NTESMO

NTESMO B2B Guide

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Version release history

Version	Date	Comments
1.0	2 October 2023	NT initial version equates to IEC version 3.8.
1.1	1 September 2024	Change of effective date only
1.2	1 September 2024	Correction of formatting and spelling matters
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1 Introduction

1.1 Purpose and scope

a. This B2B Guide has been developed as a result of changes to the B2B Framework.

b. This Guide describes how B2B Communications are typically used in standard processes in the NTEM. It aims to provide interested parties with an understanding of how B2B Communications defined in the B2B Procedures are used in the context of the broader industry scenarios, and to assist participants when forming their respective bilateral/commercial agreements.

c. While this document provides guidance on B2B Communications it does not cite regulation related to the messages described within. Participants should consider the relevant regulatory instruments to determine where obligations on parties reside.

d. This Guide does not include rules (which must be followed) but instead describes typical business practices (which other businesses may expect to be followed).

e. This Guide includes reference to both Regulated and Non Regulated services and service providers across the NTEM.

f. To the extent of any inconsistency between this Guide and any relevant Law, Rules, Procedures, or jurisdictional instrument, the relevant jurisdictional instrument shall prevail to the extent of the inconsistency.

g. Not used in the NT Procedures.

1.2 Document control

a. Not used in the NT Procedures

b. This document will be maintained and updated in line with any changes to the B2B Procedures and provided as supporting documentation as part of a B2B Procedure consultation.

c. Not used in the NT Procedures.

d. NTESMO will be responsible for maintaining this document and any suggestions for amendments or inclusions should be put forward to NTESMO.

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

1.3 Related documents

Title	Location
Communications Guideline	www.ntesmo.com.au/library/procedures
B2B Procedure: Service Order Process	www.ntesmo.com.au/library/procedures
B2B Procedure: Meter Data Process	www.ntesmo.com.au/library/procedures
B2B Procedure: Customer and Site Details Notification Process	www.ntesmo.com.au/library/procedures
B2B Procedure: One Way Notification Process	www.ntesmo.com.au/library/procedures
B2B Procedure: Technical Delivery Specifications	www.ntesmo.com.au/library/procedures
B2B Procedure: Data Posting Process	www.ntesmo.com.au/library/procedures

1.4 Guidance Notes

a. Within the various B2B Procedures Guidance Notes, shown as **[Guidance Note #]** have been incorporated. These are intended to point the reader to the relevant instrument which provided the basis for the B2B process or timing.

1.5 Diagrams depicting boundaries between DNSPs and MPs.

The diagrams below are high level diagrams of the boundaries between the distribution responsibilities and the metering providers' responsibilities.

Figure 1 Typical Underground Installation

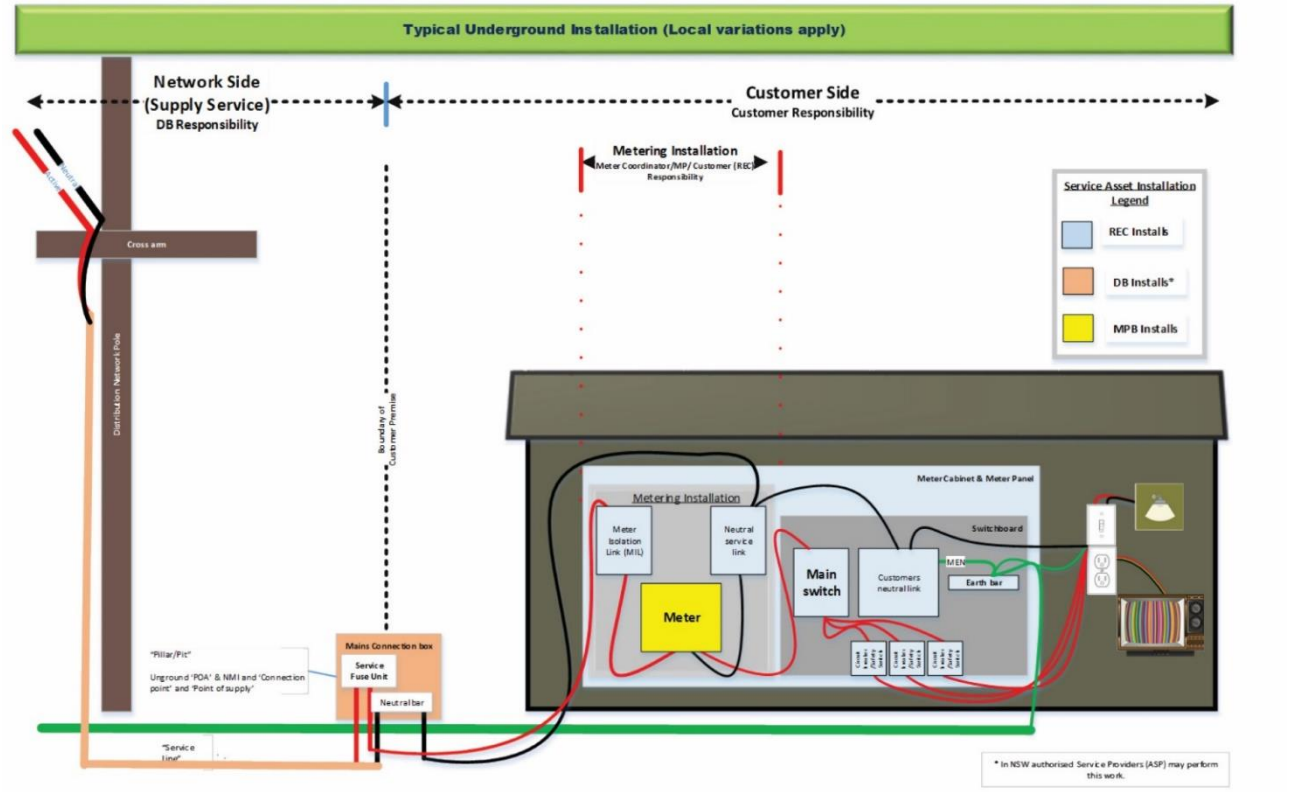
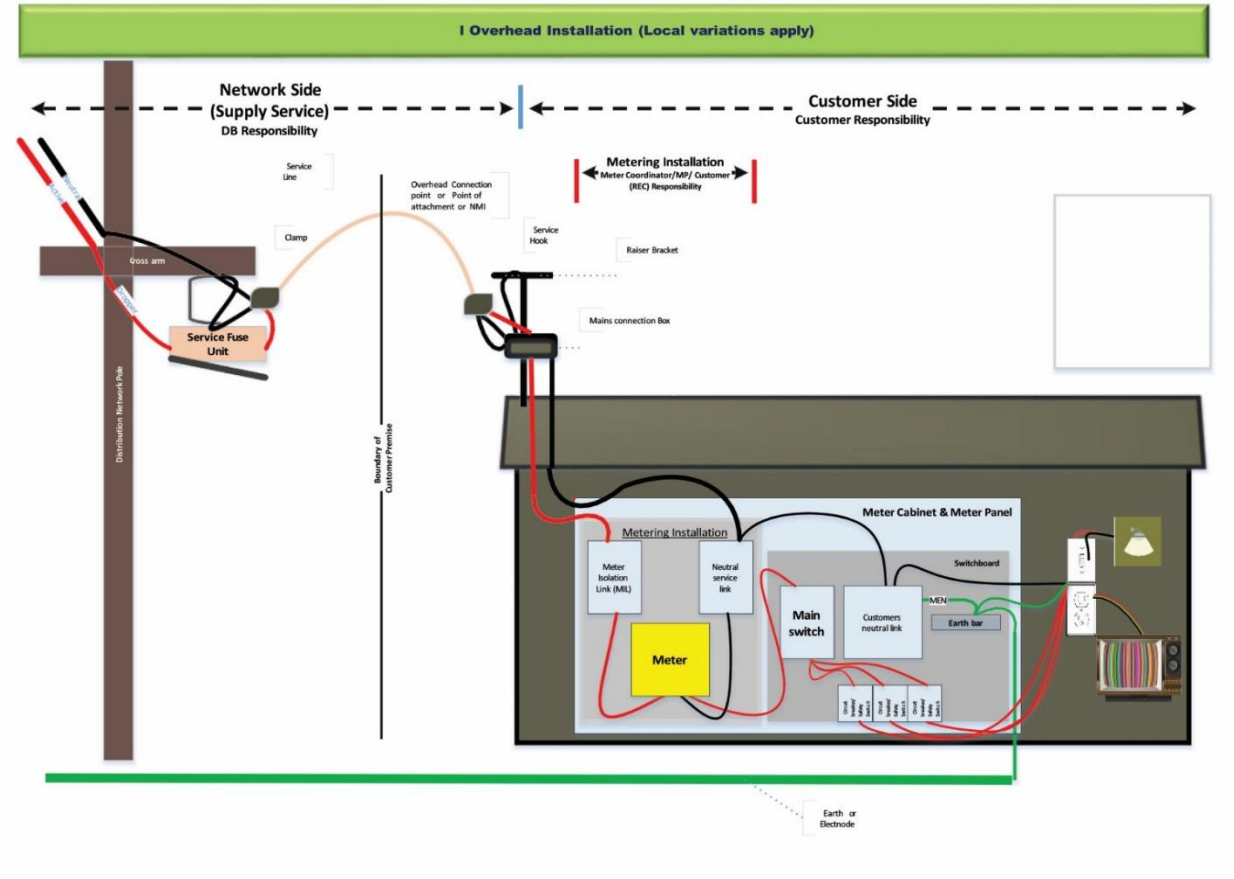


Figure 2 Typical Overhead Installation



2 Communications model

a. Where possible, references to specific roles have been replaced with the more generic terms Initiator and Recipient. This allows the B2B Procedures, and therefore the usage of B2B Communications to be more flexible by not restricting a specific participant role to either initiate a request or respond to a request. The aim is to allow the B2B Communications to cater for various business models and processes depending on the contractual/bilateral agreements between parties.

2.1 Initiator

a. The initiator is the party who initiates the Service Order, CSDN, Life Support Notification and Life Support Request, One Way Notification and Meter Data Requests.

b. In some specific instances, certain B2B Communications can only be initiated by certain roles and these are specified in those parts of the Procedures.

2.2 Recipient

a. The Recipient is the party who receives the Service Order, CSDN, Life Support Notification and Life Support Request, or Meter Data Requests and is responsible for performing the requested action.

b. For a given request, there is only one recipient. For works that require multiple parties to carry out certain tasks, each party will receive a separate B2B communication from the Initiator requesting work to be done.

2.3 Not used in the NT Procedures

2.4 Business communications model changes

a. Except for transactions under Data Posting, for transactions only between an Initiator and a Recipient, the Business Communication Model remains unchanged. That is, there will continue to be BusinessReceipt and BusinessAcceptance/Rejections exchanged between participants.

b. Not used in the NT Procedures

c. Not used in the NT Procedures

d. Not used in the NT Procedures

e. Not used in the NT Procedures

f. Not used in the NT Procedures

g. Not used in the NT Procedures

h. Not used in the NT Procedures

3 Table of B2B communications

3.1 B2B transactions and participants

a. Table 1 below describes which party typically fulfils the roles of Initiator and Recipients for each Service Order, CSDN and Meter Data communication.

b. It is important to be aware that while this table provides guidance on these roles, it is the regulatory framework (National and jurisdictional) and bi-lateral agreements that will determine which parties participate in these transactions.

c. Participants need to consider existing regulations to determine which parties are entitled to request, perform and have access to the service or data being requested.

d. Not used in the NT Procedures.

