



# **BUSINESS TO BUSINESS PROCESS**

## **SERVICE ORDER PROCEDURE**

PREPARED BY: Power and Water Corporation – Economics and Regulation

VERSION NO: 0.6

Power and Water Corporation ABN 15 947 352 360 [www.powerwater.com.au](http://www.powerwater.com.au)  
Northern Territory

---

## Document History

Version	Date	Author	Comments
0.1	4/12/2012	L. Allsopp	Draft prepared based on the KPMG report and AEMO B2B Procedure Service Order Process version 1.8
0.2	18/03/2013	R. Montgomery	Editing and formatting issues, no major content changes.
0.3	22/03/2013	R. Montgomery	Further editing and formatting.
0.4	26/03/2013	R. Montgomery	Further editing and formatting.
0.5	12/07/2013	L. Allsopp	Revisions in response to stakeholder consultation
0.6	12/08/2013	L. Allsopp	Revisions in response to revisions required by Utilities Commission

## Contents

1	Introduction	3
1.1	Purpose	3
1.2	Scope	3
1.3	Procedure Approval and Changes	3
1.4	Jurisdictional Legal Instruments	3
1.5	Application of this Procedure	4
1.6	Terminology	4
2	Types of Service Orders	6
3	Process Overview	12
3.1	Process Timeline	12
3.2	Raising a Service Order Request	12
3.3	Acknowledging Receipt of a Service Order Request	12
3.4	Actioning the Service Order Request	13
3.5	Closing the Service Order Process	14
3.6	Cancelling a Service Order Request	14
3.7	Multiple Service Orders	15
3.8	Common Business Practices	15
4	Detailed Process for Each Service Type	18
4.1	Service type 1: New connections	18
4.2	Service type 2: Re-energisation	18
4.3	Service type 3: De-energisation	19
4.4	Service type 4: Special Read	20
4.5	Service type 5: Adds and Alts	20
4.6	Service type 6: Meter reconfiguration	20
4.7	Service type 7: Meter investigation	20
4.8	Service type 8: Supply abolishment	21
4.9	Service type 9: Miscellaneous	21
5	Timing Requirements for Each Service Type	22
6	B2B Procedure Service Order Process Transaction formats	24
6.1	Service Order Request	24
6.2	Business Acceptance/Rejections	26

# 1 Introduction

## 1.1 Purpose

This document defines the standard procedure and data requirements, which apply to the Power Networks business unit of Power and Water Corporation (Power Networks) and Retailers in the Northern Territory electricity industry. This procedure enables Retailers to request defined services ("Service Orders") from Power Networks and to receive confirmation that the work will or will not be undertaken (or attempted) and subsequently that the work has or has not been completed as requested using a consistently understood process.

This procedure assumes the use of email for communications between Power Networks and Retailers.

## 1.2 Scope

Within the context of this procedure all Service Orders are raised by Retailers and fulfilled by Power Networks. The types of Services Orders are described in Section 2.

### Inclusions

This procedure describes the high level processes and transaction data requirements for the Service Order types listed in Section 2 of this document.

### Exclusions

This procedure does not apply to:

- processes for unmetered supplies as this is usually organised between the Customer and Service Provider/Retailer directly;
- requests for network augmentation or changes to the network to support installation modifications;
- the technical infrastructure and delivery mechanism allowing Participants to send and receive Service Order transactions; or
- the reporting of faults and emergencies, such as off-peak relay failure ("no hot water") or loss of power.

Section 6 itemises the data to be provided in each transaction (and for each type of Service Order).

## 1.3 Procedure Approval and Changes

This Business to Business (B2B) Procedure: Service Order Process ("Procedure") is approved by the Utilities Commission in accordance with clause 7 of the Electricity Retail Supply Code (the Code).

In the event of any inconsistency between this Procedure and the Code, the Code shall prevail to the extent of the inconsistency.

## 1.4 Jurisdictional Legal Instruments

To the extent of any inconsistency between this Procedure and any relevant jurisdictional legal instrument, the relevant jurisdictional instrument shall prevail to the extent of the inconsistency.

### Requirements for Service Paperwork

This Procedure does not remove the need for related Service Paperwork for individual Service Order processes (such as an electrical work request).

The required Service Paperwork associated with Service Orders is in accordance with the *NT Electricity Reform (Safety and Technical) Regulations* and *Power and Water Corporation Network Policy NP003 Installation Rules*.

The Service Paperwork includes the Notice of Intention to carry out Electrical Installation Work (NIW), and the Certificate of Compliance (COC).

This Service Paperwork will be provided by the electrical contractor to Power Networks.

### **1.5 Application of this Procedure**

Clause 7.1.4 of the Code requires that the network provider must use its best endeavours to provide the requested business-to-business service within the time frames stipulated in the Procedure.

The Parties may agree in writing to amend or alter parts of this Procedure.

### **1.6 Terminology**

#### **Interpretation of Time**

All times (related to the conduct of the work) refer to local time in the Northern Territory (CST).

#### **Terminology**

In this Procedure:

"ACS" means alternative control services; these are fee-based and quoted services.

"B2B" means Business to Business.

"Business Document". In this Procedure, the term "Business Document" is used to refer to the key B2B transactions sent between the Retailer and Service Provider. In this Procedure the relevant Business Documents are:

- Service Order Request
- Service Order Response

"Business Signals". A Business Signal is an email between the parties. This Procedure requires the following "Business Signals" via email:

- "Business Receipt" indicates that a Business Document has been received and its contents indicate if it is readable by the Recipient.

"Business Acceptance/Rejection" represents formal acceptance or rejection of the appropriate Business Document by the Recipient based on the application of business rules. Section 6 sets out the Business Acceptance/Rejection transaction description.

