceOrderRequest*, the Initiator must confirm any revised Appointment details with the Recipient by email.~~

² The Retailer Initiator may choose to use email to confirm telephone arrangements

2.8. 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.

2.9. 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 ~~a~~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 [2.162-162.12-15](#)).

2.10. 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).

2.11. 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".

2.12. Updating a ServiceOrderRequest

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

2.13. Service Paperwork

- (a) This Procedure does not remove the need for related paperwork for individual Service Order processes (such as electrical work request or a notice of work request)³.
- (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

³ Refer to Section 6.1.8.2 of the B2B Guide for additional information on common industry practices.

- (iii) SafetyCertificate
- (iv) Safety-Certificate-Method-Sent
- (v) Metering-Safety-Certificate-ID
- (vi) Metering-Safety-Certificate-Method-Sent

(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
 - ~~(e) ServiceOrderID is not required on the Service Paperwork, Where the Initiator is required to provide paperwork to the Recipient, the Initiator will need to;~~
 - ~~(i) raise the Service Order after receiving or preparing all Service Paperwork; and~~
 - ~~(ii) include the Service Paperwork number, where provided, in the FormNumber or the SafetyCertificateId field of the Service Order, as appropriate.~~
 - ~~(d) Where Service Paperwork is required, the Initiator must not raise a Service Order without providing the required paperwork, the paperwork reference in the Service Order and indicating the method sent.~~
 - ~~(i) Where the Initiator arranges to separately send the paperwork to the recipient, the ServiceOrderID must be clearly displayed on the paperwork.~~
 - ~~(ii) When Service Paperwork is left on site, the ServiceOrderID is not required on the paperwork~~
 - ~~(iii)(B) If Service Paperwork is to be provided directly to the Recipient by someone other than the Initiator, the Service Paperwork number is not required in the ServiceOrderRequest.~~

~~(e)~~(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).

~~(f)~~(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.

~~(g)~~(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'.

~~(h)~~(g) Figure 2 illustrates the Timing Points for managing Service Orders requiring Service Paperwork and Table 4 ~~Table 2~~ defines the Timing Points:

Figure 2 Service Paperwork Timing Points

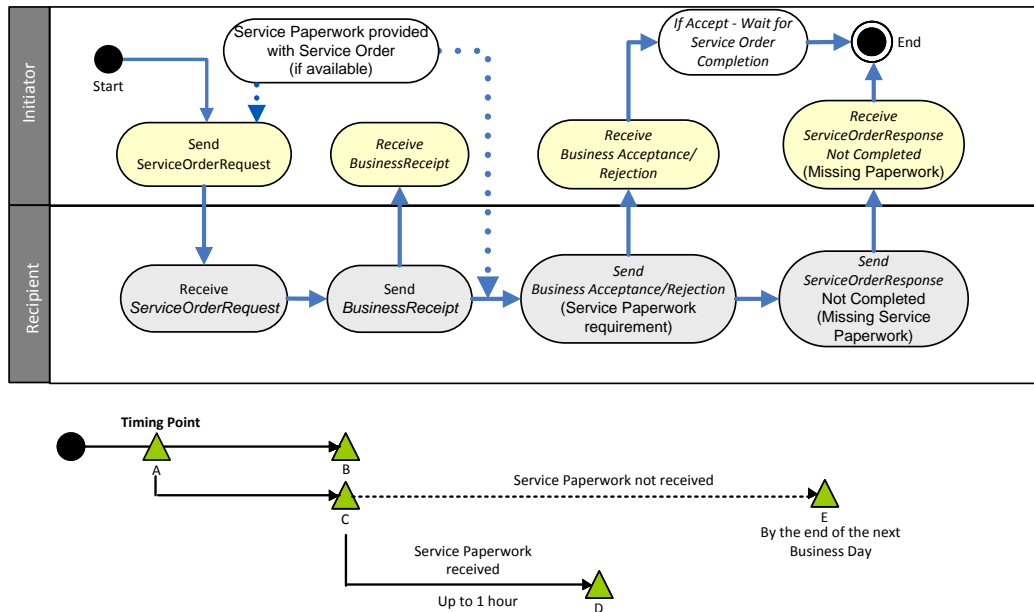


Table 4 Timing Point Definitions

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".

2.14. Explanation of use of *ExceptionCodes*

ExceptionCodes must conform with the rules in [Table 5 below](#)~~Table 3~~.

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- b Box, Pit-or-Pole- t Top" and De-energisation Reason "Non-Payment (DNP)".

Value	Definition	Used with ServiceOrderStatus
Customer Prevented	Customer prevented de-energisation.	Limited to a physical De-energisation <u>ServiceOrderRequests</u> with a status of 'Not Completed'.
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 <u>ParticipantInitiator</u>	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 <i>eCustomer</i> is not present. The Site was not left re-energised for safety reasons.	Not Completed
Meter Not Retrieved	Used in conjunction with a response to an <i>Service Order Abolishment</i> by a <i>DN</i> SP.	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 <i>siteSite</i> is energised at the time of the <u>Service Order Request</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
<u>Metering not compatible with proposed Tariff Change</u>	<u>The Recipient is not able to complete the request due to the meter not being compatible proposed tariff.</u>	<u>Metering Service Works sub type with status Not Completed.</u>

2.15. Specific Service Order Requirements

2.15.1. 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.
[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.
- ~~(c) — 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.
- ~~(e) — In those Jurisdictions where Paperwork is required the Retailer and DNSP must ensure that all necessary paperwork is available and completed in order to progress and complete the Allocate NMI. The ServiceOrderRequest does not replace the need for paperwork.~~
- ~~(f) — For the avoidance of doubt, a Retailer and an Embedded Network Manager can agree to use the Allocate NMI transaction for the purposes of B2B communications. If the Retailer and Embedded Network Manager agree to use these B2B Procedures they must comply with all obligations in this procedure for Allocating a NMI.~~
- ~~(f) —~~

2.15.2. Re-energisation

- (a) The Retailer must raise a ServiceOrderRequest to the appropriate party and use the ServiceOrderSubType to indicate the type of Re-energisation required.
- (b) The Recipient must not reject a Re-energisation ServiceOrderRequest if the ~~site~~Site is already energised. The Recipient must return the appropriate ServiceOrderResponse and where possible provide a ~~meter~~Meter reading/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.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*.~~

~~(B) 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 ~~B~~business ~~H~~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) If a Retailer raises a Re-energisation *ServiceOrderRequest* without a *ServiceOrderSubType*, the DNSP must undertake the necessary fieldwork to ensure that the Site is energised and a read is provided for the date component of *ActualDateAndTime* (subject to 2.12.7.05.2 (c)(i)).~~

~~(iv)~~ (iv) [Guidance Note 47 and 8] In Victoria and South Australia, if a service has been off supply (de-energised) for more than 12 months, the SIRs (Service Installation Rules) require certified evidence that an installation is safe to reconnect; e.g. Electrical Certificate of Compliance (ECC) in SA, Certificate of Electrical Safety (CES), EWR or a letter that a safety check has been conducted by an electrical contractor. If this notification is not provided, the DNSP may reject the *ServiceOrderRequest*. This Service Order type has Service Paperwork requirements in some jurisdictions. See clause 2.13 for details regarding Service Paperwork processes.