Key	Description
RB	Retailer (This may be the Current FRMP in MSATS or may be a Prospective Retailer or a Local Retailer)
DNSP	Distributor (This will always be the current LNSP in MSATS)
MP	Meter Provider (This may be the Current MP in MSATS or a Prospective MP)
MDP	Meter Data Provider (This may be the Current MDP in MSATS or a Prospective MDP)
MC	Meter Coordinator (This may be the Current MC in MSATS or a Prospective MC)
ENM	Not used in the NT Procedures
DRSP	Not used in the NT Procedures
X	Not applicable
Vic	Not used in the NT Procedures

Table 1 B2B Transactions and Typical Participant combinations

B2B Procedure	Transaction Type	Sub Type	Purpose	Initiator/s	Recipient	Notified Parties
Service Orders	Supply Service Works	Allocate NMI	The first step in a new connection process	RB	DNSP	-
Service Orders	Supply Service Works	Establish Permanent Supply	Establish supply - Part of overall new connections process.	RB	DNSP	-
Service Orders	Supply Service Works	Establish Temporary Supply	Establish supply - Part of overall new connections process.	RB	DNSP	-
Service Orders	Supply Service Works	Establish Temporary in Permanent	Establish supply - Part of overall new connections process.	RB	DNSP	-
Service Orders	Supply Service Works	Supply Abolishment	Abolish supply	RB	DNSP	-
Service Orders	Supply Service Works	Supply Alteration	Alter the supply (eg upgrade service to multi-phase / move).	RB	DNSP	-
Service Orders	Supply Service Works	Tariff Change	A request from a retailer to change a customer's network tariff	RB	DNSP	-
Service Orders	Supply Service Works	Temporary Isolation	Temporary supply isolation to facilitate 3rd party metering works or other.	RB	DNSP	-
Service Orders	Supply Service Works	Temporary Isolation – Group Metering	Temporary supply isolation where multiple NMI's are connected to one supply point.	RB	DNSP	-
Service Orders	Supply Service Works	Temporary Isolation Scoping Request	The DNSP is requested to determine all NMIs requiring interruption of supply at a shared supply point and coordinate a distributor planned interruption	RB	DNSP	-
Service Orders	Supply Service Works	Temporary Isolation One In All In	DNSP is requested to temporarily isolate (disconnect) supply to enable the Shared Fusing Meter Replacement Procedure	RB	DNSP	

B2B Procedure	Transaction Type	Sub Type	Purpose	Initiator/s	Recipient	Notified Parties
Service Orders	Metering Service Works	Change Timeswitch Settings	Not used in the NT Procedures			
Service Orders	Metering Service Works	Exchange Meter	Swap an existing meter or meter installation to a new one	RB or MC	MP	-
Service Orders	Metering Service Works	Install Meter Isolation Device	The Initiator requires the installation of a meter isolation device only	RB or MC	MP	
Service Orders	Metering Service Works	Install Controlled Load	Not used in the NT Procedures			
Service Orders	Metering Service Works	Install Meter	Install one or more meters or metering installations	RB or MC	MP	-
Service Orders	Metering Service Works	Move Meter	Move the location of a meter	RB or MC	MP	-
Service Orders	Metering Service Works	Remove Meter	The removal of one or more *meters* is required. The removal of redundant *meters*. A Remove Meter used to remove the last meter on site should be accompanied with a Supply Abolishment sent to the DNSP.	RB or MC	MP	-
Service Orders	Metering Service Works	Meter Investigation – Inspect	Inspect meter and report	RB or MC	MP	-
Service Orders	Metering Service Works	Meter Investigation - Meter Test	Perform meter test	RB or MC	MP	-
Service Orders	Metering Service Works	Reseal Device	Device seal is missing and requires replacement	RB or MC	MP	-
Service Orders	Metering Service Works	Meter Reconfiguration	Reconfigure meter (eg Remotely re-program)	RB or MC	MP)	-
Service Orders	Re-energisation	After Disconnection for Non payment	Re-Energise the customer after a disconnection for Non-payment	RB	MP	-
Service Orders	Re-energisation	Remote	Re-Energise the customer via Remote communication with the meter	RB	MP	-

B2B Procedure	Transaction Type	Sub Type	Purpose	Initiator/s	Recipient	Notified Parties
Service Orders	Re-energisation	Retrospective Move-in	When a move-in reading is required for an already Energised Site.	RB	MP	-
Service Orders	Re-energisation	New Reading Required	Re-Energise the customer via a site visit. If the site is already energised then collect a Reading	RB	MP	-
Service Orders	Re-energisation	Physical visit	Re-Energise the customer via a site visit	RB	MP	-
Service Orders	Re-energisation	Move in	When an energisation and reading is required	RB	MP	-
Service Orders	Re-energisation	Recipient Discretion	Re-Energise the customer using recipients standard business process	RB	MP	-
Service Orders	De-energisation	Pillar Box Pit Or Pole- Top	De-Energise the customer at a point upstream of the point of attachment	RB	DNSP	-
Service Orders	De-energisation	Remove Fuse	De-Energise the customer via removal of the service fuse	RB	DNSP	-
Service Orders	De-energisation	Remote	De-Energise the customer using remote means	RB or MC	MP	-
Service Orders	De-energisation	Local Meter Disconnection	De-Energise the customer through local operation of in-built meter contactor	RB	DNSP / MP	-
Service Orders	De-energisation	Recipient Discretion	De-Energise the customer via a method chosen by the service provider	RB or MC	DNSP or MP or MC	-
Service Orders	Special Read	Check Read	Obtain a meter reading	RB	MDP	-
Service Orders	Special Read	Final Read	Obtain a meter reading	RB	MDP	-
Service Orders	Special Read	No Sub Type	Can be used when a Retailer requires a transfer on a special read.	RB	MDP	-

B2B Procedure	Transaction Type	Sub Type	Purpose	Initiator/s	Recipient	Notified Parties
Service Orders	Miscellaneous Services	No Sub Type - Ignore if populated	An ad-hoc service request	Any	Any	-
Customer and Site Details Notification	Customer Details Request	No Sub type	Request from a DNSP or an MP to a Retailer to supply the Customer details	DNSP or MP or MC	RB	-
Customer and Site Details Notification	Customer Details Notification	No Sub type	Customer details issued to DNSP or MP after update or on request	RB	DNSP or MP or MC	-
Customer and Site Details Notification	Life Support Request	No Sub type	Customer Life Support request from either a DNSP or Retailer to confirm the status of life support	RB or DNSP	RB or DNSP	-
Customer and Site Details Notification	Life Support Notification	No Sub type	Customer Life Support details issued to DNSP or retailer upon registration, deregistration, after update or upon receipt of a request	RB or DNSP	RB or DNSP	-
Customer and Site Details Notification	Site Access Request	No Sub type	Request from a Retailer to obtain a copy of the Site access and hazard information.	RB or MP or DNSP or MC	RB or MP or DNSP or MC	-
Customer and Site Details Notification	Site Access Notification	No Sub type	Publication of Site access and hazard information. Typically, this is from a Retailer to a DNSP or MP whenever the data changes, but can also be from a DNSP or MP to a Retailer based on receiving a site access request	RB or DNSP or MP or MC	DNSP & MP or RB or MC	-
One Way Notifications	Notice of Metering Works	No Sub type	Not used in the NT Procedures	-	-	-
One Way Notifications	Meter Fault and Issue Notification	No Sub type	Not used in the NT Procedures	-	-	-
One Way Notifications	Planned Interruption Notification	No Sub type	Not used in the NT Procedures	-	-	-

B2B Procedure	Transaction Type	Sub Type	Purpose	Initiator/s	Recipient	Notified Parties
One Way Notifications	Network Tariff Notification	No Sub type	Not used in the NT Procedures	-	-	-
One Way Notifications	Notified Party	No Sub Type	Not used in the NT Procedures	-	-	-
One Way Notifications	Shared Fuse Notification	No Sub Type	Not used in the NT Procedures	-	-	-
Meter Data Process	Provide Meter Data	No Sub type	Request to provide meter data	RB or DNSP or MDP	MDP	-
Meter Data Process	Verify Meter Data	No Sub type	Request to verify meter data	RB or DNSP or New MDP	MDP / old MDP	-
Meter Data Process	Meter Data Notification	No Sub type	Provision / delivery of meter data to market participants	MDP	RB or DNSP or MDP or MC	-
Meter Data Process	Remote Service Request	No Sub type	Request to invoke a remote services function. Directed to a remote meter via Service provider	DNSP or RB or MC	MP or MC	-
Meter Data Process	Remote Service Response	No Sub type	Provision of meter status and electrical measurements and events from a remote meter	MP or MC	DNSP or RB or MC	-
Data Posting Process	Power Qaulity Data	No Sub type	Not used in the NT Procedures	-	-	-

~~*Figure 3 Not used in the NT Procedures*~~

~~*Figure 4 Not used in NT Procedures*~~

4 Usage scenarios

4.1 Service orders

4.1.1 Establishing a new customer service (a new connection)

i. As multiple parties will be involved in actioning and completing what was previously known as a New Connection Service Order a range of new separate Service Orders with associated Notifications have been created to facilitate the overall communications for this process.

ii. This process is considered the most complex of the high-volume services undertaken in the market.

iii. These transactions can be used in different sequences to facilitate the different jurisdictional and safety requirements that impact on the sequence of steps for a new connection in different Jurisdictions.

iv. A typical process in establishing a new connection service, depending on the jurisdiction, would reasonably expect to follow the following steps:

v. Customer or authorised party engages a Retailer and requests to be connected. Any prerequisite work required to enable connection of supply is expected to have completed prior to contacting the Retailer. E.g. (Network infrastructure or augmentation this may involve the Customer/REC directly contacting the DNSP to determine any specific supply requirements).

vi. When the site is ready for energisation the Retailer sends an Allocate NMI Request to the DNSP. The DNSP reviews the accompanying paperwork (as defined by jurisdictional requirements), and may also complete further analysis e.g. site check before accepting the request. The DNSP creates the NMI, sends a response to close the Allocate NMI SO Request and also generates a Create NMI CR to MSATS.

vii. Not used in the NT Procedures.

viii. The NMI is deemed to be allocated when the DNSP completes the allocate NMI SO, providing a NMI in their response. Once there is a NMI (at a minimum in the DNSP system) this enables the Supply Service Works Establish Supply to be sent from a Retailer to a DNSP for the same NMI even if the NMI has not been confirmed in MSATS.

ix. After obtaining the NMI the Retailer or MC can then initiate the service orders to allow the field work to commence.

x. There are two basic service orders that the Retailer could raise. Depending on the jurisdiction and agreements with participants only one of these transactions may be required or these transactions may be issued in a particular sequence, or raised concurrently. The transactions could include:

xi. Metering Service Works Service Order with Subtype ‘Install Meter’

xii. Supply Service Works Service Order with Subtype ‘Establish Permanent Supply’

4.1.2 Metering service works

a. The Retailer (or MC) raises a Metering Service Works Service Order directed to the MP with a subtype of 'Install Meter' and provides the necessary information in the Service Order to allow the MP to correctly identify the type of metering equipment that must be installed.

b. After receiving a Metering Service Works Service Order with Subtype 'Install Meter', the MP schedules and installs the meter and provides a SO Response.. It will generate the Create Metering Installation Details CR in MSATS.

4.1.3 Supply service works

a. The Retailer will send the DNSP a Supply Works Service Order with Subtype 'Establish Permanent Supply' or 'Establish Temporary Supply' or 'Establish Temporary in Permanent',

b. The DNSP will check that any additional paperwork provided at this point is acceptable. Providing all paperwork is in order, the DNSP schedules and attempts to connect the supply for the NMI. The DNSP provides the Service Order Response to the Initiator, as well as generate the Change NMI CR to update the NMI Status in MSATS.

c. ~~(c) Participants must be aware that there are jurisdictional differences that impact the order of the field work and therefore the sequence of Service Orders requests~~ Not used in the NT Procedures .

~~i. Not used in the NT Procedures~~

~~ii. Not used in the NT Procedures~~

~~iii. Not used in the NT Procedures~~

~~iv. Not used in the NT Procedures.~~

4.1.4 Example process flows – new customer service

a. In this section a series of process diagrams are shown that depict example sequences for undertaking a process to establish a new Customer service in various jurisdictions.

b. This document does not prescribe the sequence that must occur, as that will be subject to specific (and possibly changing) jurisdictional safety requirements and is subject also to the preferred operating model of the participants in each jurisdiction.