"CT" has the meaning given to it in the Power Networks Network Connection Technical Code.

"Customer" includes their nominated agent.

"No CT" has the meaning given to it in the Power Networks Network Connection Technical Code.

"Network Provider" refers to PWC (Power Networks).

"Retailer" is used to refer to a current retailer, previous retailer, or prospective retailer.

"Power Networks Customer Services Officer" is the PWC employee who is the point of contact for Service Order Requests lodged by a Retailer.

"Service Paperwork", means the appropriate jurisdictional Safety Certificate, form, document, legal article as prescribed by the respective jurisdictional instrument or national instrument used in relation to a New Connection Service Order, Additions and Alterations Service Order, De-Energisation, Re-Energisation or Abolishment Service Order, or other forms or documents as required by the Network Provider and as discussed and agreed by Retailers to facilitate the fulfilment of the Service Order Request.

"Service Order Request". This is a request made by a Retailer to the Service Provider for a defined service to be performed by the Service Provider. Section 6 sets out the Service Order Request transaction description.

"Service Order Response". This is a response made by the Service Provider to a Retailer upon the successful or unsuccessful completion of the work or cancellation of a Service Order Request. Section 6 sets out the Service Order Response transaction description.

"Service Provider" is used to refer to PWC (Power Networks) as the network provider. The terms are interchangeable.

## 2 Types of Service Orders

There are nine types of Service Orders. Each Service Order type has one or more associated Alternative Control Service (ACS) charges. Descriptions are listed in the table below. Service Order Requests are to be submitted using the templates. Power Networks will respond using the associated Business Acceptance/Rejections and Service Order Response templates.

Service Order Request, Business Acceptance/Rejection and Service Order Response forms as published by Power Networks can be found at [www.powerwater.com.au](http://www.powerwater.com.au).

The table below describes the Service Order type, including each one's business context and associated ACS charges. The fees associated with these services may be found on the Power and Water website.

**Table 1 Service Order Types**

Service Order Type	Description	Typical Triggers	List of ACS charges
1. <a href="#">New Connection</a>  Fee for service	<p>Retailer requests Power Networks to arrange a new supply connection to a specified address.</p> <p>Retailer specifies preferred timeframe and relevant installation requirements.</p>	<p>Customer (or agent) contacts a Retailer to make arrangements for a new supply connection at a specified address.</p> <p>A new connection can arise in a number of circumstances, including:</p> <ul style="list-style-type: none"> <li>a customer moving into a new premises which currently does not receive an electricity supply; or</li> <li>a builder wishes to provide permanent supply to new properties under construction.</li> </ul>	<p>Service establishment – new infrastructure – business hours</p> <p>Service establishment – new infrastructure – after hours</p> <p>Temporary supply service (No CT &amp; Single phase)</p> <p>Temporary supply service (No CT &amp; 3 Phase)</p> <p>Temporary supply service (CT)</p> <p>Photovoltaic (PV) installation charge (Single phase) – business hours only</p> <p>Photovoltaic (PV) installation charge (3 phase) – business hours only</p>

Service Order Type	Description	Typical Triggers	List of ACS charges
<p>2. <a href="#">Re-energisation</a></p> <p>Fee for service</p>	<p>Retailer requests Power Networks to arrange for a supply point to be re-energised.</p> <p>Includes a meter reading.</p> <ul style="list-style-type: none"> <li>• Insert fuse</li> <li>• Main switch</li> <li>• Meter connection</li> <li>• Connection at pole or pillar</li> </ul>	<p>Energisation of a new supply where a previous new connection Service Order Request required the site to be left de-energised.</p> <p>Re-energisation of a site following a request to de-energise.</p> <p>A need to re-energise a supply point arises where a customer:</p> <ul style="list-style-type: none"> <li>• Is moving into a premises where the supply has previously been de-energised or has never been energised (new property); or</li> <li>• Has previously requested that a supply be temporarily de-energised and now wishes the supply restored; or</li> <li>• Has been disconnected for non-payment</li> </ul>	<p>Reconnection (CT or No CT) after failure to pay – business hours</p> <p>Reconnection (CT or No CT) after failure to pay – after hours</p> <p>Service establishment – existing supply – business hours</p> <p>Service establishment – existing supply – after hours</p>



Service Order Type	Description	Typical Triggers	List of ACS charges
3. <a href="#">De-energisation</a> Fee for service	<p>Retailer requests Power Networks to arrange for a supply point to be de-energised.</p> <p>Includes a meter reading.</p> <p>Methods include:</p> <ul style="list-style-type: none"> <li>Remove fuse</li> <li>Disconnection at pole top, pillar box or pit.</li> </ul>	<p>De-energisation of a site at a customer's request.</p> <p>A need to de-energise a supply point can arise in these situations:</p> <ul style="list-style-type: none"> <li>where the Retailer has grounds to proceed with a de-energisation for non-payment (where the customer has failed to meet their obligations under jurisdictional rules); or</li> <li>the customer requires a temporary disconnection of supply because the site is to be left vacant for a time; or</li> <li>the customer is moving out of a premises and no new tenant has requested a service at the same address.</li> </ul>	<p>Pillar box, pit or pole top (CT and No CT) – de-energisation by a physical disconnection of the service mains- business hours only</p> <p>Remove Fuse (No CT) – business hours only</p> <p>Remove Fuse (CT) – business hours only</p> <p>Temporary disconnection low voltage – no dismantling (Overhead) – disconnection and reconnection of supply - business hours</p> <p>Temporary disconnection low voltage – no dismantling (Overhead) – disconnection and reconnection of supply - after hours</p> <p>Temporary disconnection low voltage –physical dismantling (Overhead) – disconnection and reconnection where service is physically dismantled or disconnected (e.g. overhead line is dropped) - business hours</p> <p>Temporary disconnection low voltage –physical dismantling (Overhead) – disconnection and reconnection where service is physically dismantled or disconnected (e.g. overhead line is dropped) - after hours</p>
4. <a href="#">Special Read</a> Fee for service	<p>Retailer requests a Power Networks to perform a Special Read of a manually read meter.</p> <p>This is a reading not associated with a re-energisation or a de-energisation.</p>	<p>A need to obtain a special read (rather than a scheduled read) arises for manually read metering where an out of cycle read is required.</p> <ul style="list-style-type: none"> <li>a Customer (or Retailer) queries a reading and requests a special read; or</li> <li>a special read may be requested for Customer transfer; or</li> <li>the Customer is vacating the premises; or</li> <li>alterations are made to a supply point and a special read is required.</li> </ul>	<p>Special meter read – business hours only</p>