~~(v)~~ (v) [Guidance Note 1] In SA, where a Customer advises the Retailer they have already moved into the Site, the Site is energised (left energised or energised by the Customer) and the Retailer requires a move-in reading from the DNSP, the Retailer must raise a Re-energisation *ServiceOrderRequest* with a *ServiceOrderSubType* of "New Reading Required". The DNSP will provide a meter reading in accordance with the Metrology Procedure, undertaking field work if necessary. Where this code is used, the *CustomerPreferredDateAndTime* must not be retrospective where the meter type is 6.

~~(vi)~~ (vi) [Guidance Note 1] In SA, where a Customer advises the Retailer they have already moved into the Site, the Site is energised (left energised or energised by the Customer) and the Retailer requires a move-in reading from the DNSP, the Retailer must raise a Re-energisation *ServiceOrderRequest* with a *ServiceOrderSubType* of "Sticker Removal" "New Reading Required". The DNSP will provide a meter reading in accordance with the Metrology Procedure, undertaking field work if necessary. Where this code is used, the *CustomerPreferredDateAndTime* must not be retrospective where the meter type is 6.

~~(vii)~~ (vii) [Guidance Note 1] In Tasmania, if a service has been off supply (de-energised) for more than 6 months, the SIR (Service Installation Rules) require certified evidence

~~in the form of an Certificate of Electrical Compliance Electrical Installation Notice (EINCEC) and an Electrical Works Request (EWR) to state that the installation is safe prior to re-energisation. If this notification is not provided, the DNSP may reject the ServiceOrderRequest.~~

2.15.3. De-energisation

- (a) The Retailer must issue a ServiceOrderRequest to the appropriate party and use the ServiceOrderSubType to indicate the type of De-energisation required.
- (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.~~

~~(i) 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) For a De-energisation ServiceOrderRequest for non-payment, the Retailer must populate the De-energisationReason.:~~

~~(A)(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.~~

~~(B) 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.~~

~~(C)(iv)~~ This Service Order type has Service Paperwork requirements in some ~~jurisdictions~~ Jurisdictions. See clause ~~2.132-13~~ 2.13 for details regarding Service Paperwork processes.

~~(D) "Customer On-Site" is not a valid ExceptionCode where the De-energisationReason is non-payment for this ServiceOrderSubType.~~

2.15.4. 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 ~~new~~ 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”.

2.15.5. Supply Abolishment

- (a) [Guidance Note 1] In South Australia, Victoria, and Tasmania~~and Queensland~~, the Initiator ensures that all necessary paperwork, where available, is supplied to the DNSP in order to progress and complete the Supply Abolishment. The ServiceOrderRequest does not replace the need for the paperwork associated with a Supply Abolishment. This Service Order type has Service Paperwork requirements in some jurisdictions. See clause 2.13 for details regarding Service Paperwork processes.

2.16. Multiple Service Orders

- (a) The obligations under this clause apply~~ies~~ to regulated businesses.
- (b) This section provides the business rules for the management of situations where multiple ServiceOrderRequests apply to a Site at, or close to, a point in time. The business rules are presented in a series of scenarios.
- (c) The multiple Service Order rules apply to any 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 02.16.1.12.15.22.16.1.1, allow for this practice.
- (f) The scenarios, detailed in section 02.16.1.12.15.22.16.1.1, 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.

- ~~(i) The Recipient must contact the Prospective Retailer (Initiator), who has raised a Re-energisation Request to assist in the resolution of the situation.~~

2.16.1. Multiple Service Orders for Multiple Initiators

- (a) In these scenarios, other Service Order Types that can be raised by a Pprospective 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

⁴ Incomplete⁴ means a ServiceOrderResponse has not been sent or the Recipient is unaware of the status of work that is currently in progress.

Scenario	1 st Request Received	2 nd Request Received	Description
2	<u>De-energisation</u>	<u>Re-energisation</u>	<u>Re-energisation date equals De-energisation date</u>
3	<u>De-energisation</u>	<u>Re-energisation</u>	<u>Re-energisation after De-energisation</u>
4	<u>Re-energisation</u>	<u>De-energisation</u>	<u>De-energisation before Re-energisation</u>
5	<u>Re-energisation</u>	<u>De-energisation</u>	<u>De-energisation date equals Re-energisation date</u>
6	<u>Re-energisation</u>	<u>De-energisation</u>	<u>De-energisation after Re-energisation</u>
7	<u>Various (as per Table 7Table 4)</u>	<u>Various (as per Table 7Table 4)</u>	<u>Where two Service Orders are received and clarification is required from both parties.</u>
8	<u>Any Service Order</u>	<u>Matching Service Order</u>	<u>Multiple Service Orders of the same type in 5 day window</u>
9	<u>Any Service Order</u>	<u>Any Service Order</u>	<u>Any other multiple ServiceOrderRequest situations not covered by Scenario's 1-8 above</u>

(b) The following ~~Table 7~~Table 5 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 ~~(see Table 5)~~. An “x” means the Recipient will reject the ServiceOrderRequest from the prospective Retailer, irrespective of whether it is received first or second.

(c) ~~This table~~Table 7~~Table 5~~ 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 ~~P~~prospective Retailers and ~~C~~current Retailers that are scheduled for action within 5 business days.

~~The transactions marked as "NA" are not applicable transactions for a DNSP following Metering Competition (T~~hey should be rejected).

~~(a)~~(e)

Summary of the Management-management of Multiple-multiple Service Order and Multiple-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
Transaction Type	Sub Type																				
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

		Prospective Retailer																				
		Transaction Type																				
		Sub Type	Allocate NMI	Establish (Permanent/temp etc)	Supply Abolishment	Supply Alteration	Tariff Change	Supply Isolation	Exchange Meter	Install Controlled Load	Install Hot Water	Install Meter	Meter Investigation (Inspect/test/Tamper)	Meter Investigation - Meter Test	Meter Investigation - Tamper	Meter Reconfiguration	Move Meter	Remove Meter	ALL SUBTYPES	ALL SUBTYPES	ALL SUBTYPES	NO SUB TYPE - Ignore if populated
Current Retailer	Transaction Type	Sub Type																				
Supply Service Works	Allocate NMI		8	X	NA	X	X	X	X	X	X	X	NA	NA	NA	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	NA	NA	7	7	7	X	NA	X	NA
Supply Service Works	Supply Abolishment		X	X	NA	7	7	7	7	7	7	7	NA	NA	NA	7	7	7	7	NA	8	NA
Supply Service Works	Supply Alteration		X	X	NA	7	7	7	7	7	7	7	NA	NA	NA	7	7	7	9	NA	9	NA
Supply Service Works	Supply Isolation		X	X	NA	7	7	7	7	7	7	7	NA	NA	NA	7	7	7	9	NA	9	NA
Supply Service Works	Tariff Change		X	X	NA	7	7	7	7	7	7	7	NA	NA	NA	7	7	7	9	NA	9	NA
Metering Service Works	Install Controlled Load		X	X	NA	7	7	7	7	7	7	7	NA	NA	NA	7	7	7	9	NA	9	NA
Metering Service Works	Install Hot Water		X	X	NA	7	7	7	7	7	7	7	NA	NA	NA	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	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	NA
Metering Service Works	Move Meter		X	X	NA	7	7	7	7	7	7	7	NA	NA	NA	7	7	7	9	NA	9	NA
Metering Service Works	Remove Meter		X	X	NA	7	7	7	7	7	7	7	NA	NA	NA	7	7	7	9	NA	9	NA
Metering Service Works	Meter Reconfiguration		X	X	NA	7	7	7	7	7	7	7	NA	NA	NA	7	7	7	9	NA	9	NA
Metering Service Works	Meter Investigation(Inspect/Test/Tamper)		X	X	NA	7	7	7	7	7	7	7	NA	NA	NA	7	7	7	9	NA	9	NA
Re-energisation	ALL SUBTYPES		X	X	NA	7	7	7	7	7	7	7	NA	NA	NA	7	7	7	8	NA	9	NA
De-energisation	ALL SUBTYPES		X	X	NA	7	7	7	7	7	7	7	NA	NA	NA	7	7	7	1-6	NA	9	NA
Special Read	ALL SUBTYPES		X	X	NA	7	7	7	7	7	7	7	NA	NA	NA	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	NA	NA	7	7	7	9	NA	9	NA