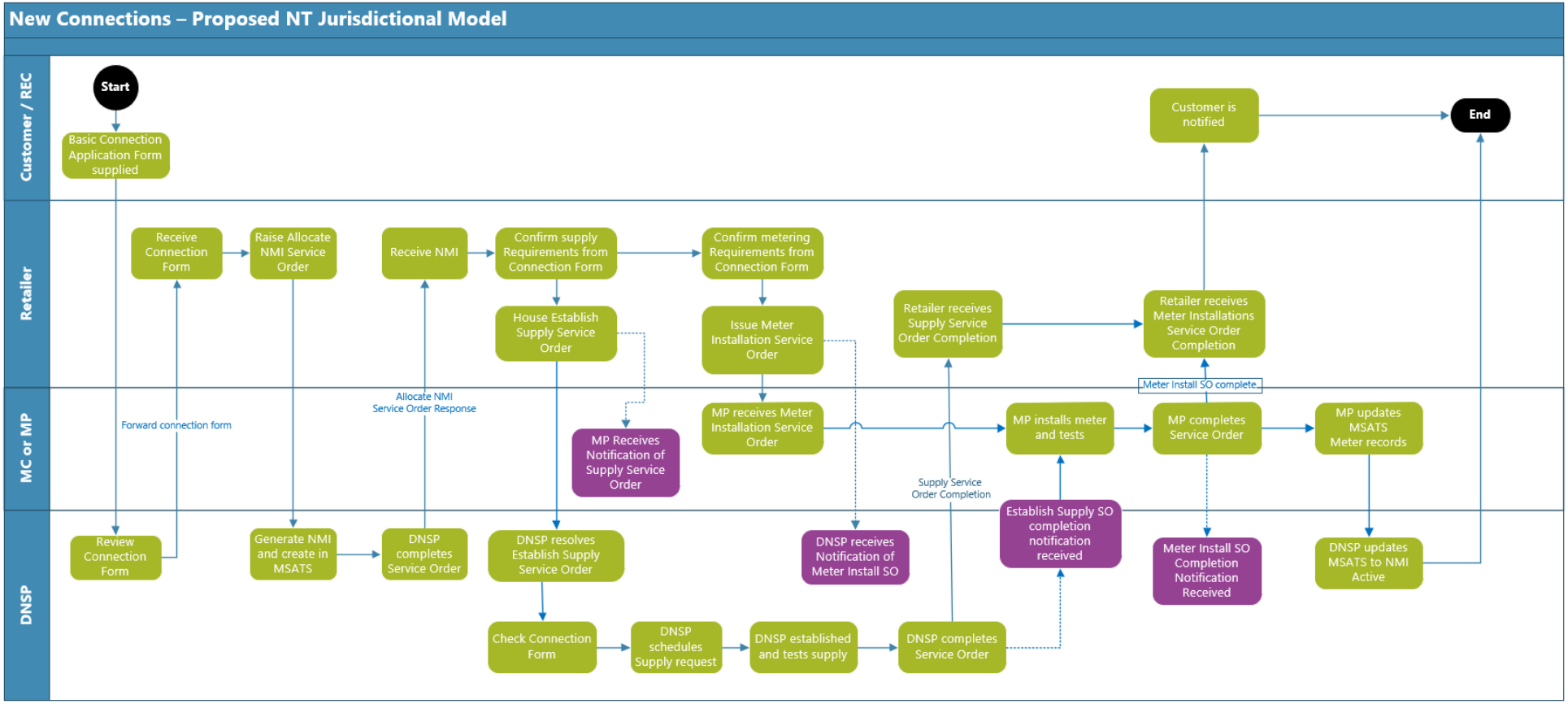
It is recommended that participants in the various jurisdictions use these diagrams as a starting point for confirming the sequences that are most suitable for their particular circumstances.

The following pages provide a proposed model for undertaking new customer services

Northern Territory

a. The following process diagram depicts a proposed model for establishing a new Customer Service in Northern Territory. In this model the Meter is shown as being installed after the supply has been established.

b. This process assumes that the Customer or Customers Representative has engaged with the DNSP regarding the works being undertaken and has approval to proceed with the Allocate NMI request via the Retailer.


New Connections – Proposed NT Jurisdictional Model
Customer / REC
Retailer
MC or MP
DNSP
Start
Basic Connection Application Form supplied
Receive Connection Form
Raise Allocate NMI Service Order
Receive NMI
Confirm supply Requirements from Connection Form
Confirm metering Requirements from Connection Form
House Establish Supply Service Order
Issue Meter Installation Service Order
Retailer receives Supply Service Order Completion
Retailer receives Meter Installations Service Order Completion
Customer is notified
End
Meter Install SO complete
Forward connection form
Allocate NMI Service Order Response
MP Receives Notification of Supply Service Order
MP receives Meter Installation Service Order
MP installs meter and tests
MP completes Service Order
MP updates MSATS Meter records
Supply Service Order Completion
Review Connection Form
Generate NMI and create in MSATS
DNSP completes Service Order
DNSP resolves Establish Supply Service Order
DNSP receives Notification of Meter Install SO
Establish Supply SO completion notification received
Meter Install SO Completion Notification Received
DNSP updates MSATS to NMI Active
Check Connection Form
DNSP schedules Supply request
DNSP established and tests supply
DNSP completes Service Order

4.1.5 Supply and metering upgrades and alteration

a. Similar to New Connections, the old 'Adds & Alts' Service Order process has been replaced and the activities are now covered by the various Service Orders for Metering Service Works and Supply Service Works.. Table 2 shows the original Adds and Alts Sub-Type and the replacement transaction(s):

Table 2 Comparison of old Add/Alts Subtype with new Service Orders Types

Former Add / Alts Subtype	Proposed Service Order Type and Subtype
Install Controlled Load	• Not used in the NT Procedures
Move Meter	The following Service order will be issued to the MP • Metering Service Works – Move Meter And additionally the following Service Order may be issued to the DNSP if the supply connection point must also be moved: Supply Service Works - Supply Alteration
Install Meter	This Service Order will be issued to an MP when an additional meter is required to be added to an existing connection or for a new meter for a new connection. • Metering Service Works - Install Meter If the metering being installed requires a Supply Alteration (e.g. phase upgrade) then an additional service order will be issued to the DNSP: • Supply Service Works – Supply Alteration If the customer, REC or Retailer requires supply isolation to facilitate this metering work an additional service order may be issued to the DNSP: • Supply Service Works – Temporary Isolation
Remove Meter	This Service Order will be issued to an MP when a meter removal is required. • Metering Service Works – Remove meter If the customer, REC or Retailer requires Supply Isolation to facilitate this metering work an additional transaction may be issued to the DNSP: • Supply Service Works – Temporary Isolation If this results in there being no meters assigned to that NMI, then an additional service order must be issued to the DNSP (except NSW): • Supply Service Works – Supply Abolishment.
Former Add / Alts Subtype	Proposed Service Order Type and Subtype
Exchange Meter	This Service Order will be commonly used to facilitate meter churn. This Service Order will be issued to an MP when a meter exchange is required: • Metering Service Works – Exchange meter If the Metering being exchanged requires a Supply Alteration (e.g. phase upgrade) then an additional service order may be issued to the DNSP: • Supply Service Works – Supply Alteration If the customer, REC or Retailer requires Supply Isolation to facilitate this metering work an additional service order may be issued to the DNSP: • Supply Service Works – Temporary Isolation

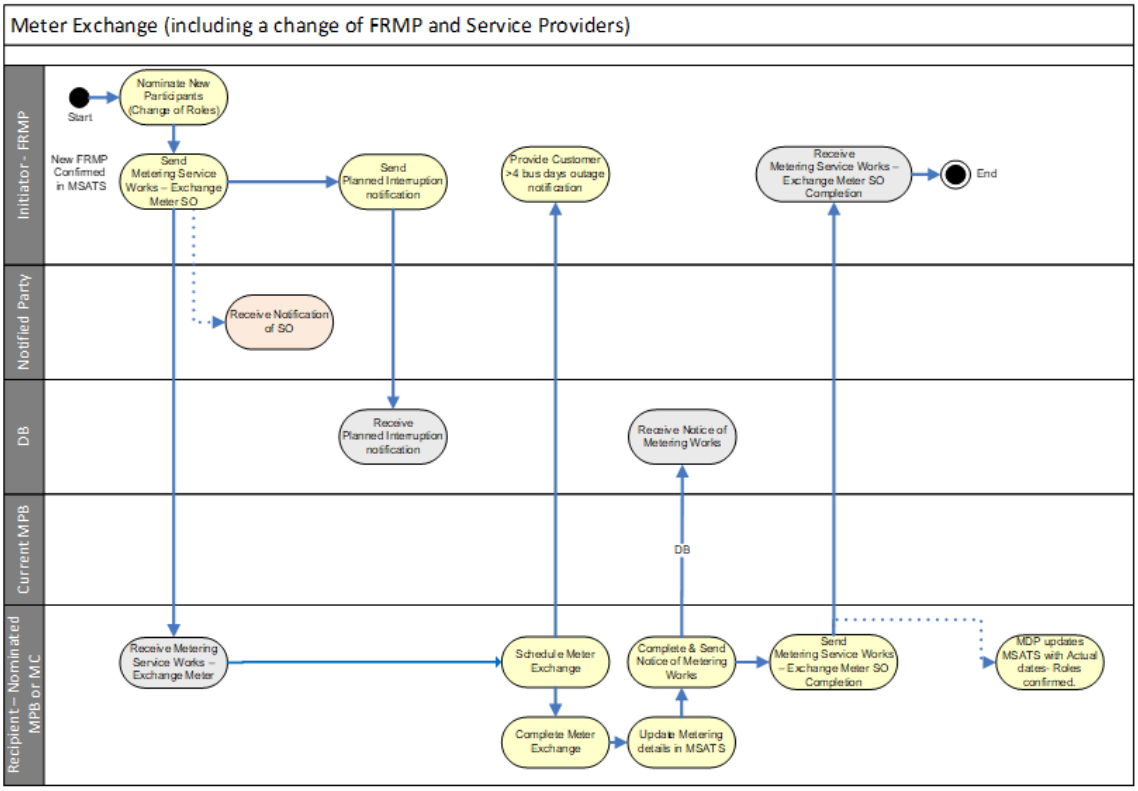
Other	A New Metering Works subtype has been created to allow for a request to remotely re- configure a meter: Metering Service Works – Meter Reconfiguration The specifics of the meter reconfiguration request must be defined in the Special Instructions field in the service order and agreed contractually between the parties

a. Customer/Retailer initiated changes - Where metering works is required (i.e. no changes to the supply connection point), a ServiceOrderType of 'Metering Service Works' is used with the appropriate sub-type.
    i. A temporary outage is likely to be required in order to complete the metering works, but it is possible that this can be undertaken by the Metering Provider without requiring the DNSP to attend the site.
    ii. If isolation of supply by the DNSP is needed to safely conduct the metering works, the Initiator will be required to also raise a Supply Service Works Service Order with Subtype of 'Temporary Isolation' to the DNSP.
    iii. If the MP is unable/not authorised to re-connect supply and perform the necessary safety checks, the Initiator (usually the Retailer) may be required to raise a subsequent Re-energisation request. Depending on if they are a notified party and/or any specific business rules which exist, the DNSP may choose to first update the NMI Status to 'D' and after the Re-energisation request is received and actioned update the NMI Status back to 'A'.
    iv. Upon completion of the metering works, in addition to providing a Response to the original Request, if the metering assets have changed the MP will update MSATS as required with the new metering installation details.
b. Where a change in supply, e.g. change in location of connection point, or increasing from single phase to 3- phase, a ServiceOrderType of 'Supply Service Works' and Subtype 'Supply Alteration' is used.
    i. Where an arrangement exists between the DNSP and the MP, the DNSP may be able to complete all the work on-site. The MP is not required to attend on-site, but may need to perform some remote activities before the DNSP can provide a response and closure of the Supply Alteration works.
    ii. Where a Supply Alteration involves associated metering changes, it is expected that the Initiator also raise the appropriate Metering Service Works Request.
c. Where it is determined that the most efficient and effective way to complete the required works is to have multiple parties attend on-site at the same time, the works can be arranged by a 'coordinating party' (refer to section 6.1.5 Service Order Coordination for further details).

4.1.6 Example process flows – meter exchange

Figure 12 Not used in NT Procedures

Figure 13 A Meter Exchange process preceded by FRMP, MC, MDP, MP Role changes



4.1.7 DNSP coordinated temporary isolation process

(a) The information outlined in this section relates to a scenario where a Retailer requests the DNSP to coordinate a planned outage to allow the exchange of metering equipment.

(b) The relevant service orders for this process include:

- Supply Service Works – Temporary Isolation
- Supply Service Works – Temporary Isolation – Group Supply
- Supply Service Works – Temporary Isolation – Scoping Request
- Supply Service Works – Temporary Isolation – One In All In
- Metering Service Works – Exchange Meter
- Metering Service Works – Install Meter Isolation Device

(c) The Retailer is responsible for initiating and determining the required service orders that align with the desired outcome of the meter exchange.