Service Order Type	Description	Typical Triggers	List of ACS charges
<p><b>5. <u>Additions and Alterations</u></b></p> <p>Fee for service</p>	<p>Retailers raise Service Order Request to instruct Power Networks to change the metering associated with a supply point.</p> <p>This service order process applies to all substantive physical changes to a supply point from its original connection through to its termination (but excluding both end points).</p>	<p>An additions/alterations Service Order Request can arise for a large number of reasons related to making a physical change to the supply at a given supply point. These include:</p> <ul style="list-style-type: none"> <li>• Meter replacement (at request of Retailer can be an interval meter); or</li> <li>• Change a single phase supply into a multi-phase supply; or</li> <li>• Relocation of the service line not involving a change in the UMI or a connection point; or</li> <li>• Move a meter (e.g. to facilitate building works at customer's site) but not decommission the UMI.</li> </ul>	<p>Exchange or replace meter (no CT and Single phase) – business hours</p> <p>Exchange or replace meter (no CT and 3 Phase) – business hours</p> <p>Exchange or replace meter (CT) – business hours</p> <p>Exchange or replace meter (no CT and Single phase) – after hours</p> <p>Exchange or replace meter (no CT and 3 Phase) – after hours</p> <p>Exchange or replace meter (CT) – after hours</p> <p>Relocation of meter (No CT) – business hours only</p> <p>Relocation of meter (CT) – business hours only</p> <p>Prepayment meter installation – business hours only</p> <p>Provision of a permanent 3 phase service (when only Single phase is required) – business hours only</p> <p>Replacement of meter due to tampering or damage by a customer (Single phase) – business hours only</p> <p>Replacement of meter due to tampering or damage by a customer (3 phase) – business hours only</p> <p>Replacement of prepayment meter due to tampering or damage by a customer – business hours only</p>

Service Order Type	Description	Typical Triggers	List of ACS charges
<p>6. <a href="#">Meter Reconfiguration</a></p> <p>Fee for service</p>	<p>Retailer uses this type of service order to request Power Networks to reconfigure/reprogram the metering at a Connection Point.</p>	<p>This Includes:</p> <ul style="list-style-type: none"> <li>• Change the hours of application of different registers (e.g. peak and off-peak boundaries).</li> <li>• Turn on/off off-peak registers.</li> <li>• Off peak conversion (change from one off-peak control load tariff to another).</li> </ul> <p>A meter reconfiguration Service Order Request usually arises where the Retailer needs to reprogram a meter to reflect a Retail tariff change by the customer.</p>	<p>Meter Program Change (CT or No CT) – changes to tariffs that require meter reprogramming – business hours only</p>
<p>7. <a href="#">Meter Investigation</a></p> <p>Fee for service</p>	<p>Retailer requests Power Networks to inspect the metering at a given supply point. Retailer may provide a context for this request.</p>	<p>A need to inspect a supply point can arise in two distinct situations:</p> <ul style="list-style-type: none"> <li>• where a customer raises a request with their Retailer; or</li> <li>• where the Retailer has grounds to proceed with an investigation.</li> </ul> <p>Typically a customer may request an investigation for a number of reasons, such as where:</p> <ul style="list-style-type: none"> <li>• the customer has just moved into a new property and has concerns regarding the metering; or</li> <li>• the customer believes that there is a problem with the installation.</li> </ul> <p>A Retailer may request an investigation on the grounds of:</p> <ul style="list-style-type: none"> <li>• suspected fraud/tampering; or</li> <li>• consistent abnormal meter readings.</li> </ul>	<p>Special meter test - Single phase (CT and No CT) – business hours only</p> <p>Special meter test - three phase (CT and No CT) – business hours only</p> <p>General meter inspection (No CT) – business hours only</p> <p>General meter inspection (CT) – business hours only</p> <p>Tamper meter inspection (No CT) – business hours only</p> <p>Tamper meter inspection (CT) – business hours only</p>

Service Order Type	Description	Typical Triggers	List of ACS charges
<p><b>8. <a href="#">Supply Abolishment</a></b></p> <p>Quoted Service</p> <p>Or Fee for services for meter removal</p>	<p>Retailer requests Power Networks to terminate supply at a given Connection Point.</p> <p>This involves decommissioning of a UMI and all associated metering (e.g. demolition of the Customer's site).</p>	<p>Typically a customer (or their agent) may request a meter termination for a number of reasons, such as where:</p> <ul style="list-style-type: none"> <li>a property is to be demolished or its usage changed and a supply is no longer required; or</li> <li>an alternative supply point can be used and the redundant supply is to be removed.</li> </ul> <p>Note: no de-energisation request required unless the de-energisation is to take place at some time prior to the supply abolishment.</p>	<p>Remove Meter (No CT) – permanent removal of connection point (meter) from meter panel - business hours only</p> <p>Remove Meter (CT) – permanent removal of connection point (meter) from meter panel - business hours only</p>
<p><b>9. <a href="#">Miscellaneous Services</a></b></p> <p>Fee for service</p>	<p>Retailer requests Power Networks to perform a service not covered by any other service order type contained in this document.</p> <p>One example is a Drop and Reconnect (or other temporary disconnection to supply)</p>	<p>Retailer needs to request an agreed Power Networks service that is not covered under any other type of Service Order Request.</p>	<p>Attending loss of supply (customer installation at fault) – business hours</p> <p>Attending loss of supply (customer installation at fault) – after hours</p> <p>Installation of minor apparatus (e.g. tiger tails, polyloggers, and other minor equipment) – business hours only</p> <p>Rental of minor equipment daily charge</p> <p>Overhead service replacement (at customer's request) – 1 visit – business hours only</p> <p>Overhead service replacement (at customer's request) – 2 visits – business hours only</p> <p>Overhead service upgrade (at customer's request) – 1 visit – business hours only</p> <p>Overhead service upgrade (at customer's request) – 2 visits – business hours only</p>