Table 7 Service Order summary

- ~~(a) This table applies specifically to the services performed by DNSP's or DNSP's in their role as Initial MC.~~
- ~~(b)(a) 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.~~
- ~~(c)(a) The transactions marked as "NA" are not applicable transactions for a DNSP following Metering Competition (They should be rejected).~~

Table 5 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	Re-energisation Various (as per Table 4)	Supply Abolishment Various (as per Table 4)	Where two Service Orders are received and clarification is required from both parties Receipt of Re-energisation and Supply Abolishment for same date.
8	Any Service Order	Matching Service Order	Multiple Service Orders of the same type in 5 day window
9	Any Service Order	Any Service Order	Any other multiple Service Order Request situations not covered by Scenario's 1-8 above

~~(d)(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 Service Order Requests involve these other Service Order Types, the processes are the same as for Re-energisations and De-energisations.~~

2.16.1.1. 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~~"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”.

2.16.1.2. Scenario Process Description - Scenario 7

- (a) Upon receipt of ~~Re-energisation and Supply Abolishment~~ ServiceOrderRequests from different Initiators, the Recipient will contact both parties to confirm/clarify the Requests.
- ~~(b) Upon receipt of Metering Service Works or Meter Reconfiguration and any other type of ServiceOrderRequests from a different Initiator, the ServRecipient will contact both parties to confirm the Requests.~~

2.16.1.3. 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 Event-Code 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.”

2.16.1.4. 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.

2.16.1.5-2.16.2. Multiple Service Orders from Same Initiator

- (a) The following Table 8 ~~table~~ 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 the above Table 8 Table 6 (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 8886 New Service Order same Initiator

[illegible]

Existing Service Order		New Service Order Transaction Type																		
Transaction Type	Sub Type	Sub Type	Allocate NMI	Establish (Perm/Temp/Etc)	Supply Abolishment	Supply Alteration	Tariff Change	Supply Isolation	Exchange Meter	Install Controlled Load	Install Hot Water	Install Meter	Meter Investigation (Inspect/ Test/Tamper)	Meter Reconfiguration	Move Meter	Remove Meter	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
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
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	Y	X	X	X	X	X	Y	Y	Y	Y	Y	Y	Y	Y
Supply Service Works	Supply Isolation		X	X	X	Y	X	X	Y	Y	Y	X	X	X	X	X	X	X	X	Y
Supply Service Works	Tariff Change		X	X	X	Y	X	Y	X	Y	Y	X	Y	Y	Y	Y	Y	Y	Y	Y
Metering Service Works	Install Controlled Load		X	X	X	Y	Y	Y	X	X	X	X	Y	Y	Y	Y	Y	Y	Y	Y
Metering Service Works	Install Hot Water		X	X	X	Y	Y	Y	X	X	X	X	Y	Y	Y	Y	Y	Y	Y	Y
Metering Service Works	Install Meter		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
Metering Service Works	Move Meter		X	X	X	Y	Y	X	X	Y	Y	X	Y	Y	X	Y	Y	Y	Y	Y
Metering Service Works	Remove Meter		X	X	X	Y	Y	X	X	Y	Y	X	Y	Y	Y	X	Y	Y	Y	Y
Metering Service Works	Meter Reconfiguration		X	X	X	Y	Y	X	X	Y	Y	X	Y	X	Y	Y	Y	Y	Y	Y
Metering Service Works	Meter Investigation(Inspect/Test/Tamper)		X	X	X	Y	Y	X	X	Y	Y	X	X	Y	Y	Y	Y	Y	Y	Y
Re-energisation	ALL SUBTYPES		X	X	X	Y	Y	X	X	Y	Y	X	Y	Y	Y	Y	X	Y	Y	Y
De-energisation	ALL SUBTYPES		X	X	Y	Y	Y	X	X	Y	Y	X	Y	Y	Y	Y	Y	X	Y	Y
Special Read	ALL SUBTYPES		X	X	Y	Y	Y	Y	X	Y	Y	X	Y	Y	Y	Y	Y	Y	X	Y
Miscellaneous Services	NO SUB TYPE - Ignore if populated		X	X	Y	Y	Y	Y	X	Y	Y	X	Y	Y	Y	Y	Y	Y	Y	X

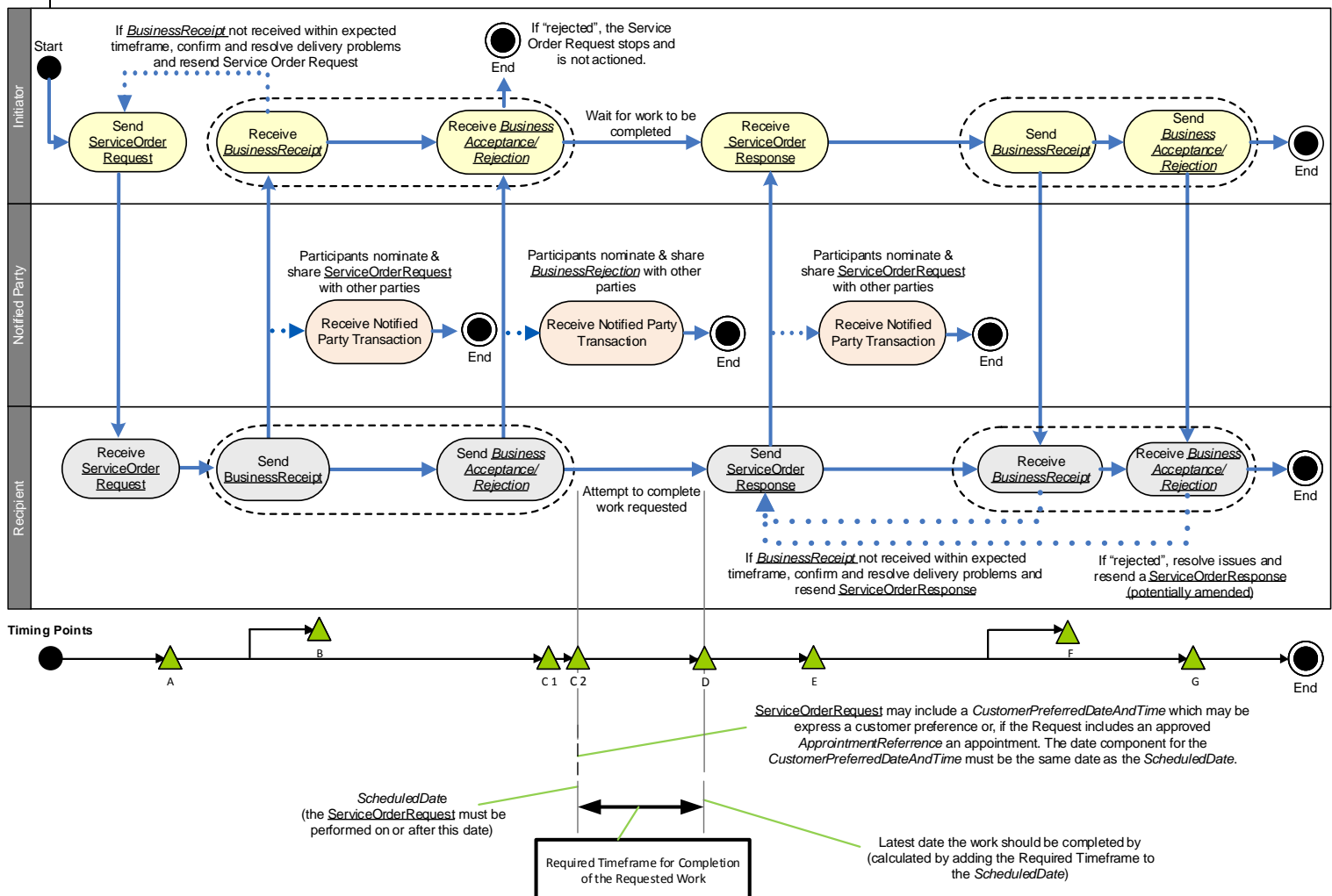
- (b) This table applies specifically to the services performed by DNSP's or DNSP's in their role as Initial MC. Upon receipt of a combination of multiple ServiceOrderRequests that are deemed valid per the above table (shown by an "Y" in the relevant cell), the Recipient will process both ServiceOrderRequests.
- (c) This table describes whether a DSNP/Initial MC should process a New Service Order for a given NMI when they 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 Event indicating "Invalid Multiple Service Order Combination".
- (d) The transactions marked as "NA" are not applicable transactions for a DNSP (They should be rejected).