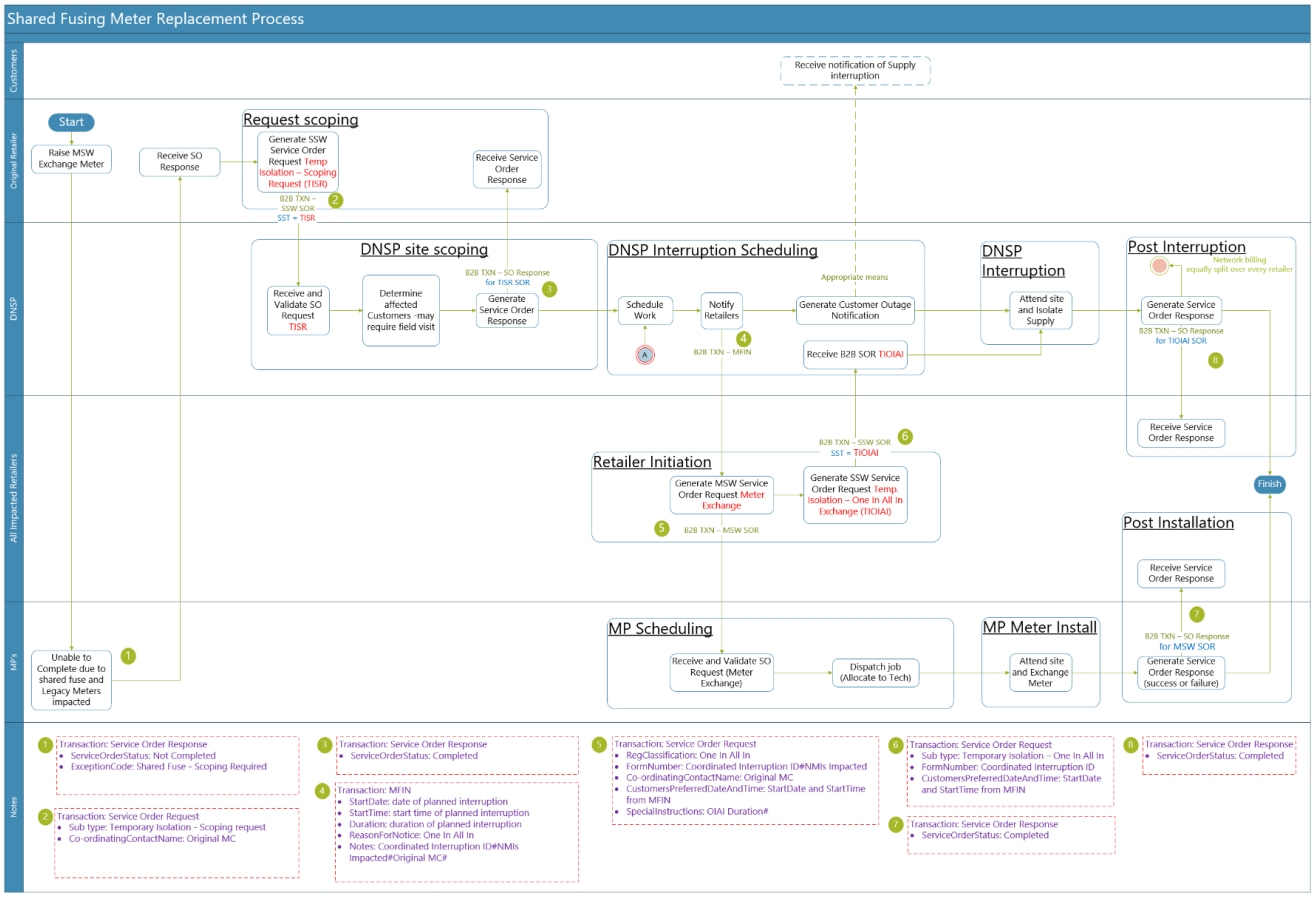
(d) The expected scenarios that would trigger the Retailer to initiate the following Supply Service Works Service Order Requests are:

Starting Action of Meter Provider	Service Order Response provided by Meter Provider	Service Order Sub Type Retailer should raise to DNSP	DNSP Action	MFIN used to communicate outage details
Metering party attended a single customer/NMI but was unable to complete the metering work as they require DNSP support to isolate supply.	Unable to isolate	Temporary Isolation	The DNSP is required to coordinate a planned outage which impacts a single NMI only, to allow metering work to occur.	No
Metering party visited a site with multiple customers to carry out work on a smart meter. However, due to a shared fuse, the metering party couldn't complete the task and now requires assistance from the DNSP to isolate the supply. During the visit, the metering party confirmed that the Shared Fusing Meter Replacement Procedure is not applicable.	Shared Supply Point	Temporary Isolation - Group Supply	The DNSP is required to coordinate a planned outage for a site with a shared fuse. This outage would impact multiple NMIs, however metering work is required for a single metering installation only.	No
Metering party visited a site with multiple customers to carry out work on any meter type. However, due to a shared fuse, the metering party couldn't complete the task and now requires assistance from the DNSP to isolate the supply. During the visit, the metering party believes that the Shared Fusing Meter Replacement Procedure may be applicable.	Shared Fuse - Scoping Required	Temporary Isolation - Scoping Request	The DNSP is required to coordinate a planned outage for a site with a shared fuse. This outage would affect multiple NMIs and the metering work is required for a single or multiple metering installation(s).	~~Yes, DNSP provides MFIN to all impacted Retailers~~No
NA	NA	Temporary Isolation - One In All In	The DNSP receives confirmation that the Retailer has received the Meter Fault and Issue Notification from the DNSP and intends to participate in the One In All In process.	~~Yes, Retailer uses MFIN details to populate service order request~~No

4.1.8 DNSP coordinated Shared Fuse process

(a) The following process flow diagram shown in Figure 14 provides a high-level end to end view of the One In All In process and includes some key transaction callouts within the 'Notes' swim lane linked to specific process steps

Figure 14 Shared Fusing Meter Replacement Process



(b) All participants must follow the sequence of process steps shown in Figure 14 to meet specific obligations and minimise the risk of unsuccessful outcomes during the DNSP coordinated temporary isolation, such as discovering a customer defect requiring rectification before metering work can be undertaken.

(c) The process starts when the metering party confirms on site that they can't isolate the individual meter. This critical step allows them to check for issues that may affect the meter exchange, especially legacy meters in the One In All In job. After this assessment, the metering party will inform the Retailer of the next steps through their response to the Metering Service Works Service Order.

(d) The scoping stage of the process commences when the DNSP receives the service order request from the Retailer which must include the details of the 'Original MC'. The 'Original MC' is the Metering Coordinator associated with the metering party who attempted to carry out the initial on-site metering work. This information will be incorporated into other transactions to ensure all Retailers are informed of the initial assessing metering party and given the opportunity to engage with this metering party. By doing so, they can reduce the number of metering participants involved, leading to a more streamlined process.

(e) During the scoping stage of the process, the DNSP will determine which customers will be impacted by the outage, identify NMI's with legacy meters, schedule the timing of the outage, and advise impacted Retailers of when the One In All In interruption is scheduled via the Meter Fault and Issue Notification.

(f) If a NMI is identified with a defect during the scoping of a One In All In, the scoping work will continue, and the interruption will be scheduled.

(g) If the DNSP receives a 'Supply Service Works – Temporary Isolation' or 'Supply Service Works – Temporary Isolation – Group Supply' and during the planning and scoping of the outage, it's identified that legacy metering would be affected, the DNSP should not proceed. Instead, they should respond to the service order using the 'Not Completed' process, using the *ExceptionCode* of 'Incorrect Service Order' and in the *SpecialNotes* field include information to inform the Retailer that a 'Supply Service Works – Temporary Isolation - Scoping Request' is required to initiate the work.

(h) When a 'Supply Service Works – Temporary Isolation – Scoping Request' is received and the DNSP identifies during the planning and scoping stage that no legacy metering exists, and the scheduled outage is required to allow the Original MC to perform work on their smart meter only, the DNSP will proceed with the One In All In process. The result being that only a single Retailer would receive the Meter Fault and Issue Notification and be expected to continue with the required next actions. This is preferable to marking the 'Supply Service Works – Temporary Isolation – Scoping Request' as 'Not Completed' and requesting the Retailer to initiate the 'Supply Service Works – Temporary Isolation – Group Supply'.

(i) The receipt of the Meter Fault and Issue Notification with a ReasonforNotice of 'One In All In' from the DNSP advises the Retailer that they are involved in a One In All In interruption. Retailers must use information contained within the Meter Fault and Issue Notification to:

- Raise the 'Supply Service Works – Temporary Isolation – One In All In',
- Nominate the MC, if applicable, and
- Raise the relevant Metering Service Works service order.

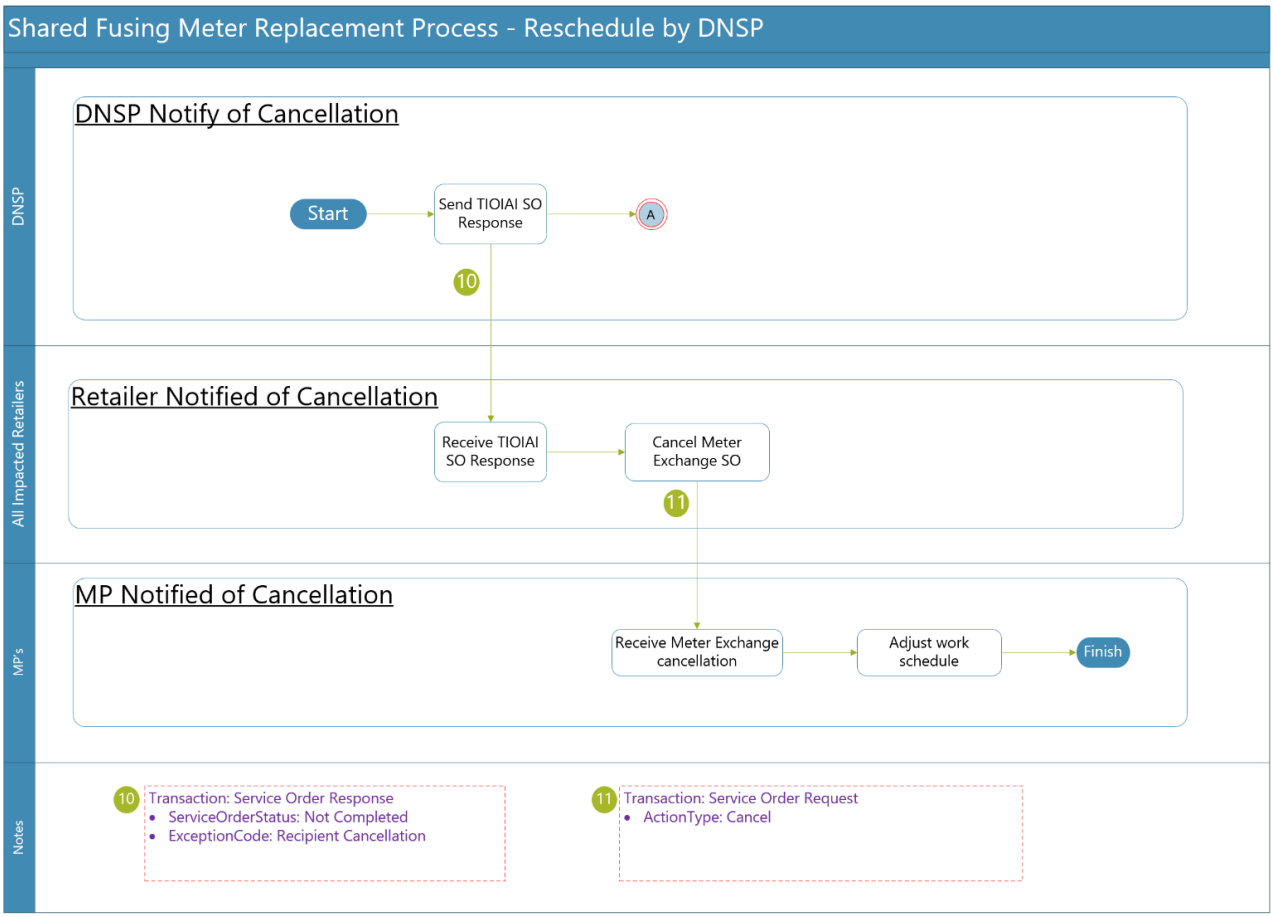
(j) Given this will be a DNSP coordinated temporary isolation, the DNSP will advise the impacted customers of the planned interruption.

(k) On the day of the One In All In interruption, the DNSP will manage the required isolation, and the metering party or parties will manage the metering works.

(l) For larger sites, such as multi-storey apartment buildings, where supply arrangements are complex and the number of meters to be replaced exceeds a manageable size for a single One In All In job, it's anticipated that the DNSP will need to schedule multiple temporary isolations. In such instances, each temporary isolation must be identified by a unique DNSP Job Number.

(m) Should a planned One In All In interruption need to be rescheduled, the following process flow shown in Figure 15 provides a high-level end to end view of this process.

Figure 15 Shared Fusing Meter Replacement Process



(n) When a DNSP needs to reschedule a previously advised One In All In temporary isolation, the DNSP must:

- Send a 'Not Completed' ServiceOrderResponse all open 'Supply Service Works – Temporary Isolation – One In All In' service orders with an exception code of 'Recipient Cancellation', and include a message in SpecialNotes indicating that a reschedule will occur; and
- ~~Re-issue a MFIN for the re-scheduled temporary isolation with an updated Coordinated Interruption ID with the original DNSP Job Number and an incremented Version ID.~~ Not used in the NT Procedures

(o) When a Retailer receives a Service Order Response as per clause (r), the Retailer must promptly cancel any related Metering Service Works service orders.

(p) When Retailers receive the revised Meter Fault and Issue Notification from the DNSP advising the reschedule timing of a One In All In temporary isolation, Retailers must promptly raise new 'Metering Service Works' and 'Supply Service Works – Temporary Isolation – One In All In' service orders, and must use the information contained within the new Meter Fault and Issue Notification when raising these services orders.