### 3 Process Overview

The key features of this Procedure are:

- The Power Networks Customer Services Officer (CSO) will be the point of contact for Service Order Requests lodged by a Retailer.
- All Service Order Requests will be processed by Power Networks as work orders in the PWC Asset Management System (Maximo) in order to ring fence them from the Retail business unit of Power and Water Corporation.
- The business documents (e.g. Service Order Request, Service Order Response) and business signal (Business Acceptance/Rejection) will use ACS descriptions grouped by the Australian Energy Market Operator's (AEMO) *B2B Procedure Service Order Process, Version 1.9, 15 May 2013* service order types in order to specify the service being requested.
- Business Receipts will be a simple email confirmation with a standard text message.
- Business Documents and Business Signal formats will use Excel files. Each Excel file will contain linked worksheets: Service Order Request, Service Order Response, and Business Acceptance/Rejection with a filename naming convention to provide version control.
- Each Service Order Request will require a separate Excel file.

The detailed transaction formats are given at Section 6.

#### 3.1 Process Timeline

A Service Order Request is sent from the Retailer to the Service Provider.

The Service Provider acknowledges receipt of the Service Order Request with a Business Receipt.

The Service Order Request is accepted, accepted with conditions, or rejected by the Service Provider using a Business Acceptance/Rejection email.

If accepted, the Service Order Request is actioned. Upon successful or unsuccessful completion of the work, the Service Provider sends a Service Order Response to the Retailer.

The Service Order process is closed when the Retailer responds with a Business Acceptance email.

The remainder of this section describes these interactions in more detail.

#### 3.2 Raising a Service Order Request

A Service Order Request is either raised by the Retailer in response to a Customer request or directly at the Retailer's own request. The Service Order Request is to be emailed to the Power Networks Customer Services Officer (Power Networks CSO) using [FRCFunction@powerwater.com.au](mailto:FRCFunction@powerwater.com.au).

For each Service Order type, the Retailer will need to select the specific ACS.

A Previous Retailer for a connection point that is the subject of a Service Order Request is only allowed to raise Meter Investigation or Special Read service orders. [Note: This provision is included in clause 2.2.1.c of AEMO's *B2B Procedure Service Order Process, Version 1.9, 15 May 2013* because there is the potential for a previous retailer to still have a financial relationship with their old customer, and that there may be some form of dispute, that gives rise to the acceptance of the requirement for the previous retailer to have the ability to check the meter, and confirm the meter read.]

#### 3.3 Acknowledging Receipt of a Service Order Request

The Power Networks CSO will return a Business Receipt to the Retailer to confirm receipt of the Service Order Request. The Business Receipt email will consist of the following text:

**Power Networks acknowledge receipt of Service Order Request: Insert Retailer Service Order ID.**

**We will advise you shortly if we accept or reject this Service Order Request.**

A Service Order Request can be:

- Accepted
- Accepted with conditions (add extra charges or special conditions)
- Rejected and provide an explanation

If the Service Order Request is rejected, the *Rejection Event* will be selected from a drop down menu and the reason is provided from a drop down menu in the *Explanation* field. If documentation is missing, the list of documents should be listed in the *Rejection Explanation field*.

The Power Networks CSO will send the Business Acceptance/Rejection form back to the Retailer. The form is set out in clause 6.2.

The Retailer may seek clarification from Power Networks and dispute the additional conditions or reasons for rejection.

If the Retailer accepts the clarification, the Retailer must send a Business Receipt email to the Power Networks CSO as soon as practicable with the following text:

**Retailer acknowledges receipt of Business Acceptance/Rejection: Insert Retailer Service Order ID.**

**We will confirm that we accept the additional conditions for this Service Order Request.**

If the Retailer does not accept the additional conditions, the Service Order Request is cancelled.

### 3.4 Actioning the Service Order Request

If the Service Order Request is accepted, Power Networks must schedule and use reasonable endeavours to complete the work taking into account any *Special Instructions* in the Service Order Request.

Timeframes associated with each Service Order Request are set out in Section 5 Table 3.

With the exception of Miscellaneous Service Order Requests, the requested work will always require the taking of a metering reading. [The requirement to always record the meter reading is both a legacy of historical practice where service orders included a meter read within retailer systems and the practical need to use every opportunity to capture the latest meter read available for Type 6 (Basic) meters, even if not for billing purposes.]

#### Service orders requiring customer consultation

In order to complete the work requested by the Retailer, there are some instances where Power Networks may need to consult directly with the End-use Customer. These situations tend to arise, for example, in De-energisations/Re-energisations or temporary disconnections for large business/commercial/industrial Customers.