3. TIMING REQUIREMENTS

3.1. Overview of Timing Requirements

- 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).
- The Timing Requirements do not take precedence over Jurisdictional requirements and any contract service levels agreed between Participants.
- Figures 3 and 4 illustrate the relevant Timing Requirements.

Figure 3 Timing Overview



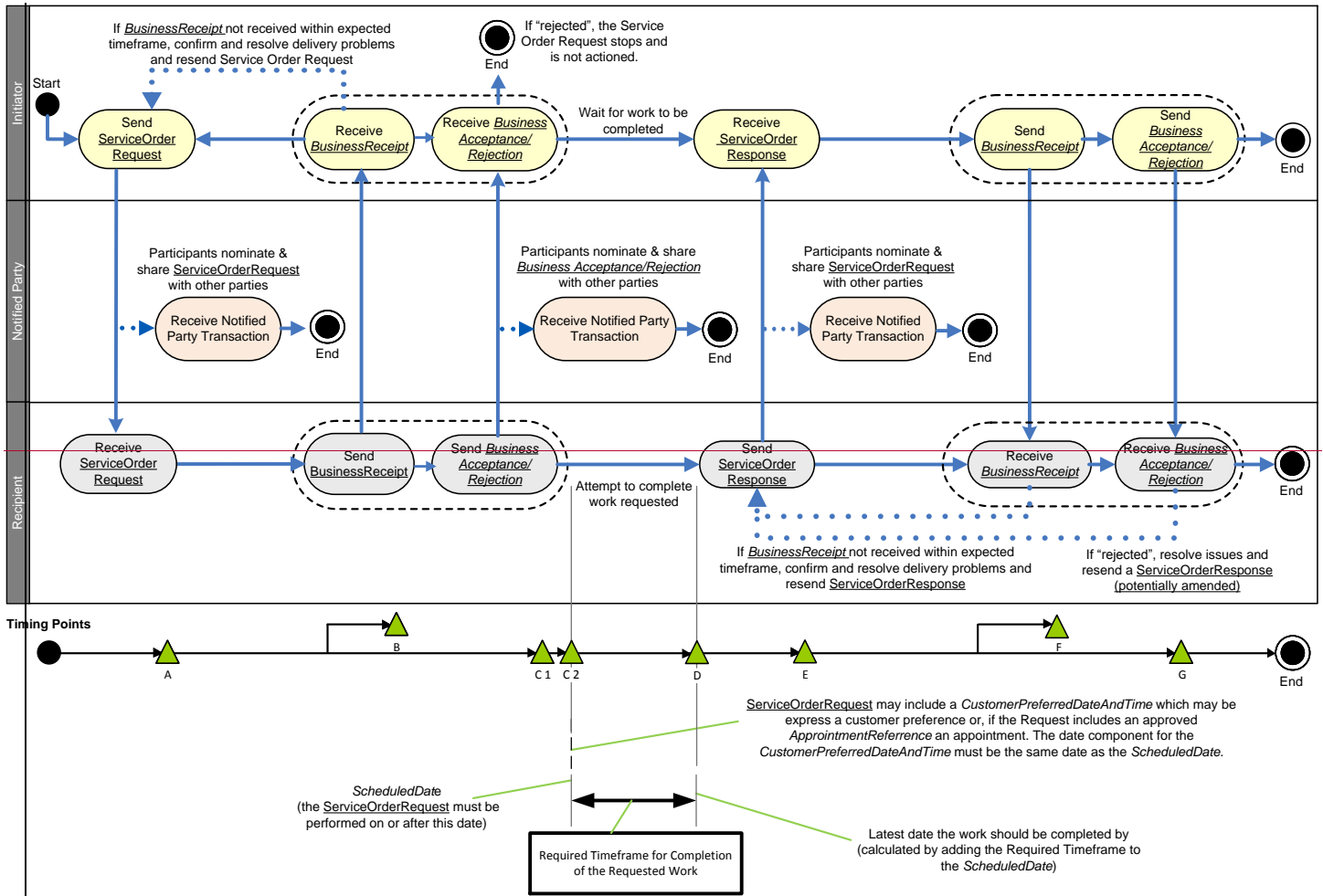
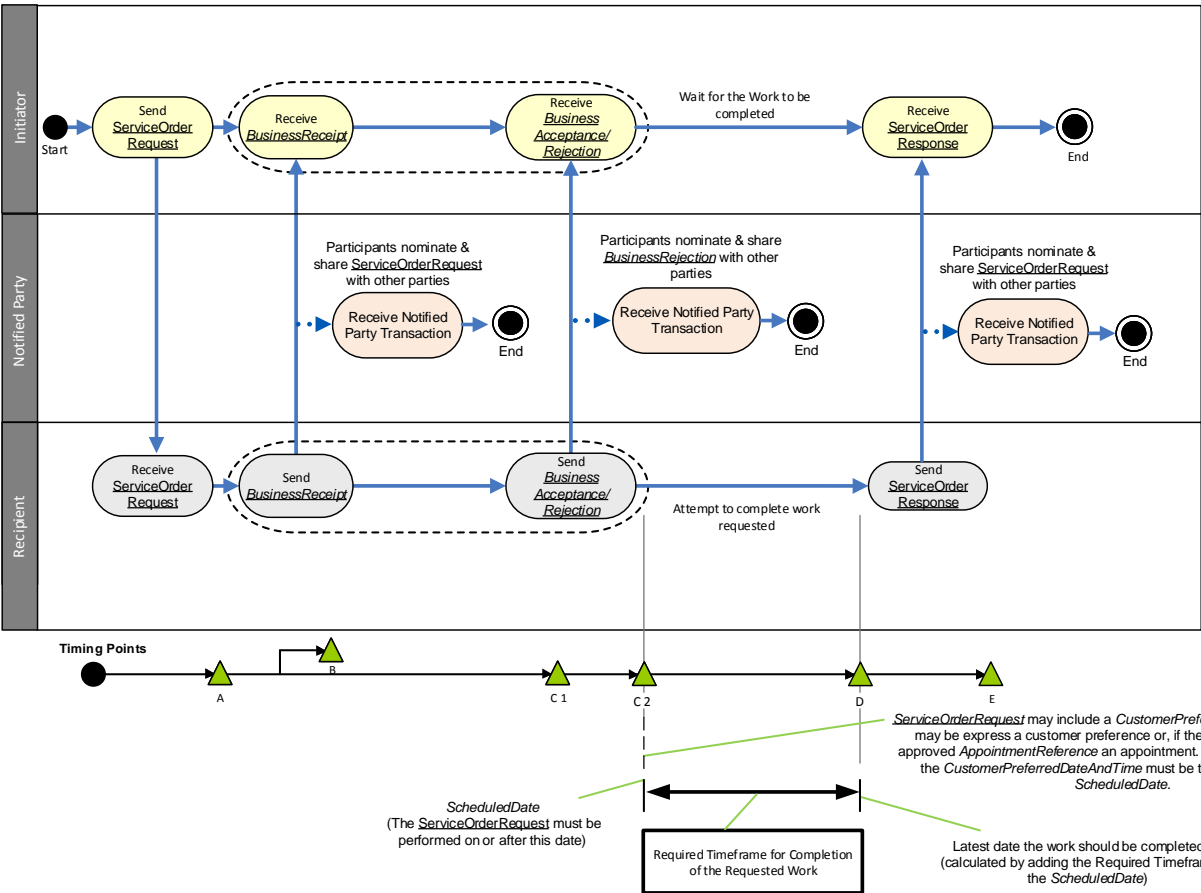
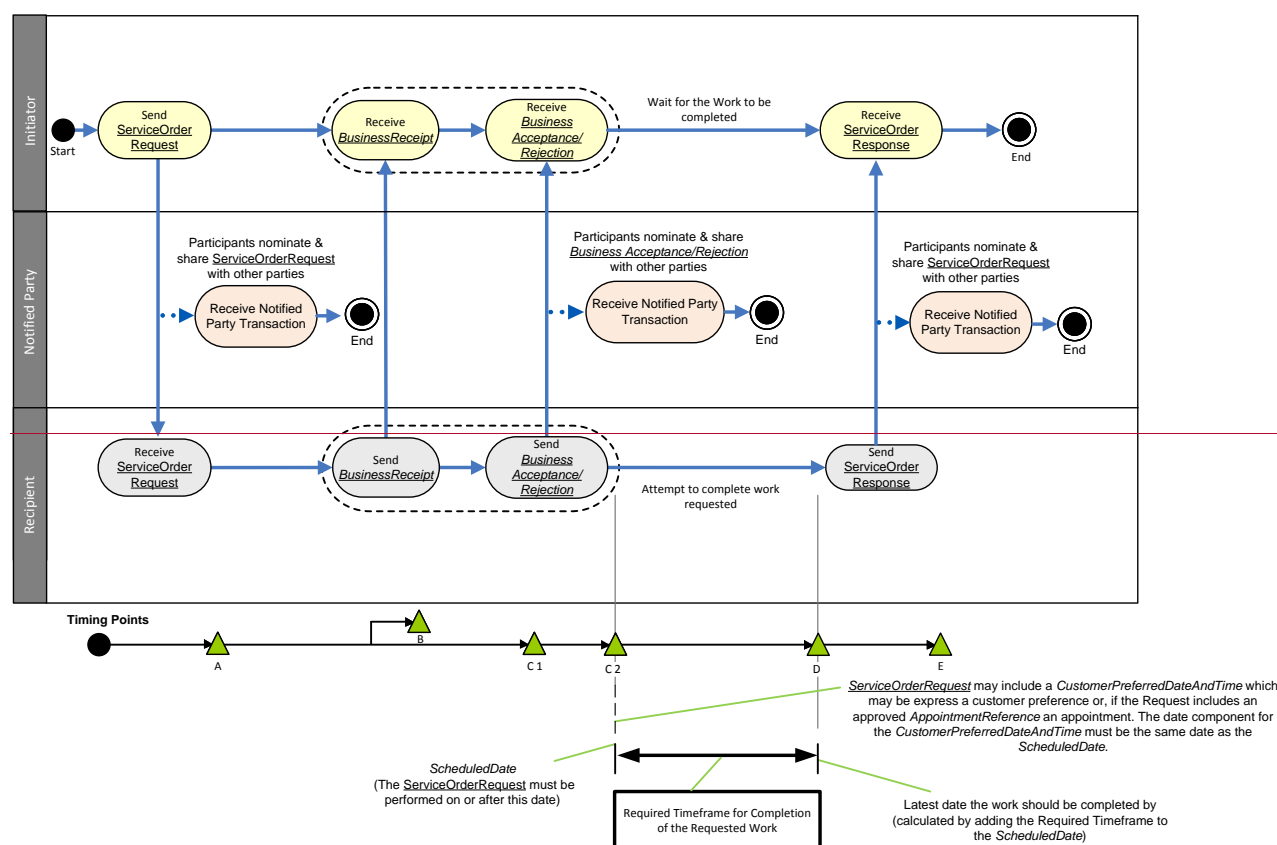


Figure 4 Timing for completion of work





3.2. Definition of Timing Points and Timing Periods

3.2.1. Timing Points

(a) The definitions in [Table 9](#) ~~Table 7~~ below apply:

Table 9997 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 the work attempted 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~~ ~~Table 8~~ 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>Business Acceptance/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.

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> <ul style="list-style-type: none"> a) [Guidance Note 1] <u>by</u> 2:00pm in ACT b) Not available in NSW c) [Guidance Note <u>49</u>] <u>by</u> 1:00pm in Queensland d) [Guidance Note 1] <u>by</u> 3:00pm in SA except for: <ul style="list-style-type: none"> • [Guidance Note 11] Re-energisations following disconnection for non-payment, in which case it is 5:00pm. • Sticker Removal sub-type