(q) If a Retailer churn occurs on the NMI associated with the 'Supply Service Works – Temporary Isolation - Scoping Request' after the DNSP has received this service order, the DNSP should continue with the scoping, planning, and scheduling of the One In All In temporary isolation .

(r) Where a Retailer churn occurs following the issuing of the Meter Fault and Issue Notification for a One In All In temporary isolation and the interruption has not occurred, the DNSP must:

- Send a 'Not Completed' ServiceOrderResponse to the 'Supply Service Works – Temporary Isolation - One In All In' from the previous Retailer with an exception code of 'Not FRMP'; and
- Issue a Meter Fault and Issue Notification to the new Retailer.

(s) If a retailer cannot meet their customer notification obligations regarding the meter exchange prior to the scheduled date of the One In All In temporary isolation, they may initiate a 'Metering Service Works – Install Meter Isolation Device' to utilise the planned outage.

(t) If the Retailer is informed by their metering party that a Defect has been identified on a NMI prior to the scheduled One In All In temporary isolation, the Retailer should cancel the 'Supply Service Works – Temporary Isolation – One In All In' service order for the NMI with the Defect.

4.1.9 Re-energisation & de-energisation

a. The B2B procedures have specified the methods (SubTypes) and reasons used to de-energise premises, this allows clarity of de-energisations that have a regulatory restriction. This same logic and approach has not been applied to Re-energisation service orders. There is only a need to specify the most appropriate Re- energisation SubType (as per the Service Order Procedure) for the request.

b. Depending on the method requested by the Initiator, the Recipient of the Re-energisation/De-energisation Request may be either the MC /MP (at the metering installation - Remote Services) or the DNSP (at the NMI connection point - Physical Services).

   i. Note: A de-energised metering installation can only be re-energised by the MP and a de-energised NMI connection point can only be energised by the DNSP.

   ii. Not used in the NT Procedures

c. For a Re-energisation that accompanies a move-in (i.e. change of Retailer), the incoming Retailer may not be aware (or certain) of the method previously used to de-energise the site.

   i. Two statuses exist in MSATS, the NMI Status (which the DNSP is responsible for maintaining) and the Meter Register Status (which the MP is responsible for maintaining). In most cases this information can be used to determine which party to send the Re-energisation request to. However, where a De- energisation request is followed on the same day by a Re-energisation request, MSATS will not be updated, as the status will not have changed by the end of the day. In those cases, the initiator will need to apply additional business rule logic to determine who to send the re-energisation request to.

   ii. Not used in the NT procedures

Figure 16 Example De-Energisation process

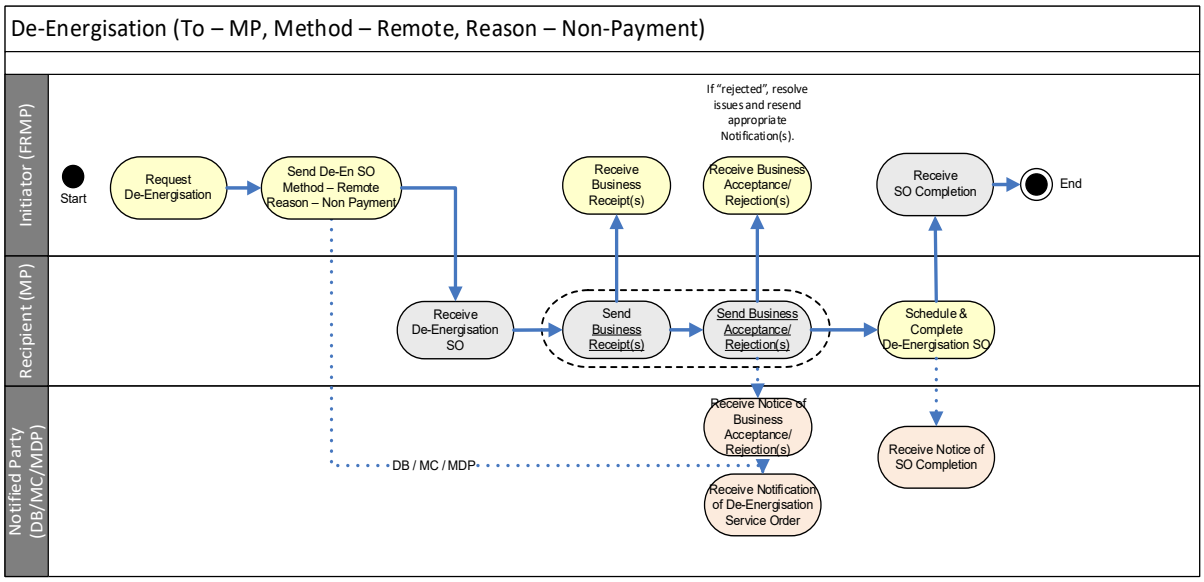


Figure 17 Not used in NT Procedures

4.1.9.1 Not used in the NT procedures

4.1.9.2 De-energisation reasons

a. To ensure clarity of the reason for de-energisation and ensure that all de-energisation reasons which are covered by a *protected period* are clearly identified, additional de-energisation reasons have been added to the Service Order framework.

b. The de-energisation reasons (and associated protected periods) are shown in Table 3 following.

Table 3 B2B Service Order Types

B2B Service Order De-energisation Reason	De-Energisation Type
Non-Payment	De-energisation for not paying bill
Contract	De-energisation for not paying security deposit
No Access	De-energisation for denying access to meter
Illegal Usage	De-energisation for illegally using energy
Unauthorised Usage	De-energisation for non-notification by move-in or carry-over customers
Move Out[1]	
Safety	
Defect	
Site Works	
Customer Requested	
Other	

4.1.9.3 De-energisation summary

a. The combination of de-energisation methods (subtypes) and reasons are summarised in the table below:

Table 4 Summary of De-Energisation Methods and Reasons

De-Energisation Method	DDe-Energisation Reason	Comment
• **Disconnection at pole top, pillar box or pit** • **Local Meter Disconnection** • **Remote** • **Remove Fuse** • **Recipient discretion**	• Non-Payment • Contract • No Access • Illegal Usage • Unauthorised Usage	Restrictions on de- energisation apply

	• Move Out • Safety • Defect • Site Works • Customer Requested • Other	Regulatory restrictions on de-energisation do not apply

b. For example, a disconnection for Non-Payment might be undertaken by sending a Service Order to the relevant Participant as:
   i. Method: Remove Fuse, Reason: Non Payment
   ii. Method: Remote, Reason: Non-Payment
c. Similarly, a Move Out disconnection may be requested by:
   i. Method: Remove Fuse, Reason: Move Out
   ii. Method: Remote, Reason: Move Out
   iii. Service Order Scenario Table

4.1.10 Service Order Scenario Table

Scenario	**Candidate Service Orders (with subtype) Required to fulfil scenario**		**Notes (these only relate to SMALL customers).**
	To MPB	**To DNSP**	
New Connection required	Metering Service Work (MSW) • Install Meter	Supply Service Works (SSW) • Allocate NMI • Establish Permanent Supply • Establish Temporary in Permanent • Establish Temporary Supply	New Connection processes are different is each jurisdictions. Refer to Guide process maps.
Additions & Alterations – Scenario requires metering work only	Metering Service Work • Move Meter • Install Meter (assumes additional to existing) • Install Controlled Load	Service may not be supported by DNSP	Assumes Metering Work can be achieved without supply isolation. If Supply isolation is required then a SSW – Temporary Isolation will be required to be sent to the DNSP.
Additions & Alterations – Scenario requires metering upgrade and supply service upgrade	Metering Service Work • Move Meter • Install Meter (assumes additional to existing)	Supply Service Works • Supply Alteration • Temporary Isolation	This scenario includes an upgrade to the Supply service. This will typically be required when a site moves from single phase to 3 phase as a result of increased load requirements. A SSW will be typically sent to the DNSP requesting this upgrade and a MSW will be sent to the

	• Install Controlled Load		metering provider to upgrade the meter. It is likely that a level of co-ordination between the DNSP, the MP and the customers REC will be required.
Remote De-energisation Required (non-VIC)	De-energisation • Remote • Recipient Discretion	Service may not be supported by DNSP	Initiator should refer to the MeteringInstallationtypecode ~~(COMMS4D)~~ in MSATS to determine if the meter supports this functionality.
Physical De-energisation required	De-energisation • Local Meter Disconnection	De-energisation • Remove Fuse • Local Meter Disconnection	In general physical de-energisation will be performed by the DNSP unless the Initiator wishes this to be performed at the metering via the lifting of the meter's internal contactor. This service can be requested of the MP.
Remote Re-energisation required (non-VIC)	Re-energisation • Remote • Recipient Discretion	Service not supported by DNSP	A remote re-energisation can be requested of a metering provider where remote services are allowed. Initiator should refer to the Metering Installation code (COMMS4D) in MSATS to determine if the meter supports this functionality. Cannot be requested for meters with a MeteringInstallationtypecode of 'MRAM'.
Physical Re-energisation required	Re-energisation • Physical Visit	Re-energisation • After Disconnect for Non-Payment • Physical Visit • New Reading Required	In general physical Re-energisation will be dependent on the method of De-energisation and who performed it. MSATS NMIStatusCode and MeterRegisterStatuscode will indicate if the service order should be sent to the DNSP or the MP. A NMIStatusCode of 'D' will indicate that a physical fuse removal was undertaken by the DNSP to de-energisation the site therefore the physical replacement of the fuse is required. Physical Visit may also be requested of a Metering Provider where they offer such service and the method of de-energisation was Local Meter Disconnection or Remote (indicated by the MeterRegisterStatuscode of 'D') when they require a technician on site at time of energisation (where a retailer is not satisfied that the site can be safely energised remotely).
Meter Investigation	Metering Service Work • Meter Investigation – Meter Test	Metering Service Work • Meter Investigation – Meter Test	Usually used in circumstances where a customer or retailer is querying the correct operation of the meter and is requesting the Meter provider to perform a set of meter tests to validate meter data. Initiators should determine who to send the SO request to by referring to the MP role in MSATS.
Meter Fault Scenario - Retailer raising request to Metering provider to visit site to remedy a suspected meter/comms fault.	Metering Service Work • Meter Investigation – Inspect	~~• Meter Investigation – Inspect~~	Usually used for when a fault of some description is suspected and the initiator is requesting a metering provider to attend site and determine the exact nature of the issue. The fault may have been detected by the MP systems who has requested the initiator to raise a Service Order request to underpin the field work. Initiators should determine who to send the SO request to by referring to the MP role in MSATS.
Change Time Switch settings – External to meter	Not used in the NT Procedures		
Change Time Switch settings – Internal to meter	Not used in the NT Procedures		

4.1.11 Outcomes following an unauthorised connection

This generic process applies to sites which have been previously disconnected by a network and have subsequently been reconnected by a party other than the network, or reconnected by the network and the NMI status in MSATs has not been updated to reflect the reconnection.

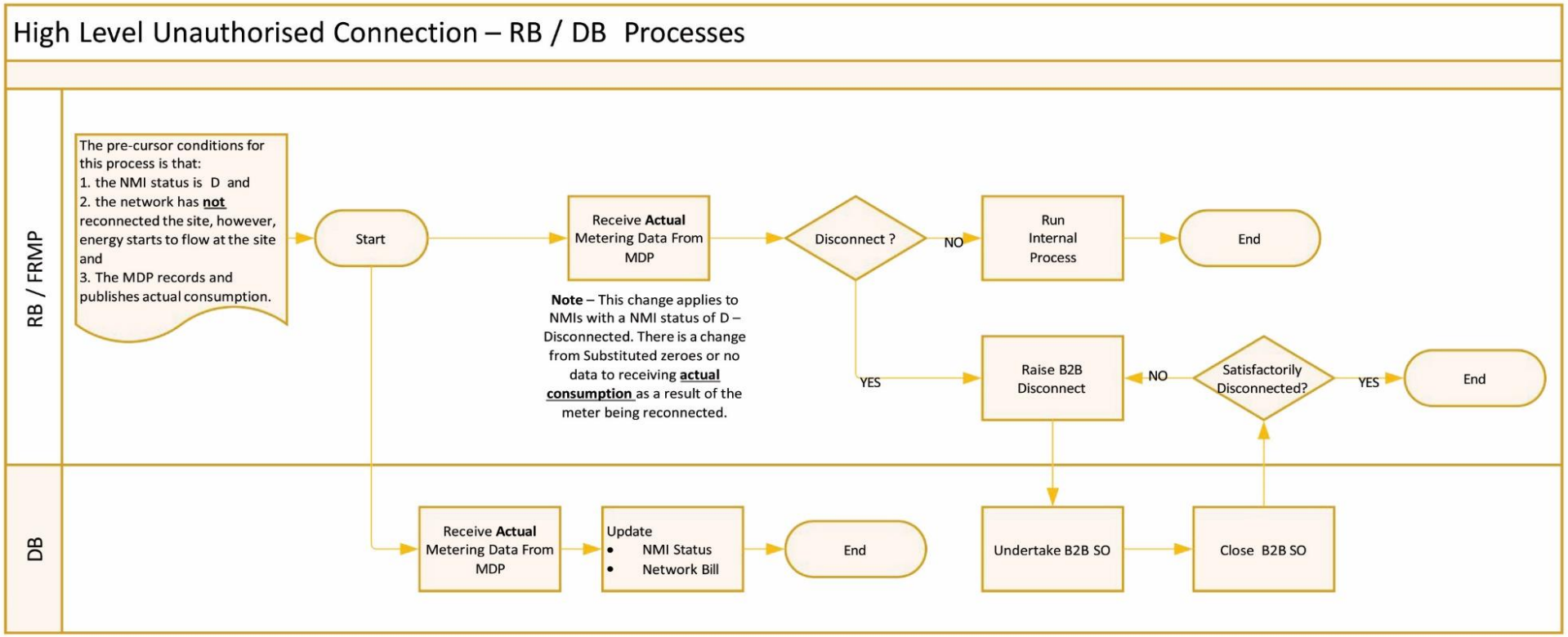
The process diagram below provides industry with a high level view of the triggers for notice of reconnection and steps each participant takes when that notice is received.