Where the Retailer requests Power Networks to consult with the Customer to make arrangements for the completion of the work requested, the Retailer must:

- Use the value of "Yes" in *Customer Consultation Required* and must provide the reason for the need to consult the Customer in *Special Instructions* of the Service Order Request.
- Only use the value of "Yes" in *Customer Consultation Required* where the Retailer reasonably believes that customer consultation is required for the successful completion of the requested work.
- Have previously advised the Customer that Power Networks will contact the Customer.
- Complete the *Contact Name* and *Contact Telephone Number* fields in the Service Order Request.

Power Networks must use reasonable endeavours to consult with the Customer to make arrangements for the completion of the work requested where the Retailer has provided a value of "Yes" in *Customer Consultation Required*.

If Power Networks is unable to contact the customer, the Power Networks CSO will contact the Retailer, inform them that the customer has not been able to be reached and seek instruction from the Retailer in how to proceed.

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

#### Where work will not be completed within the required timeframe

Required timeframe refers to the timeframes required for the completion of service order activities in Section 5.

Where Power Networks is unable to complete the requested work within the Required Timeframe, the Power Networks CSO must contact the Retailer as soon as reasonably practicable to advise them of a new date for completion.

#### Raising a Service Order Response

Upon the successful, or unsuccessful, completion of the work, or the cancellation of a Service Order Request, Power Networks must send a Service Order Response to the Retailer with details of the status of the requested work using *Service Order Status* and *Exception Code*. The Exception Codes are included in Table 6.

The Power Networks CSO will issue the Service Order Response form to the Retailer.

The Retailer must indicate receipt of the Service Order Response with a Business Receipt transaction with text email:

#### **Retailer acknowledges receipt of Service Order Response: Retailer Service Order ID**

The Retailer must send a Business Acceptance/Rejection, following a business validation of the Service Order Response. This process provides Power Networks with timely acknowledgment that the Service Order Response has been validated and it is both understood and accepted by the Retailer.

If the Retailer considers that incomplete or incorrect information has been provided in the Service Order Response, the Retailer must send the Power Network CSO a Business Acceptance/Rejection form indicating a rejection.

If Power Networks issues a Service Order Response with a Service Order Status of "Partially Completed" or "Not Completed", the Retailer must raise a new Service Order Request if they still require the work to be completed.

### **3.5 Closing the Service Order Process**

The process ends when the Retailer sends the Power Networks CSO a Business Acceptance/Rejection transaction.

All closed Service Order Responses will be sent to the Power Networks CSO who will be responsible for invoicing the Retailer for the ACS charges.

### **3.6 Cancelling a Service Order Request**

Retailer may attempt to cancel the work associated with a Service Order Request up to the point at which a Service Order Response has been received. To do so, the Retailer must send a Service Order cancellation to the Service Provider using a Service Order Request. The Service Order Request must

have the *Action Type* set to "Cancel" and must quote the *Retailer Service Order ID* of the Request to be cancelled.

If the Retailer needs to cancel a Service Order urgently, this must be communicated to the Power Networks CSO by phone. The Retailer must also send a "Cancel" Service Order Request on the same business day, unless otherwise agreed with Power Networks. In the event that the Retailer omits to cancel a Service Order Request, the Service Order Request will be actioned and the Retailer will bear the cost.

On receipt of a Service Order Request cancellation:

- a. If the original Request has been received by the Power Networks CSO and a Business Acceptance/Rejection has not been sent, the Power Networks CSO will:
  - Accept both Requests, and
  - Send a Service Order Response to the original Service Order Request with a Status of "Not Completed" and an *Exception Code* of "Retailer Cancellation".
- b. If the original Request has been received and accepted by Power Networks:
  - If the Service Order Request has been completed or Power Networks is unable to cancel the field work, the Power Networks CSO will reject the "Cancel" Service Order Request with a *Rejection Event* indicating "Unable to cancel Service Order Request. Requested work has commenced or is completed."
  - If the Service Order Request has already been cancelled in Power Networks' system (e.g. triggered by a phone call from the Retailer for a same day cancellation) or Power Networks is able to cancel the field work, the Power Networks CSO will accept the "Cancel" Service Order Request.

### 3.7 Multiple Service Orders

Multiple service orders received for the same Unique Meter Identifier (UMI) will be managed by the Power Networks CSO on case by case basis. The following principles will be applied:

- The Customer's interests take priority (i.e. ensuring power is turned on in a timely manner/ not disrupted).
- Each Retailer must use reasonable endeavours to minimise sending multiple conflicting Service Order Requests for a single UMI.

### 3.8 Common Business Practices

This section sets out the business rules by Service Order type discussed with key Service Order type owners in the Northern Territory.

PWC's business rules have been included from the *B2B Procedure Service Order Process, Version 1.9, 15 May 2013* where applicable. Only those specific rules which are not in the generic Service Order process in Section 3.2 to 3.6 above are listed.

#### General

Service Time is embedded in the type of ACS charge requested by the Retailer for each Service Order type. When a Retailer selects an after hours ACS charge, the Retailer is indicating acceptance of the higher fee.

Customer Details – Where Customer Details (name and telephone number) are required for the completion of a Service Order Request, these must be provided using the Customer's contact details fields (Customer Contact Name, Customer Contact Telephone Number). It is anticipated that this information not be used to permanently update the Service Provider's customer-related records; any permanent updates to Customer Details must be sent from the Retailer to the Service Provider in a



**Customer Details Notification.** The Customer and contact information provided in a Service Order Request should only be used for the completion of the identified work.

**Site Details -** The Retailer should ask the Customer if there are any Hazards or access requirements prior to initiating a Service Order Request. Where the Customer reports no Hazards or access requirements the Retailer must indicate this using the appropriate values in the Service Order Request. This information should be used for the completion of the identified work only.