where the notice period is 3 days e) [Guidance Note 5] <u>by</u> 3:00pm in Victoria. This only applies to Re-energisations following disconnection for non-payment f) [Guidance Note 1] <u>by</u> 34.00pm in Tasmania <p>For same business day, after hours Re-energisations, the recipient-DNSP must receive a valid Request:</p> <ul style="list-style-type: none"> a) [Guidance Note 1] by 9:00pm in ACT b) Not available in NSW c) Not available in Queensland <u>d) [Guidance Note 1] Between 3:00pm and 9:00pm in SA, <u>except for:</u></u> <ul style="list-style-type: none"> d) • [Guidance Note 11] (or 5:00pm and 9:00pm for a rRe-energisations following a disconnection for non-payment, <u>in which case it is between 5:00pm and 9:00pm.</u>), <u>except for</u> • [Guidance Note 1] 3 days for Sticker Removal sub-type e) [Guidance Note 1] Between 3:00pm and 9:00pm in Victoria. This only applies to Re-energisations following disconnection for non-payment f) Not available in Tasmania <p>For next business day Re-energisations, the DNSP must receive a valid Request on a business day:</p> <ul style="list-style-type: none"> a) [Guidance Note 5] by 3:00pm in Victoria, b) [Guidance Note 1] by 3:00pm in NSW, Tasmania and ACT c) [Guidance Note <u>49</u>] by 5:00pm in Queensland d) [Guidance Note 1] <u>B</u>by 10:00pm in SA <u>except for 3 days for Sticker Removal sub-type</u> <u>d) _____</u>