Sites that have been deenergised by the network will have a NMI Status of 'D' for De-energised indicating that a physical disconnection has taken place. This is typically done via the removal of a fuse or the switching off and sealing of the main switch.

In circumstances where a fuse is re-inserted or the main switch is turned back on customers consumption will start to be recorded. Where this has been done by a party other than the network, or by the network and this has not been recorded, the status in MSATs will indicate that the NMI is still de-energised. This first indication that an unauthorised reenergisation has occurred is that retailers and Networks will start receiving actual data from the MDP. Note: in the case of a remotely read meter retailers and networks may receive substituted zero data for the duration the site is de-energised.

The change from Substituted zeroes or no data, to receiving actual consumption (which may be zero) indicating the site has been reconnected is the trigger is used by the Networks to update the NMI status and recommence network billing.

If the FRMP determines that this reconnection is unexpected they should take appropriate actions, such as re-requesting disconnection. The suggested process for market participants with regards to Unauthorised Connections is described below.



- Note: Variation in this process may exist across jurisdictions.

4.1.12 Service order coordination

a. For more complex Service Order scenarios where coordination is required to have more than one party on-site concurrently, the Initiator may nominate a 'coordinating party' (with the agreement of that party) by populating 'Yes' in ServiceOrderCoordinationRequired and providing the appropriate details in CoordinatingContactName and CoordinatingContactTelephoneNumber in the Service Order Request. The coordinating party may be the Registered Electrical Contractor (REC), the MC, MP, DNSP or another party such as the body corporate for a multi-dwelling site.

b. It is anticipated that specific processes will develop overtime. Some examples of complex situations that require service order coordination between multiple parties include the following:

   i. High Voltage Injection – In a high voltage injection situation, there can be many meters that simultaneously fail as a result of the injection event.

      In this a case it is likely that the DNSP becomes the principle co-ordinating party for the resolution of the outage, and thus will be the party to initially advise the affected retailers of their responsibility with regard to the failed meters and provide a set of contact details for co-ordination purposes.

      The Retailer would then include the DNSP's emergency coordinator's contact details in the Service Order coordination fields of the Meter Exchange service orders that they issue to their Meter Providers.

   ii. Group Metering Isolation –

      In a situation where a metering works must occur at a connection that is part of a group metering setup (that is, one single isolation point for multiple customers), then a co-ordinating party must be identified who will take on the responsibility of advising all affected retailers or their customers prior to any site isolation taking place. This co-ordinating party in these cases may possibly be the customer's REC or may be a representative of the Body Corporate if the site is an apartment complex.

c. It is expected that the service provider will contact the 'coordinating party' nominated in the Service Order and negotiate an agreed time for the work to be scheduled. Where the coordinating party is expecting contact but does not receive any communication within a reasonable timeframe, it is suggested that the 'coordinating party' follow-up with the responsible Retailer so as to minimise delays or impact to the Customer.

4.1.13 Tariff change service order

a. Where a Retailer wishes to request the DNSP to change a customer's Network Tariff the retailer will use a Service Order subtype Tariff Change and populate the proposed tariff field in the Service order.

b. The DNSP will review the request and if agrees with the tariff change will perform the necessary updates of MSATS and respond to the Service Order with a completion code.

c. Should the DNSP not agree with the request the Service order will be closed with a Not Completed status and the reason provided in the special notes.

4.1.14 Not used in the NT procedures

4.1.15 Not used in the NT procedures

4.2 Customer and site details notification

a. The Customer and Site Details Notification Procedures have been changed in the following areas.

   i. The ability to request customer details via the Customer Details Request has been extended to the MP/MC.

   ii. Site access and hazard processes have been extended to allow greater sharing between the multiple parties that have an interest in the data.

4.2.1 Customer details request

a. The Customer Details Request (CDR) can be initiated either by a DNSP or by an MP/MC. The request is always directed to a Retailer who retains the source of truth master copy of this information as they are the principal contact point with the Customer.

4.2.2 Customer details notification

a. The Customer Details Notification will be sent by the Retailer to the DNSP when the details are amended in the Retailers system

b. The Retailer and MC/MP may also agree to provide an update of the Customer details when they are amended.

c. When a retailer receives a Customer Details Request from a DNSP they will provide a Customer Details Notification in response.

d. The provision of CDN to any other party including MP/MC is via agreement between both parties. A retailer who receives a valid Customer Details Request from a MP/MC may provide a Customer Detail Notification in response.

4.2.3 Customer details reconciliation

a. The Customer Details Reconciliation allows participants involved to request a snapshot of all NMIs, for which the Retailer is financially responsible.Life Support

4.3 Life support

4.3.1 Life support notification (LSN)

Life Support Notification and Life Support Request can be initiated by either Retailer or DNSP to ensure a customer with Life Support needs, is provided with the suitable protection.

a. Life Support Notification can be initiated by the current Retailer, the prospective Retailer or the DNSP.

b. The recipient of the Life Support Notification can be the current Retailer, the prospective Retailer or the DNSP.

c. Any active Retailer participating within a jurisdiction should be considered as a prospective Retailer.

d. The recipient of the Life Support Notification is expected to update their Life Support register with the information contained in the Life Support Notification.

e. The 'DateRequired' field in the Life Support Notification must be the date the customers life support protections start or end.

f. Where a life support registration with a future DateRequired is provided by a Retailer or DNSP, the site is considered to have life support protections when the DateRequired equals the current date.

g. Where there are changes in a life support registration with a future DateRequired and that original future date has not passed, the registration owner may send an updated LifeSupportNotification with an amended DateRequired. It is recommended that the initiator includes details in the SpecialNotes field.

h. The DNSP or Retailer must only register life support for the customer's premises requiring life support protections. Any other premises of the customer that does not require life support protections must not be registered.

i. Where the prospective Retailer becomes the current Retailer they must send an amended Life Support Notification if any details have changed, eg, Date Required.

j. Where there are multiple life support requirements at a premises that has a single supply point (eg nursing home or two different life support customers) only one Life Support Notification is to be provided for the NMI using the special notes field to provide additional information.

k. Any deregistration of life support will be communicated using the life support notification. Following the deregistration being communicated, a site is then considered not to have any life support protection. When an LSR is sent following a deregistration, the expected response for life support status should be NONE.

l. A LSN may be sent by a party that is not the Registered Process Owner in the cases where:

   i. The party has received updated details in regards to the life support contact details, eg, NMI registered with DNSP and customer advises current retailer of new contact details, current retailer sends LSN with new contact details, after taking any necessary steps to validate this new information.

   ii. The party has been advised by the customer that there is a change in the customer's circumstances and the life support is no longer required and deregistration has occurred, eg, NMI registered with current retailer, DNSP is performing work affecting the customer at the NMI and the customer has advised the DNSP that the life support is no longer required at the premises. As appropriate, the DNSP may initiate deregistration and once complete advises the current retailer via the LSN using Life Support Status of Deregistered – Customer Advice.

4.3.2 Life support request (LSR)

a. A Retailer or DNSP may issue a Life Support Request where they believe the other party may hold the life support information. When responding to a Life Support Request the Recipient should provide the information currently assigned to that NMI, which should include current and future requirements.

   Details of current and future requirements should be provided in the LifeSupportNotification (LSN) when the LSN is sent. If there are no current or future requirements then a LifeSupportStatus of 'None' should be provided when the LSN response is sent.

b. Examples of when an LSR may be sent:

   i. with Reason 'Confirm Life Support' may include:

      - A service Order issued with the LifeSupport flag ticked, but no record of a LifeSupport Notificaiton (LSN) having been received; If an LSN of 'None" is received, the recipient should contact the party sending the LSN to resolve the NMI status.
      - To confirm if Life Support has continued following a retailer churn (when there was a previous Life Support Registration); If an LSN of 'None' is received the receiving party may commence Life Support Deregistration, which will provide clear confirmation.
      - Not used in the NT Procedures;
      - To confirm the other parties status of Life Support at the NMI or to recheck customer LS details;

   ii. with Reason 'Data Quality' may include:

      - Invalid data – eg phone number of 99999999999;
      - Common information does not align with CDN;

- The initiator of the LSR must provide information in SpecialNotes details the error;

iii. With Reason 'No Response to Rejected LSN'
The recipient should check the associated data for that NMI prior to sending a new LSN with confirmed data;

iv. With Reason 'Other'
Any reason not contemplated above;

4.3.3 Life support reconciliation

a. Reconciliation is to take place on a frequency basis agreed between market participants where the timing and the mechanisms of the reconciliation is by bilateral agreement between Retailers and DNSPs.

b. Reconciliation is performed using the Life Support Notification. This contains two levels of reconciliation:

i. Matching between DNSP and current Retailer for the Life Support Status. If the Retailer sends a LSN and the DNSP does not have the NMI registered as life support, then the DNSP is to update their register. If the DNSP has a NMI registered as life support and the Retailer did not provide a LSN for the NMI then the DNSP is to send a LSN for that NMI back to the Retailer.

ii. Matching of who is the Registration Owner, Date Required, Life Support Equipment, Life Support Contact Details and Life Support Special Notes. Confirm that information held for equipment type, contact details and special notes match and update accordingly.

c. During the reconciliation process there should only be one Life Support Notification per NMI.

d. Reconciliations with the current Retailer will be on all registered life support customers. This includes registrations, at the time of the reconciliation, that:

i. are active for a NMI in which the Retailer is the current Retailer; and

ii. have a future required date for a NMI in which the Retailer is the current Retailer.

4.3.4 Not used in the NT Procedures

4.4 Site access

4.4.1 Site Access Request

a. The Site Access Request is a new transaction intended to enable greater sharing of Hazard and Access Information between participants. Previously there was only a one way flow of information between Retailer and DNSP of the Site Access Notification. This request now allows for any current or nominated party to request the information of any other party.

b. Each participant will maintain their own records of Site Access Data. There is no master record.

4.4.2 Site Access Notification

a. The Site Access Notification no longer remains a transaction that flows in one direction from a Retailer to a DNSP. A Site Access Notification will be provided by one party when they receive a request from another party.

b. Under normal circumstances when the Retailer updates their Hazard and Access details as a result of entering changes into their system during customer contact, they will automatically trigger a single Site Access Notification to the DNSP.

c. If there is an agreement between the Retailer and MC/MP a second Site Access Notification may also be triggered from the Retailer to the MC/MP.

d. In order to avoid a rare condition where the Retailer, DNSP and the MP receive updates from one party which triggers updates to other parties and so on in an endless cycle, certain rules must be followed.

e. Rules for Site Access Notifications.

   i. Only the Retailer will issue a Site Access Notification pre-emptively (That is without being requested to).

   ii. The Retailer will only issue a pre-emptive Site Access Notification after updating their Hazard and Access details via their user interface. They must not issue a Site Access Notification after updating their systems with data from a Site Access notification they themselves have received.

   iii. The DNSP and the MP/MC will only ever issue a Site Access Notification to a participant after the receipt of a Site Access Request.

f. No participant is obliged to update or overwrite their own copy of Site Access Data on the basis of receiving a Site Access Notification.

g. Each participant must decide what data they choose to share when publishing a Site Access Notification, with the expectation that the published data should ideally be helpful and usable by the receiving party.

4.5 Not used in the NT procedures

4.6 Meter data process

4.6.1 Provide Meter Data (PMD)

a. The Provide Meter Data transaction continues to perform the same function. With Retailers, DNSPs, DRSPs and MDPs using the PMD to request that an MDP provides validated meter data.

b. Where a PMD is requested for periods within 13 months, there is an expectation that the PMD can be responded to within 1 business day. Where the period exceeds 13 months, the initiator must communicate with the MDP, as the relevant data may be archived and agreement is required on how to request that data.