- If the Customer has supplied any special access details, the Retailer must include these In Access Details. These details exclude the Hazards covered by the Hazard Description field.
- Where the Customer reports no access requirements, the Retailer must indicate this by using the value "Customer Reports No Access Requirements" in the Access Details field.
- Any permanent updates to access or hazard details must be sent from the Retailer to the Service Provider in a Site Access Notification.

Unique Meter Identifier (UMI) is required where work is specific to a meter. The Retailer must provide the UMI if it is available. A Service Provider will reconcile UMI 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 Retailer does not have to provide any UMIs.

#### Other Rules

- The Service Provider may seek to recover costs for any actioned work from the Retailer who requested that work that was completed or attempted.
- Retailers must use reasonable endeavours to send Service Order Requests as they arise and not to save them up and send them in a batch.

#### Related Service Paperwork with Service Orders

All related paper with Service Orders will be provided by the electrical contractor to Power Networks in accordance with the *NT Electricity Reform (Safety and Technical) Regulations*.

#### Explanation of use of Exception Codes

The use of Exception Codes must conform to the rules in the table below. The Exceptions Codes are included in Table 6 and form part of the Service Order Response.

**Table 2 Exception Codes**

Value	Definition	Used with Service Order Status
Customer on-Site	There is a Customer at Site and the Site was not de-energised.	Limited to De-energisation Service Order Requests only with the status of 'Not Completed'.
Customer Prevented	Customer prevented de-energisation.	Limited to De-energisation Service Order Requests only with the status of 'Not Completed'.
Power Networks Cancellation	Service Provider cancellation. Details must be provided in <i>Special Notes</i> .	Not Completed
Documentation not completed	Documentation required for the completion of the requested work has not been provided. Details must be provided in <i>Special Notes</i> .	Not Completed

Value	Definition	Used with Service Order Status
De-energisation not completed due to a Re-energisation	De-energisation not completed due to a Re-energisation received for the same period.	Not Completed
Metering problem	Metering problem prevented completion of meter reading.	Partially Completed
Meter Reading only undertaken due to Prior Re-energisation	Indicates that a meter reading was taken, rather than the requested de-energisation, due to prior re-energisation.	Completed
New Customer on-site	There is a Customer at Site who claims to be a new Customer.	Limited to De-energisation Service Order Requests only with the status of 'Not Completed'.
No Supply	Supply not available.	Not Completed
Other	Other reasons. Detail must be supplied in <i>Special Notes</i> .	Not Completed, Partially Completed
Reading Problem	Reading problem prevented completion of meter reading.	Partially Completed
Retailer Cancellation	Retailer cancellation	Not Completed
Request submitted by another Retailer	Request not completed due to an alternative Request received from another Retailer.	Not Completed
Sensitive load	Sensitive load (such as Life-Support Customer) and did not energise.	Limited to De-energisation Service Order Requests only with the status of 'Not Completed'.
Unknown load	Used where the Site draws a significant load when re-energised and the Customer is not present. The Site was not left re-energised for safety reasons.	Not Completed
Unsafe	Deemed unsafe to complete Request.	Not Completed

## 4 Detailed Process for Each Service Type

The following section describes the process specific to each of the nine service types listed in Table 1.

### 4.1 Service type 1: New connections

The Retailer and Power Networks must ensure that all necessary Service Paperwork is available and completed in order to progress and complete the New Connection. The Service Order Request does not replace the need for the paperwork associated with a New Connection.

The Retailer must inform Power Networks using [frc@powerwater.com.au](mailto:frc@powerwater.com.au) as soon as possible, but in any event no later than the next business day after receiving a request from a customer to arrange for the connection of a supply address which has not been connected to the electricity network or a new connect for a supply address which is already connected to the electricity network.

A Retailer must use the *Special Instructions* field to advise Power Networks of any specific metering requirements that are not already provided in the New Connection Service Order Request.

The Retailer must refer any enquiry from a customer to Power Networks, where the enquiry concerns whether or not the customer has satisfied any preconditions required by Power Networks.

Power Networks must give the Retailer at least 3 business days notice of the date on which it expects that the connection will be completed in the Business Acceptance/Rejection transaction. The expected date will be entered into the *Explanation* field.

If Power Networks considers the requested metering configuration is incorrect, Power Networks may advise the Retailer of this using a Business Acceptance/Rejection transaction.

If Power Networks installs a metering configuration different from that requested by the Retailer, Power Networks must advise the Retailer of the metering configuration and the reason for it in the *Special Notes* field of the Service Order Response.

### 4.2 Service type 2: Re-energisation

The Retailer must use its best endeavours to, as soon as possible, but in any event no later than the next business day after receiving a request from a customer to arrange for re-energisation of electricity supply:

- Forward all relevant information to Power Networks in the Service Order Request so as to allow Power Networks to determine whether it requires any preconditions to be satisfied by that customer before re-energisation can take place. This information pertains to the customer and the meter (i.e. customer name, contact details, customer identification number, the site of the meter and the meter details);
- Advise that customer of any preconditions that must be satisfied before the re-energisation can take place (including without limitation the payment of Power Networks' charges for re-energisation); and
- Liaise with that customer on behalf of Power Networks (if requested by that customer) concerning that re-energisation.
- Advise the Customer that they will be contacted by Power Networks within 1 business day if the re-energisation cannot be done by the required timeframe.

Power Networks will advise the Retailer of any preconditions it requires the customer to satisfy before re-energisation can take place in a Business Acceptance/Rejection transaction. Once all preconditions have been satisfied, Power Networks must re-energise that customer's connection point in accordance with the requirements of the network.

Power Networks must not reject a Re-energisation Service Order Request if the Site is already energised. They must return an appropriate Service Order Response and provide a meter reading.

Power Networks may refuse to complete a re-energisation where there is no access to the main switch.