Service Request	Notice Period
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) a—[Guidance Note 1] In ACT, 5:00pm</p> <p>b) b—[Guidance Note 1] In SA, if logged by 3:00pm, 2 business days, except Sticker Removal where the period is 3 days</p> <p>c) c—[Guidance Note 1] In Victoria, if logged by 3:00pm, 2 business days</p> <p>d) d—[Guidance Note 1] In NSW and Queensland, there is no Notice Period. Work is carried out in the required timeframe irrespective of delivery time.</p> <p>e) e—[Guidance Note 1] In Tasmania, by 3pm one business day before the next scheduled day for the area. (i.e. Permissible Day)</p>
Special Read	<p>a) a ACT, NSW, Victoria and Queensland: There is no notice period.</p> <p>b) b [Guidance Note 1] SA: The Notice Period is 3 days if lodged by 3pm.</p> <p>c) c [Guidance Note 1] TAS: by 3pm one business day before the next scheduled day for the area. (iei.e. Permissible Day)</p>
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 ~~section 6.9 of~~ the B2B Procedure Technical Delivery Specification.

3.3.2. Timing Requirement for BusinessAcceptance/Rejection for Requests

- (a) The Timing Requirement for the BusinessAcceptance/Rejection is set out in ~~section 6.9 of~~ the B2B Procedure Technical Delivery Specification.

3.3.3. Timing Requirement for Completion of the Requested Work

- (a) ~~Table 12~~~~The following table~~ summarises the Required Timeframe within which DNSPs must use reasonable endeavours to complete each type of ServiceOrderRequest.
- (b) The commencement of this Timing Requirement is once the associated Service Paperwork has been received by the DNSP and/or all preconditions have been met (not when the ServiceOrderRequest is received).
- (c) The Required Timeframes for Completion of the Requested Work:
- These apply to regulated businesses.
 - 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	<p>The following timeframes apply for Allocate NMI:</p> <ul style="list-style-type: none"> •a) [Guidance Note 1] All jurisdictions – 2 business days
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> <ul style="list-style-type: none"> •a) [Guidance Note 5] Victoria – 10 business days •b) [Guidance Note 11] SA – 6 business days <u>or as agreed with customer.</u> •c) [Guidance Note 49] Queensland – 5 business days •d) [Guidance Note 1] Tasmania – 10 business days (from Service Request acceptance) <p>See clause <u>2.132-132-13</u> for details regarding Service Paperwork processes.</p>
Re-energisation	<p>The following timeframes apply for Re-energisations.</p> <ul style="list-style-type: none"> •a) [Guidance Note 1] Depending on the location and the time of receipt of the Request, within 1 or 2 for business days in SA. •b) [Guidance Note 1] Same day or after, depending on the <i>ScheduledDate</i> and the time of receipt of the Request (see Section 03.3.2 <u>Table 11</u> Table 9) in ACT, Queensland, Victoria, Tasmania or NSW. <p>See clause <u>2.132-132-13</u> for details regarding Service Paperwork processes</p>
De-energisation	<p>[Guidance Note 1] A 'permissible day' is a day on which a De-energisation is allowed, and is as defined by each jurisdiction. The definition of a permissible day may vary for a normal De-energisation and for a De-energisation for non-payment. NSW uses a reversal of this definition, using the term 'restricted' day for days when De-energisations cannot occur.</p> <p>The following timeframes apply for De-energisations:</p> <ul style="list-style-type: none"> •a) [Guidance Note 1] 3 business days in ACT •b) [Guidance Note 1] in NSW, the DNSP must disconnect within 2 days of the ScheduledDate <u>Request being received by the Recipient</u> or, if any of these days falls on a restricted day, the first day following that is not a restricted day (that is, a 'permissible' day). •c) in In Queensland, please refer to the Electricity <u>Distribution Network Industry</u> Code •d) [Guidance Note 1] one <u>1</u> business day in SA normally, but may be up to 3 days. •e) [Guidance Note 1] In Victoria, two <u>2</u> business days in Victoria (or the earliest permissible day thereafter) •f) [Guidance Note 1] In Tasmania, normally on the permissible day, but may be within 2 days <p>See clause <u>2.132-132-13</u> for details regarding Service Paperwork processes.</p>

Service Request	Required timeframe
Special Read	[Guidance Note 1] Use reasonable endeavours to obtain a m Meter read <u>Read</u> 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	<p>Different timeframes may apply depending on the work requested. The following timeframes apply:</p> <ul style="list-style-type: none"> a) [Guidance Note 1] Queensland and Tasmania – up to 10 Business days; • b) In Queensland refer to the ElectricityElectricity Distribution Network Code. • c) Victoria/SA – no jurisdictional timeframes; <p>See clause 2.132-132.13 for details regarding Service Paperwork processes.</p> <p><u>The following timeframes apply for Meter Investigations:</u></p> <ul style="list-style-type: none"> d) [Guidance Note 1] Victoria and ACT – 20 business days; e) [Guidance Note 1] In all other jurisdictions – 15 business days. <p><u>The following timeframe applies for Meter Investigations with a sub-type of 'Test':</u></p> <ul style="list-style-type: none"> f) [Guidance Note 1] Use reasonable endeavours to carry out a test within 15 business days for all jurisdictions. <p><u>The following timeframes apply for Supply Abolishment:</u></p> <ul style="list-style-type: none"> g) [Guidance Note 1] 20 business days in all jurisdictions. <p>See clause 2.132-132.13 for details regarding Service Paperwork processes.</p>
Meter Reconfiguration	<p>The following timeframe applies for Meter Reconfigurations:</p> <ul style="list-style-type: none"> • a) [Guidance Note 1] <u>All jurisdictions</u> 20 Business Days
Meter Investigation	<p>The following timeframes apply for Meter Investigations:-</p> <ul style="list-style-type: none"> • [Guidance Note 1] Victoria and ACT – 20 business days; • [Guidance Note 1] In all other jurisdictions – 15 business days. <p>The following timeframe applies for Meter Investigations with a sub-type of 'Test':</p> <ul style="list-style-type: none"> • [Guidance Note 1] Use reasonable endeavours to carry out a test within 15 business days for all jurisdictions.
Supply Abolishment	<p>The following timeframes apply for Supply Abolishment:</p> <ul style="list-style-type: none"> • [Guidance Note 1] 20 business days in all jurisdictions. <p>See clause 2.13 for details regarding Service Paperwork processes.</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 ~~section 6.9 of~~ 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 ~~section 6.9 of~~ the B2B Procedure: Technical Delivery Specification.