4.6.2 Verify Meter Data (VMD)

a. The Verify Meter Data transaction continues to perform the same function. With Retailers, DNSPs, DRSPs and MDPs using it to request that an MDP investigate the reason why meter data is not being received as expected.

b. New Investigation codes have been included:

   i. Verify/Missing Registers – used when the initiator is indicating they are expecting reads for a particular register.

   ii. Require Estimate Read – used when the Initiator is indicating they are expecting Estimate reading for Settlement purposes.

   iii. Meter Churn – used when the Initiator is requesting Meter Churn Data following a meter exchange and change of roles.

4.6.3 Remote Service Request/Response

a. The Remote Services transactions provide for the requirement in the metering functionality requirements as defined in the NT NER Schedule 7A.5.

b. The use of this transaction is by agreement.

c. These transactions allow for remote interrogation of a meter installation to support;

   i. The remote retrieval of metering data as a one-off or scheduled service, including quality flags for a specified point or points in time and the provision of such data to the requesting party.

   ii. The remote retrieval of point in time information from a specified metering installation including the contactor status (energised or de-energised), voltage, current, Power factor and other bi-laterally agreed information.

   iii. The remote retrieval of information over a period of time including readings from across a date/time range and meter events collected by the metering installation over a defined period.

d. The Remote Service Request contains a number of pre-defined fields/parameters that allow the Initiator to indicate the type of information they are seeking in the response, the period of time that the response should relate to, and the format of the data they wish to receive. Additionally the request provides for a number of user-definable parameters which will allow further flexibility of use of these transactions (as agreed between parties) without requiring the entire transaction structure to be re-negotiated across Industry.

e. The Remote Service Response contains a data block that allows for a payload of different formats to be sent from the Service Provider back to the Initiator. It is envisaged that participants will agree bi-laterally the format and detailed structure of any data sent in the payload of the Remote Service Response. By allowing a flexible format in the payload, participants will be able to develop and further refine the most efficient and effective payload structure for the different remote services that are currently identified and also those that are not yet identified but may arise in the future.

5 Business practices

This section contains a range of common business practices and other process requirements that have been migrated from the Procedures to the B2B Guide because it is anticipated that they may impose obligations on parties who must only be subject to commercial arrangements and cannot be subject to binding obligations in B2B Procedures.

5.1 Service order process

5.1.1 General Principles

a. The Recipient should use reasonable endeavours to meet the original Timing Requirement for the completion of requested work that was inappropriately rejected.

b. On accepting the ServiceOrderRequest, the Recipient is expected to use reasonable endeavours to complete the work within the Required Timeframe for the Completion of the Requested Work.

5.1.2 Raising a ServiceOrderRequest

a. To indicate a new Request, the ServiceOrderRequest should specify the *ActionType* as "New".

5.1.3 Actioning the ServiceOrderRequest

a. The Recipient of the ServiceOrderRequest is expected to schedule and use reasonable endeavours to complete the work, taking into account any *SpecialInstructions* and *Appointment* details contained in the ServiceOrderRequest.

b. The limitation of the ScheduledDate in the Procedures to no more than 100 calendar days in the future likely relates to the 65 prospective days allowed in MSATS for a prospective change. This is listed here as calendar days as B2B works on local timings, whereas MSATS uses the NEM calendar.

5.1.4 Raising a ServiceOrderResponse

a. Where the Recipient does not receive a *BusinessReceipt* or *BusinessAcceptance/Rejection* from the Initiator after sending the ServiceOrderResponse, the Recipient may investigate the failure of the delivery and notify the Initiator. If the Initiator reasonably considers that delivery failure lies with the Recipient, the Recipient may resend the original ServiceOrderResponse, as appropriate.

5.1.5 Use of Status, Exception and Product Codes in ServiceOrderResponses

a. The *ProductCodes* for each DNSP are published on various websites for each jurisdiction. At the time of publication these are:

   i. Not used in the NT Procedures

   ii. The NT codes are as published by the DNSP.

b. *ProductCodes* for Meter Providers are provided through the contract between parties. General *ProductCodes* and descriptions may be published on the respective Meter Provider websites.

c. Specific requirements are expected to apply to the use of the "Cost TBA" code as follows:

   i. The *ProductCode* "Cost TBA" should not be used for Re-energisation, De- energisation and Special Read ServiceOrderRequests; andThe *ProductCode* "Cost TBA" should only be used when the 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.

5.1.6 Closing the Service Order Process

a. If the Initiator has rejected the ServiceOrderResponse (with a negative *BusinessAcceptance/Rejection*), it is expected that the Recipient and the Initiator negotiate a resolution of the situation, with the agreed resolution being reflected in each party's systems.

5.1.7 Works Scheduling

a. The Service Provider may use the *ServiceOrderType, ScheduledDate* and the *CustomerPreferredDateAndTime* fields to determine when the work should be scheduled and completed.

5.1.8 Cancelling a ServiceOrderRequest

b. Charges consistent with the allowed ProductCodes may apply for any cancelled ServiceOrderRequest.

5.1.9 Common Business Practices

5.1.9.1 General

a. **MSATS Relationship** - MSATS batch updates each night with the previous days Change Requests. As such, it may not have the most current information. Therefore, an MSATS transaction does not remove the need for a Service Order.

   For example, where the prospective transfer is to take place on a Special Read, the Retailer must raise a Special Read ServiceOrderRequest to the appropriate Service Provider. Refer to table number 4-M for read type code usage in the CATS procedures.

b. Service Time

i. *ServiceTime* is used to inform the Recipient when the work can be performed, and it also indicates what charges the Initiator is willing to accept.

ii. For work the Initiator requests only to be undertaken outside Business Hours:

- The Initiator should specify a *ServiceTime* of "Non-Business Hours" and ensure the information in the *SpecialInstructions* field provides additional and specific information regarding the detail and reason for the "Non-Business Hours" request.
- The Recipient should take into account the value in the *ServiceTime* field when scheduling the *ServiceOrderRequest*.
- Indicates that the Initiator will accept any "Non-Business Hours" charges.

iii. Where the Initiator does not wish to pay an after-hours fee a *ServiceTime* of "Business Hours" should be used. This indicates that the Initiator 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.

iv. Where the Initiator 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 Initiator will accept after-hours charges if the work needs to be undertaken outside Business Hours.

c. **Meter Reading Date** – Where a meter reading is associated with a Service Order, the Recipient should ensure that the meter reading date provided via the MDFF file aligns with the date the Service Order was completed (*ActualDateAndTime*).

d. **Customer Details** – Where Customer Details (name and telephone number) are required for the completion of a ServiceOrderRequest, these should be provided using the Customer's contact details fields

(*CustomerContactName*, *CustomerContactTelephoneNumber* or CustomerNotificationMethod and *CustomerNotificationAddress* or *CustomerNotificationEmail* as relevant).

It is anticipated that this information will not be used to permanently update the Recipient's customer-related records. Any permanent updates to Customer Details are sent from the Retailer to the MC, MP and DNSP in a CustomerDetailsNotification. The Customer and contact information provided in a ServiceOrderRequest should only be used for the completion of the identified work.

e. **Site Details** – The Initiator should ask the Customer if there are any Hazards or Access Requirements prior to initiating a ServiceOrderRequest. Where the Customer reports no Hazards or Access requirements the Initiator is expected to indicate this using the appropriate values in the ServiceOrderRequest. This information should be used for the completion of the identified work only.

   i. If the Customer has supplied any special access details, the Initiator is expected to include these in AccessDetails. These details exclude the hazards covered by the HazardDescription field.

      - Where the Customer reports no access requirements, the Initiator should indicate this by using the value "Customer Reports No Access Requirements" in the AccessDetails field.
      - Any permanent updates to access or hazard details should be sent from the Initiator to the Recipient in a SiteAccessNotification.

f. Read all meters

   i. Where the Recipient reads the meter as part of completing the ServiceOrderRequest, the Recipient is expected to use reasonable endeavours to read all meters at the NMI. Excluding ServiceOrderRequests that are Not Completed.

g. Meter Serial Number

   i. *MeterSerialNumber* is required where work is specific to a meter. The Initiator should provide the *MeterSerialNumber* if it is available. A Recipient will reconcile the *NMI / MeterSerialNumber* combination(s) against information held in their records, and thereby help confirm the correct site will be visited for the Service as early in the process as possible. If the requested work affects all meters, the Initiator does not have to provide any meter serial numbers.

   ii. Where the Recipient identifies a discrepancy between a NMI and the *MeterSerialNumber* the Recipient should progress the ServiceOrderRequest if it believes the discrepancy relates to its own data. If it believes the discrepancy relates to the *MeterSerialNumber* provided by the Initiator, the Recipient should reject the ServiceOrderRequest except for High Priority Service Orders, where the Recipient should contact the Initiator and agree how to resolve the discrepancy. If the ServiceOrderRequest is rejected, the Recipient must provide the *MeterSerialNumber(s)* in the Explanation field associated with the appropriate *EventCode* ("Invalid data. Details provided in Explanation").

h. ProposedTariff field

   i. The Recipient must not reject the ServiceOrderRequest if the ProposedTariff value is wrong or does not suit the Site's metering. The MSATS notification will provide the details of the tariff(s) actually allocated to the Site.

i. Other rules

   i. The Recipient may seek to recover costs from the Initiator of the request for actions that were completed or attempted.

   ii. An Initiator is expected to use reasonable endeavours to send ServiceOrderRequests as they arise and not to bundle them and send them in a batch.

   iii. Where "Other" is selected from an enumerated list, SpecialInstructions must be included in the transaction

5.1.9.2 Service paperwork

a. Examples of alternative, agreed methods to reference the Service Order Number when providing Service Paperwork are:

   i. When Faxed - the Service Order number is to be clearly displayed at the top right hand corner of the Service Paperwork;

   ii. When Emailed - the Service Order number is to be clearly displayed in the subject line of the email;

   iii. When using Online systems - as agreed by the users of the online system;

   iv. When provided by transaction – as agreed by the users of the transaction;

   v. When left 'On-Site' – the Service Order number is not required. In this case, even if the Retailer is provided with a copy of the Service Paperwork by the DNSP or MP, the Retailer is not required to provide a copy of the Service Paperwork back to the DNSP or MP when raising a Service Order.

b. Upon receipt of the ServiceOrderRequest that requires Service Paperwork to be provided by the Retailer, the Service Provider must:

   i. not reject the ServiceOrderRequest on the basis of missing paperwork

   ii. where the necessary Service Paperwork has not been received, wait at least 1 hour to receive Service Paperwork prior to providing a Business Signal of BusinessAcceptance/Rejection

   iii. Note: The Service Provider can send a BusinessAcceptance/Rejection at any time within the hour when the paperwork is received (and reconciled to the Service Order) or is not required.

   iv. within the timeframes permitted for the BusinessAcceptance/Rejection and after 1 hour, where all necessary Service Paperwork has not been received and the Service Provider wishes to accept the ServiceOrderRequest, respond with a severity "Warning" with a Business Event of 'Documentation required'

c. Not used in the NT Procedures.

d. In those jurisdictions where safety certificate paperwork is required for both the customer's premises and the metering installation, then the Initiator must ensure that there is a reference to both the customer and the metering safety certificate paperwork in the Supply Service Works Service Order, unless the safety certificates are to be left on-site in which case they should be identified as 'on-site' in the Supply Service Works service order

e. Some jurisdictions may require the provision of safety related paperwork where there is a material change to the Site's electrical supply requirements (eg 1 phase to 3 phase). Reference to this paperwork should also be provided.

5.1.9.3 Not used in the NT Procedures

5.1.9.4 Allocate NMI

a. The use of a Supply Service Works Service Order with a sub-type of Allocate NMI is always the first step in an overall B2B New Connection process.

b. This Service Order type has Service Paperwork requirements in some jurisdictions.

   i. Typically an Application for Network Connection form is required as one of the key items of paperwork to be provided by the Electrical Contractor to the DNSP prior to NMI Allocation.

   ii. Under most circumstances it is expected that the Customer's Safety Certificate is also provided at the Allocate NMI stage, however the option exists for a Retailer to supply that document with the subsequent Supply Service Works Service Order to establish a type of supply.

   iii. If the Recipient considers the requested metering configuration is incorrect, the Recipient may advise the Initiator of this using a *BusinessAcceptance/Rejection* transaction.