In the Northern Territory, if the service has been off supply for more than twelve months then the Service Installation Rules require certified evidence that that installation is safe to reconnect (e.g. Certificate of Electrical Safety).

Power Networks must provide the service within 24 hours of receipt by Power Networks of a valid request.

### **4.3 Service type 3: De-energisation**

The business rules differ slightly for de-energisation for a move out compared to non-payment.

#### **Common rules - Move out and non-payment**

Power Networks requires at least 3 business days notice to enact a disconnection. The Retailer will indicate what type of disconnection is required in the Service Order Request.

Power Networks will take a final meter read when conducting any de-energisation.

Power Networks will contact the retailer and (within reason) act upon their instructions when they believe there is a valid reason the de-energisation should not take place. If the Retailer cannot be contacted, the field officer will not carry out the de-energisation and the Retailer will still be billed for the service.

Power Networks may refuse to de-energise a customer's connection point or supply address where:

- Power Networks has made reasonable endeavours to carry out de-energisation but is unable to access the customer's connection point or the premises as a result of the customer's action or inaction; or
- The de-energisation would result in Power Networks not complying with its obligations under the applicable laws.

If Power Networks encounters a situation where it believes there is a valid reason the de-energisation should not take place, the Power Networks field officer must contact the Retailer's contact and, within reasons, act upon the instructions of the Retailer. If the Power Networks field officer cannot contact the Retailer on the contact number, the de-energisation will not be done and the Retailer will still be billed for this service.

Power Networks must include the reason for not completing the work in the response to the Service Order Request and not charge the Retailer unless the reason for not completing the Service Order Request was an error or omission of the Retailer.

Power Networks will ensure that all impending service work is cancelled.

If Power Networks does not de-energise the customer within such timeframes as may otherwise be agreed (or subsequently agreed) between Power Networks and the Retailer on behalf of the customer, Power Networks will, from that time, not include the related network tariffs in any statement of charges provided that:

- This will not render Power Networks the Retailer of the customer; and
- The Retailer has exercised all reasonable endeavours to recover the relevant network tariffs and consumption costs and has been unable to recover those costs directly from the customer.

If the Retailer subsequently recovers from the customer all or any part of any amount, the Retailer must promptly pay that recovered amount to Power Networks.

#### **De-energisation for non-payment (special provisions)**

If the disconnection is for non-payment, this should be specified in the Service Order Request.

The Retailer must provide a contact name and number in the Service Order Request.

By submitting the de-energisation Service Order Request to Power Networks, the Retailer warrants that:

- It has complied with all regulations specified under all relevant regulations and agreements;

- It has followed the procedures it has agreed with the customer in relation to de-energisation, or in the absence of agreement, in accordance with its standard procedures in relation to de-energisation;
- It has warned the customer in writing that it may seek de-energisation;
- It reasonably considers that the de-energisation is necessary in the circumstances; and
- The final meter reading will be arranged and conducted.

Power Networks may refuse to de-energise a customer's connection point or supply address where:

- Power Networks has made reasonable endeavours to carry out de-energisation but is unable to access the customer's connection point or the premises as a result of the customer's action or inaction;
- Power Networks reasonably considers that such de-energisation would be detrimental to the health or safety of any person (including the customer) or the premises are registered as having a life support machine; or
- The disconnection would result in Power Networks not complying with its obligations under the applicable laws.

Power Networks' disconnecting party cannot accept payment of any kind on behalf of the Retailer. If payment is offered or discussion/dispute eventuates the disconnecting officer must contact the Retailer nominated contact for their direction whilst at the premises.

If the person on site states that they are a new customer, the Power Networks field officer must contact the Retailer nominated contact to verify this before leaving the premises.

If the site is unoccupied at de-energisation, Power Networks must leave correspondence at the premises to notify the customer of their actions, and provide their contact phone number and the Retailer's details.

#### **4.4 Service type 4: Special Read**

Power Networks must ensure that a Service Order Response to a Special Read Service Order Request does not have a *Service Order Status* of "Partially Complete".

#### **4.5 Service type 5: Adds and Alts**

The Retailer and Power Networks must ensure that all necessary Service Paperwork is available and completed in order to progress and complete the Adds and Alts. The Service Order Request does not replace the need for the paperwork associated with an Adds and Alts.

If Power Networks considers the requested metering configuration is incorrect, Power Networks may advise the Retailer of this using a Business Acceptance/Rejection transaction.

If Power Networks installs a metering configuration different from that requested by the Retailer, Power Networks must advise the Retailer of the metering configuration and the reason for it in the *Special Notes* field of the Service Order Response.

#### **4.6 Service type 6: Meter reconfiguration**

The Retailer must specify the required configuration in the *Special Instructions* field of the Service Order Request.

#### **4.7 Service type 7: Meter investigation**

Meter investigations are carried out in accordance with the process set out in the following link <http://www.powerwater.com.au/?a=55404>.

#### **4.8 Service type 8: Supply abolishment**

The Retailer must ensure that all necessary Service Paperwork is supplied to Power Networks in order to progress and complete the Supply Abolishment. The Service Order Request does not replace the need for the paperwork associated with a Supply Abolishment.

Power Networks requires at least 3 business days notice to enact a Supply Abolishment.

Power Networks will take a final meter read when conducting any Supply Abolishment.

Power Networks will contact the Retailer as soon as practicable and (within reason) act upon their instructions when they believe there is a valid reason the Supply Abolishment should not take place. If the Retailer cannot be contacted, the field officer will not carry out the Supply Abolishment the Retailer will still be billed for the service.