4. TRANSACTIONS

(a) Participants must ensure that each Transaction complies with the usage, definitional and format rules detailed in the [Table 13](#)~~Table 11, Table 14~~~~Table 12, Table 15~~~~Table 13 and Table 16~~~~Table 14s~~ below:

4.1. ServiceOrderRequest Transaction Data

Key

- M = Mandatory (must be provided in all situations).
- R = Required (must be provided if this information is available or has changed).
- O = Optional (may be provided and should be used by the Recipient if provided).
- N = Not required (not required and may be ignored by the Recipient if provided).

Table 13 Transaction table

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 Reconfirmation	Metering Service Works Investigation - All	Miscellaneous
ActionType	VARCHAR(7)	A code used to indicate: New = new <u>ServiceOrderRequest</u> Cancel = cancel a previously raised <u>ServiceOrderRequest</u> Replace = replacement <u>ServiceOrderRequest</u> for an incorrectly rejected <u>ServiceOrderRequest</u> .	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
ServiceOrderID	VARCHAR(15)	Initiator defined, used for tracking. Must be a previously sent number if the ActionType = "Cancel". Otherwise (ActionType = "New" or "Replace") must be a new (unused) number, unique for the Initiator/Recipient combination.	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
InitiatorID	VARCHAR(10)	Initiator's Participant ID.	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
RecipientID	VARCHAR(10)	Recipient's Participant ID.	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M

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	Metering Service Works Reconfirmation/Reconfirmation	Metering Service Works Investigation - All	Miscellaneous
<i>NotifiedPartyID</i>	VARCHAR(10)	Notified Party's Participant ID This is a repeatable field where there is more than one Notified Party. <u>Not Required when managing notifications to Notified Parties separately, refer to section 2.3.</u> <u>Not Required for a "Cancel" ServiceOrderRequest.</u>	N	M/N O	M/N O	M/N O	M/N O	N	M/N O	M/N O	M/N O	M/N O	M/N O	M/N O	M/N O	M/N O	N		N	M/N O
<i>ServiceOrderType</i>	VARCHAR(22)	Code indicating type of ServiceOrderRequest: <ul style="list-style-type: none"> Supply Service Works Re-energisation De-energisation Special Read Metering Service Works Miscellaneous Not Required for a "Cancel" ServiceOrderRequest.	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>ServiceOrder SubType</i>	VARCHAR(40)	Sub-category of the ServiceOrderType. The codes for each are: <u>Supply Service Works</u> <ul style="list-style-type: none"> Allocate NMI Supply Abolishment Supply Alteration Tariff Change Establish Temporary Supply Establish Temporary In Permanent Establish Permanent Supply Temporary Isolation <u>Temporary Isolation-Group Supply</u> <u>Re-Energisation</u> <ul style="list-style-type: none"> After Disconnection For Non-Payment 	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	R/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/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 MM Investigation - All Reconfiguration	Miscellaneous
		<ul style="list-style-type: none"> • Remote • Retrospective Move-in • New Reading Required • Physical Visit • Sticker Removal • <u>Move-in</u> • Recipient Discretion <u>De-Energisation</u> <ul style="list-style-type: none"> • Disconnect at Pillar-Box PitOrPole-Top • Remove Fuse • Remote <ul style="list-style-type: none"> • Meter Isolation • Local Meter Disconnection • Meter Tails • Recipient Discretion <u>Metering Service Works</u> <ul style="list-style-type: none"> • Install Controlled Load • Move Meter • Install Meter • Remove Meter • Exchange Meter • Meter Reconfiguration • Meter Investigation-Inspect • <u>Meter Investigation-Test</u> • Change Timeswitch Settings • <u>Reseal Device</u> • <u>Special Read</u> <ul style="list-style-type: none"> • Check Read • Final Read <p><Service Order SubType may be left blank></p>																	

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 Reconfirmation	Metering Service Works Investigation - All - All Meter Investigation	Miscellaneous
		<p><u>Miscellaneous</u> <Service Order SubType is left blank> Not Required for a "Cancel" <u>ServiceOrderRequest</u>. Service Order Sub Types are mandatory for all Service Orders except for Special Read, Miscellaneous and Cancel <u>ServiceOrderRequest</u>.</p>																	
De-Energisation Reason	VARCHAR(40)	<p><u>Code Allowed values</u> indicating the reason for De-Energisation:</p> <ul style="list-style-type: none"> • Customer Requested • Move Out • Non-Payment (DNP) • Unauthorised Usage (DNI) • Illegal Usage • No Access • Safety • Defect • Site Works • Breach of Contract • Other (i.e. breach of contract / no security deposit) <p>Not Required for a "Cancel" <u>ServiceOrderRequest</u>.</p>	N	N	N	N	N	N	N	M	N	N	N	N	N	N	N	N	N
Confirmed De-energisation	YES/NO	<p><u>Allowed values</u>:</p> <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>	N	N	N	N	N	N	N	M/N	N	N	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 Reconfirmation	Metering Service Works Investigation - All - All Reset Device	Miscellaneous
		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. Not Required for a "Cancel" <u>ServiceOrderRequest</u> .																	
ServiceTime	VARCHAR(40)	Indicates the time the work is to be performed. Allowed values: <ul style="list-style-type: none"> Any Time Business Hours Non-Business Hours Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	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
NMI	CHAR(10)	NMI Not Mandatory where Service Order subtype is 'Allocate NMI'	O	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
NMIChecksum	CHAR(1)	NMI Checksum	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
MeterSerial Number	VARCHAR(12)	Meter Serial ID. Not required where requested work affects all <i>meters</i> (refer to the B2B guide-Guide for further details). This field repeats to allow provision of details for multiple <i>meters</i> . Not Required for a "Cancel" <u>ServiceOrderRequest</u> .	N	N	N	N	N	M/N	N	N	N	R/N	R/N	MR/ N	MR/ N	R/N	MR/ N	MR/N	R/N
ServiceOrder Address	ADDRESS	Site address where the requested work is to be done. Site address in either a structured format (where available), or unstructured. This field is Mandatory for an n Allocate NMI	M	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N

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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 Reconfirmation	Metering Service Works Investigation - All - All Reconfirm Device	Miscellaneous
		This information does not replace information provided in a CustomerDetailsNotification . Not Required for a "Cancel" ServiceOrderRequest .																	
<i>FormReference</i>	VARCHAR(15)	Reference to the forms associated with Supply Works Request and Meter Service Works. Refer to the Service Paperwork reference Table in the B2B gGuide document . Not Required for a "Cancel" ServiceOrderRequest .	R/N	R/N	R/N	N	R/N	N	N	N	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	O
<i>FormNumber</i>	VARCHAR(15)	Where the form listed in <i>FormReference</i> is numbered, this field is populated with the number on the form. Not Required for a "Cancel" ServiceOrderRequest .	R/N	R/N	R/N	N	R/N	N	N	N	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	O
<i>SafetyCertificateId</i>	VARCHAR(15)	Reference to the safety certificate number. Not Required for a "Cancel" ServiceOrderRequest .	R/N	R/N	R/N	N	N	N	R/N	N	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	O
<i>SafetyCertificateMethodSent</i>	VARCHAR(6)	Code indicating how the safety certificate has been provided: <ul style="list-style-type: none"> "Faxed" = Faxed to Recipient "Email" = Emailed to Recipient "Online" = Available to Recipient from an internet Site "OnSite" = Left on Site or already provided by Customer/agent (eg-e.g. REC) Not Required for a "Cancel" ServiceOrderRequest .	R/N	R/N	R/N	N	N	N	R/N	N	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	O