5.1.9.5 Not used in the NT Procedures

5.1.9.6 Completing the New Connection

a. Where "Other" is selected from an enumerated list, Special Instructions must be included in the transaction

b. To complete the New Connection, the Retailer will be required to initiate a Metering Service Works – Install Meter Service Order to the MP/MC. If a metering configuration is different from that requested by the Initiator, the MP should advise the Initiator of the metering configuration and the reason for it in the *SpecialNotes* field of the ServiceOrderResponse.

c. To complete the New Connection, the Retailer will also be required to initiate a Supply Service Works Service Order with the applicable establish sub type to the DNSP. In those jurisdictions requiring Metering Installation Safety Certificate paperwork to be provided prior to the establishment of supply, the Safety Certificate ID should be provided with the Service Order or alternatively an indication that the safety certificate will be left on-site must be given.

d. An Initiator should use the *SpecialInstructions* field in the subsequent Metering Service Works Service Orders to an MP or Supply Service Works Service Orders to a DNSP to advise the Recipient of any specific tariff or metering requirements that are not already provided.

e. Not used in the NT Procedures.

5.1.9.7 Metering Service Works

a. The Initiator must use the *ProposedTariff* field to advise the Recipient of any specific tariff that the Initiator requires. The *SpecialInstructions* field should provide additional information, such as metering requirements or any other special requirements.

b. If the Recipient considers the requested metering configuration is incorrect, the Recipient may advise the Retailer of this using a *BusinessAcceptance/Rejection* transaction.

c. If the Recipient installs a metering configuration different from that requested by the Retailer, the Recipient must advise the Retailer of the metering configuration and the reason for it in the *SpecialNotes* field of the ServiceOrderResponse.

Meter reconfiguration

a. A Meter Reconfiguration request is a sub-type of a Metering Service Works Service Order. The Initiator should specify the required configuration in the SpecialInstructions field of the ServiceOrderRequest.For example a change to control load on/off times within the meter will require this service order type, with details of new times in special instructions.

5.1.9.8 Not used in the NT procedures

5.1.9.9 Supply service works

a. The Initiator and Recipient must ensure that all necessary paperwork is available and completed in order to progress and complete a Supply Service Works Service Order where the Customers connection is to be changed. This Service Order type has Service Paperwork requirements in some jurisdictions. The Supply Service Works – Service Order Sub Types that will require paperwork include:
   i. Supply Service Works – Allocate NMI
   ii. Supply Service Works – Supply Abolishment
   iii. Supply Service Works – Supply Alteration
   iv. Supply Service Works – Establish Temporary Supply
   v. Supply Service Works – Establish Temporary in Permanent
   vi. Supply Service Works – Establish Permanent Supply

b. A Supply Service Works Service Order may be sent by the Retailer to the DNSP at the same time as the Metering Service Works Request is sent to the MP/MC. In that situation Safety Certificate paperwork for the Metering Installation will not be created at the time that the Supply Works Request is sent. In those jurisdictions requiring paperwork, the Metering Safety Certificate should be marked in the Service Order as being available On-Site.

5.1.9.10 Miscellaneous

a. Participants should not use this Service Order type for Standing Data enquiries. This includes seeking confirmation and clarification of address details, tariff details, Site network relationship details such as the Distribution Loss Factor (DLF) & Transmission Node Identity (TNI), meter details, etc.

5.1.9.11 B2B service order fields

As part of the further enhancement of B2B Service orders for metering works, additional fields have been introduced into the Service Order Structure to provide clarity on the reason the Service Order is being raised and define the regulatory driver for the Service Order.

The new fields which have been added to the Service Order structure are:

Purpose of request	**The purpose of this field is to add further clarity to articulate the reason the initiator is raising the Service Order and differentiates between jobs ranging from a New Connection to an abolishment.** **For example, a Meter Service Works (Exchange Meter) request can be triggered as part of a customer-initiated solar upgrade, as the result of a meter malfunction reported to the Retailer by the network, or as part of a family failure.**

Regulatory classification	This field is used to identify whether the works are part of a customer-initiated request, a Retailer new deployment, or a metering malfunction. Different types of customer requests can also have different regulatory timeframes, so the combination of Sub-type and Purpose of Request is very important when selecting regulatory timeframes. These services all have different required timeframes under the Rules and as such have different process and reporting requirements.
Escalation indicator	This field is used to identify whether a job has an escalation associated with it, such as an ombudsman case.
Customer-agreed Start / End date	This field is to be used to establish the start and end dates agreed with a customer for the Service Order.
Customer notification method	This field describes the method used to provide the formal notification of an outage to the customer, which assists the Service Provider in establishing the lead time necessary for any change to the established date e.g. a customer who receives their notice via postal services requires scheduling in a shorter timeframe to allow for physical delivery of the letter, whereas a customer receiving notification via digital methods has a longer timeframe before scheduling must occur. An enumerated value(s) will identify the contact method.
Customer notification address (postal or email	These fields provide the information associated with the delivery of the outage notice.
Malfunction exemption details	Not used in the NT Procedures

Within **Purpose of Request** the following enumerations have been included:

New connection	**To be used where a new connection is to be undertaken. All relevant details associated with the new connection should be contained within the Service Order.**
Part of BTS Temp to Perm	To be used where a new connection is to be undertaken and a Builders Temporary Supply (BTS) meter is to be relocated or retired if safe to do so. All relevant details associated with the **new connection** should be contained within the Service Order. Partial completion of this SO type would indicate that the new connection has been completed, but that the BTS meter could not be retired and a separate Remove Meter Service Order will be required.

Additional Meter	To be used where an additional meter is required.
Part of supply alteration	To be used where the supply is being altered – eg 1 phase to 3 phase.
Bidirectional Flows at premises	To be used where Solar or battery services are also part of the works. The Metering Required Field should be used to ensure the correct meter configuration is requested.
Bypassed Customer	To be used where a customer's meter has been bypassed.
Communications Remove	To be used where Communications services are to be stopped, such as converting a meter from a Comms 4 meter to a 4A meter.
Communications Add	To be used where Communications services are to be re-started, such as converting a meter from a 4A to a Comms 4 meter.
Revenue Protection	To be used where the initiator believes that there may be fraudulent activity and is providing advice that any field investigation should be undertaken carefully.
Site Abolishment	To be used where all metering at a site is to be abolished, not just a single meter.
Family Failure	To be used to identify a metering installation being replaced as a result of a family failure notice.
Retailer Led	To be used where a retailer is replacing meters with new meters or installing new devices.
None	To be used where the Metering Sub Type is sufficient
Other	To be used where the purpose of visit does not adequately describe the reason for the works to be undertaken. Where **Other** is used, special instructions must also be included with further explanation.

~~**Regulatory Classification**~~

~~Not used in the NT Procedures~~

5.2 Customer & site details process

5.2.1 Common business rules for notifications

a. Where a Retailer becomes aware of changes to Customer details (such as outage contact changes), it must initiate a CustomerDetailsNotification to the DNSP.

b. The Retailer may initiate a CustomerDetailersNotification to other participants by agreement.

5.2.2 Customer details request

a. Any participant may initiate a CustomerDetailsRequest transaction in order to obtain the most up-to- date Customer Details from a Retailer

5.2.3 Customer details notification

a. The Retailer is expected to use reasonable endeavours to send the CustomerDetailsNotification in the following situations:

   i. At completion of transfer, or

ii. When the customer moves out or moves in, or

iii. Upon receipt of routine updates provided by the existing customer.

b. If a Customer changes Retailer, the Old Retailer should not send a CustomerDetailsNotification

5.2.4 Customer details reconciliation

a. The CustomerDetailsReconciliation provides Recipients with a snapshot of all NMIs, for which the Retailer is financially responsible.

b. The use of BusinessAcceptance/Rejections for the CustomerDetailsReconciliation will be a subset to that used for the CustomerDetailsNotification.

c. The Recipient can only reject for reasons as specified in section 5.5.1 of the B2B Procedure: Customer and Site Details Notification Process. If the DNSP finds an issue with the customer data other than the Life Support flag provided in the CustomerDetailsReconciliation, the Recipient should use the CustomerDetailsRequest process in accordance with the B2B Procedure: Customer and Site Details Notification Process.

d. The Participants should agree the timing of the Customer Details Reconciliation. This agreement should consider criteria such as:

i. conflicting scheduled reconciliations with other Participants;

ii. IT support availability; and

iii. other impacting activities.

5.2.5 Life support

a. Where a party becomes aware of a Life Support requirement there are defined processes which must be followed to ensure that the relevant market participants are aware of the Life Support Requirement.

i. DNSPs must advise the Current Retailer who will update the customer details.

ii. MC/MPs should advise the Current Retailer of a Life Support requirement, who will in turn update their records.

iii. Current and prospective Retailers must advise DNSPs.

iv. Current and prospective Retailers can advise MC/MPs by agreement.

b. . The new transactions are:

i. LifeSupportNotification

ii. LifeSupportRequest

5.2.5.1 Life Support Notification

a. The Life Support Notification is to be used for communicating the registration and deregistration of life support and to provide supporting information.

b. If any information changes or needs to be updated then a new notification must be sent with the updated information.

c. This notification can be initiated by a prospective or current retailer to the distribution business or initiated by a distribution business to the current retailer.

5.2.5.2 Life Support Request

a. The Life Support Request is to be used when a party wants to confirm the status of life support for a connection point.

b. The Recipient of a valid Life Support Request must respond with a Life Support Notification within 1 to 5 business days.

5.2.5.3 Other changes

There has been no change to the existing Customer Details Notification transaction in the development of these new notifications to minimise system changes for this transaction.

However Retailers should review their existing processes so that the 'Life Support' value in the SensitiveLoad field only gets removed when the de-registration process has successfully been completed. Identifying a vacant site is not sufficient to remove the 'Life Support' value in the SensitiveLoad field. The Life Support Notification is the transaction that must be used to de-register life support, not the flag in the SensitiveLoad field.

5.3 Not used in NT procedures

5.4 Meter data process

5.4.1 Provide meter data

a. Worked example for Accumulation Meters:

MDFF content provided in response to a request for MDFF data for the period 1 January to 15 April

Start date	End date	Start read	End read	Consumption
1 Dec	1 Feb	0	100	100
1 Feb	1 Mar	100	200	100
1 Mar	1 Apr	200	300	100

b. If the MDP has the MDFF Data which is the subject of a ProvideMeterDataRequest, they should send a MeterDataNotification transaction containing a MDFF file with the requested data to the relevant Participant. If the MDP is unable to provide the MDFF Data the subject of a ProvideMeterDataRequest, or the MDFF Data to which the MDP has access and wishes to provide to the Participant does not exactly correlate to the subject of the ProvideMeterDataRequest, the associated *BusinessAcceptance/Rejection* transaction for the ProvideMeterDataRequest should contain a relevant EventCode to explain the situation.

c. MDPs may provide multiple MeterDataNotifications in response to a single ProvideMeterDataRequest.

d. A Participant must use reasonable endeavours to ensure that the MDFF Data they are requesting is only for a period where they have a relevant Participant Relationship with the NMI.

5.4.2 Verify Meter Data

a. A VerifyMeterDataRequest transaction does not replace a Special Read ServiceOrderRequest. If a Participant requires a site visit the Participant should raise a Special Read ServiceOrderRequest.

b. MDPs may provide multiple MeterDataNotifications in response to a single VerifyMeterDataRequest.

c. A Participant is expected to ensure that the MDFF Data they are querying is only for a period where they have a relevant Participant Relationship with the NMI.

5.4.3 Remote Service Request/Response

a. A standard business practice for use of Remote Service Request is expected to be negotiated between the Initiator and the Recipient and subject to commercial arrangements.

b. The current structure of the request and response is expected to meet the NT NER requirements per Schedule 7A.5.

c. The request allows for the Initiator to request a variety of services as per allowed values but may also introduce user defined services by agreement with the service provider.

d. The request also contains the format that the response is to be provided in. Similarly the Initiator can nominate a format as per allowed values but may specify a user defined format code with agreement with the service provider.

e. The response contains a numeric Error Code which is used to indicate Success (zero) or Failure (non- zero). Where the response indicates failure the recipient will populate the Error Description (text field) to give the initiator the reason for failure.

f. A product code is also contained within the response to be used for reconciliation purposes.

6 Appendix 1 – Service order paperwork reference table

To the extent of any inconsistency between this reference table and any relevant Jurisdictional instrument, the relevant Jurisdictional instrument shall prevail to the extent of the inconsistency.

The documents listed in the table below are a collation of existing industry obligations. This table does not create new obligations.

Service Order Type/Subtype	Description	Form Reference Allowed Values*
Supply Service Works - Establish Temporary Supply, Establish Temporary in Permanent, Establish Permanent Supply, Supply Alteration, **Allocate NMI**	Application for Network Connection	Form
Re-energisation	No requirements	Not applicable
De-energisation	No requirements	Not Applicable
Metering Service Works	Application for Network Connection	Form
Supply Service Works **- Supply Abolishment**	No requirements	Not applicable

* In the SO field "FormReference" values for Safety Certificates such as CES & ECC are not allowed. The Safety Certificate reference number should be entered in the "SafetyCertificateID" field of a Service Order

Contact

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