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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 Reconfirmation - All	Metering Service Works Investigation - All Reset Device	Miscellaneous
		<u>Only mandatory where InitiatorContactName is populated.</u> Not Required for a "Cancel" ServiceOrderRequest.																	
ScheduledDate	DATE	The ServiceOrderRequest must be performed on or after this date. Not Required for a "Cancel" ServiceOrderRequest.	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
Appointment Reference	VARCHAR(15)	Where an Appointment has been agreed between all parties, for example; the Initiator, Customer and Recipient. Not Required for a "Cancel" ServiceOrderRequest.	N	R/N	R/N	R/N	R/N	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N
Customers PreferredDateAnd Time	DATETIME	Preferred date and time for the work to be undertaken. This is the Appointment time if an AppointmentReference is provided. Not Required for a "Cancel" ServiceOrderRequest. Mandatory for Re-energisation ServiceOrderRequests if the ServiceOrderSubType is Retrospective Move-In.	N	O/N	O/N	O/N	O/N	N	O/N/ M	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N
RP	VARCHAR(10)	MC's Participant ID. Mandatory for Supply Service Works ServiceOrderRequest with a Ssub Ttype of Allocate NMI ServiceOrderRequests. Not Required for a "Cancel" ServiceOrderRequest.	M	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
MDP	VARCHAR(10)	MDP's Participant ID. Mandatory for Supply Service Works ServiceOrderRequest with a Ssub Ttype of Allocate NMI ServiceOrderRequests.	M	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N

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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 Reconfirmation	Metering Service Works Investigation - All - All - All Reconfirm Device	Miscellaneous
		<ul style="list-style-type: none"> LV CT Metering Export & Import Three Phase Whole Current Export & Import Single Phase Export & Import Single Phase Multi Element Export & Import Unknown <p>Not Required for a "Cancel" ServiceOrderRequest.</p>																	
OffPeak Requirements	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" ServiceOrderRequest.</p>	R/N	R/N	R/N	N	N	R/N	N	N	N	R/N	N	R/N	N	N	N	N	O
MeterInstallCode	CHAR(8)	<p>As per MSATS Not Required for a "Cancel" ServiceOrderRequest.</p>	N	N	N	N	N	R/N	N	N	N	R/N	N	R/N	N	N	N	N	O
SwitchingService Required	VARCHAR(80)	<p>Recipient expected to provide and install a switching service (eg-e.g. timeswitch or ripple controller)</p> <p>For Example:</p> <ul style="list-style-type: none"> In the meter External to the meter <p>Not Required for a "Cancel" ServiceOrderRequest.</p>	N	R/N	R/N	N	N	N	N	N	N	R/N	N	N	N	R/N	N	N	O
ProposedTariff	VARCHAR(10)	The new Network Tariff required by the Initiator.	N	N	N	N	N	M/N	N	N	N	M/N	N	M/N	N	N	M/N	N	O/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 Reconfirmation	Metering Service Works Meter Investigation - All	Miscellaneous
		<p>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.</p> <p>The field can be repeated as necessary if multiple tariffs are required.</p> <p>Not Required for a "Cancel" <u>ServiceOrderRequest</u>.</p>																	

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 <u>is of</u> the Initiator of the Original Service Order to which this document is in response to.	M
<i>RecipientID</i>	VARCHAR(10)	This is the Participant ID of the Service provider (DNSP, MP, MDP, and MC) <u>Recipient</u> . This is the party providing the Service Order response	M
<i>NotifiedPartyID</i>	VARCHAR(10)	Notified Party (Retailer or DNSP or ENM or MDP or MPB or MPC or MC) Participant ID This field repeats to allow provision of details for multiple Notified Parties	RM
<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 <i>ServiceOrderStatus</i> of "Not Completed".	M/N
<i>NMIChecksum</i>	CHAR(1)	<i>NMI</i> Checksum (as used by MSATS).	O
<i>ServiceOrder Address</i>	ADDRESS	Site/Service Point address in a structured format where available, otherwise unstructured. 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 2.92-92-9.a). The following exception codes should be used where the <i>ServiceOrderStatus</i> is "Not Completed". "Unable To Access" "No Supply" "Unsafe" "Initiator Cancellation"	M/R

Field	Format	Definition	All Responses
		<p>“Recipient Cancellation”</p> <p>“Other”</p> <p>“Unknown Load”</p> <p>“Documentation Not Provided”</p> <p>“Request Submitted By Another Initiator”</p> <p>“De-energisation Not Completed Due To A Re-energisation”</p> <p><u>“Tariff Change Not Approved”</u></p> <p><u>“Inadequate Infrastructure”</u></p> <p><u>“No Infrastructure”</u></p> <p><u>“Life Support”</u></p> <p><u>“No Comms”</u></p> <p><u>“Unknown Connection Status”</u></p> <p><u>“Site Already Energised”</u></p> <p><u>“Shared Supply Point”</u></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”</p> <p>“Other”</p> <p><u>“Meter Not Retrieved”</u></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 2.92-92-9.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>	M



Field	Format	Definition	All Responses
		This field repeats to allow provision of details for multiple <i>Product Codes</i> .	

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 (eg. 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>	<i>ServiceOrderSubType</i> does not match <i>ServiceOrderType</i> .	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 <i>ServiceOrderID</i> .	No	Error	1914	
		Recipient does not support this <i>ServiceOrderType</i> or <i>ServiceOrderSubType</i> .	No	Error	1915	
		The Request falls outside the Recipient's regulatory obligations.	Yes	Error	1957	
		Invalid <i>AppointmentReference</i> .	No	Error	1916	
		Unable to cancel <u>ServiceOrderRequest</u> . Requested work has commenced or is completed.	No	Error	1917	2.8
		<i>NMI</i> already allocated for this address.	No	Error	1918	
		Requested <i>metering</i> configuration is incorrect.	Yes	Error	1919	
		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.

Business Document	Business Signal	Business Event	Explanation Required	Severity	EventCode	Relevant Procedure clause or Reference Notes
		Unable To Cancel, Original Request Not Received	No	Error	1937	2.8. – Used where a “Cancel” <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	
		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	

Business Document	Business Signal	Business Event	Explanation Required	Severity	EventCode	Relevant Procedure clause or Reference Notes
		No Comms	No	Error	2009	
		Unknown Connection Status	Yes	Error	2010	
		Meter Not Retrieved	No	Warning	2011	
		Site Already Energised	No	Warning	2012	
		Shared Supply Point	Yes	Error	2013	
		Tariff Change Not Approved	Yes	Error	2014	
ServiceOrderResponse	BusinessAcceptance/Rejection	ActualDateAndTime is after the date and time the ServiceOrderResponse was sent.	No	Error	1921	
		Product Code does not match requested work	No	Warning	1951	
ServiceOrderAppointmentNotification	BusinessAcceptance/Rejection	Appointment Notification does not match a ServiceOrderRequest .	No	Error	1922	
All	All	Accept.	No	Information	0	Standard aseXML Code
		Data missing. Details provided in <i>Explanation</i> .	Yes	Error	201	Standard aseXML Code Used where data with a usage of Required in the Procedure is missing.
		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>NMIChecksum</i> 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	