Power Networks may refuse to abolish supply at a customer's connection point or supply address where:

- Power Networks has made reasonable endeavours to carry out Supply Abolishment but is unable to access the customer's connection point or the premises as a result of the customer's action or inaction;
- Power Networks reasonably considers that such Supply Abolishment would be detrimental to the health or safety of any person (including the customer) or the premises are registered as having a life support machine; or
- The Supply Abolishment would result in Power Networks not complying with its obligations under the applicable laws.

If Power Networks encounters a situation where it believes there is a valid reason the Supply Abolishment should not take place, the Power Networks field officer must contact the Retailer's contact and, within reason, act upon the instructions of the Retailer. If the Retailer has not provided its contact details, or the Power Networks field officer cannot contact the Retailer on that number, the Supply Abolishment will not be done and the Retailer will still be billed for this service.

Power Networks must include the reason for not completing the work in the response to the Service Order Request.

Power Networks will ensure that all impending service work is cancelled.

#### **4.9 Service type 9: Miscellaneous**

Retailers must not use this Service Order type for Standing Data enquiries.

## 5 Timing Requirements for Each Service Type

This section summarises the Timing Requirements for the various activities in the Service Order Process.

### Service types - Notice periods and completion requirements

The table below sets out the minimum amount of notice required by Power Networks for each type of service request and the Required Timeframe within which Power Networks must use reasonable endeavours to complete each type of Service Order Request.

The commencement of this Timing Requirement is triggered once the associated Service Paperwork has been received by Power Networks and/or all preconditions have been met (not when the Service Order Request is received).

**Table 3 Notice period and completion requirements**

Service Order Type	Notice Period	Required completion timeframe
1. <a href="#">New Connection</a>	No specific requirement	<p>New connection of a premises in a CBD area or urban area (excluding connections requiring network extension or augmentation) -Within 5 business days of receipt by the network provider of a valid electrical certificate of compliance from the Retailer/customer, or as otherwise agreed with the Retailer/customer.</p> <p>New connection of a premises in a Rural area (excluding connections requiring network extension or augmentation) – Within 10 business days of receipt by the network provider of a valid electrical certificate of compliance by Retailer/customer, or as otherwise agreed with the Retailer/customer.</p> <p>Power Networks must give Retailer 3 business days notice of when Power Networks expects that the connection will be completed.</p>
2. <a href="#">Re-energisation</a>	Power Networks must receive a valid Service Order Request by 3 pm on a business day	Re-energisation of an existing premises –Within 24 hours of receipt by Power Networks of a valid a Service Order Request from the Retailer.
3. <a href="#">De-energisation</a>	Power Networks must receive a valid Service Order Request by 3 pm on a business day	<p>De-energisation of an existing premises –Within 24 hours of receipt by Power Networks of a valid a Service Order Request from the Retailer.</p> <p>De-energisation for non-payment cannot take place on a Friday.</p>
4. <a href="#">Special Read</a>	Power Networks must receive a valid Service Order Request by 3 pm on a business day	Within 48 hours from the receipt of a valid Service Order Request
5. <a href="#">Additions and Alterations</a>	No notice period	No timeframes or as agreed with the contractor
6. <a href="#">Meter Reconfiguration</a>	No notice period	By 20 business days from the receipt of a valid Service Order Request

Service Order Type	Notice Period	Required completion timeframe
7. <a href="#">Meter Investigation</a>	No notice period	Reasonable endeavours to carry out an investigation within 15 business days from receipt of a valid Service Order Request  Power Networks must replace defective metering equipment no later than 10 business days after the test.
8. <a href="#">Supply abolishment</a>	No notice period	By 20 business days from the receipt of a valid Service Order Request
9. <a href="#">Miscellaneous Services</a>	No notice period	Timeframe depends on the work requested and may be subject to commercial negotiation between the parties



## 6 B2B Procedure Service Order Process Transaction formats

This Section specifies the draft PWC B2B Procedure Service Order Process transaction formats for:

- Service Order Request
- Business Acceptance/Rejection
- Service Order Response

Service Order Request, Business Acceptance/Rejection and Service Order Response forms as published by Power Networks can be found at [www.powerwater.com.au](http://www.powerwater.com.au).

### 6.1 Service Order Request

The table below shows the Service Order Request form that will be completed by the Retailer and issued to the Power Networks CSO.

**Table 4 Service Order Request Transaction Description**

PWC Field	PWC Format	PWC Definition
<i>Date/Time sent</i>		DD/MM/YEAR 00.00
<i>Action Type</i>		A code used to indicate: N = new Service Order Request C = cancel a previously raised Service Order Request
<i>Retailer Service Order ID</i>		Retailer defined reference, used for reference and tracking. Must be a previous (valid and accepted) number if the <i>Action Indicator</i> = "C". Otherwise must be a new (unused) number.
<i>Retailer Contact Name</i>	PERSON NAME	Contact name for the Retailer, to be provided where Power Networks may need to contact the Retailer.
<i>Retailer Contact Telephone Number</i>	TELEPHONE	Contact telephone number for the Retailer.
<i>Service Order Type</i>		Service Order Request:  New Connection Re-energisation De-energisation Special Read Meter Adds/Alts Meter Reconfiguration Meter Investigation Supply Abolishment Miscellaneous
<i>ACS List</i>		ACS charges by service order type
<i>UMI</i>		Unique Meter Identifier
<i>Service Order Address</i>	ADDRESS	Fields under Service Order Address:  Lot number Unit number Street number and street Suburb and post code
<i>Customer Contact Name</i>	PERSON NAME	Contact name of customer or customer's agent, to be provided where Power Networks may need to contact customer/agent.
<i>Customer Contact Telephone Number</i>	TELEPHONE	Contact telephone number of customer/agent.

PWC Field	PWC Format	PWC Definition
<i>Customer Consultation Required</i>	YES/NO	Allowed value: "Yes".  Yes = The Retailer requests Power Networks consult with the Customer to make arrangements for the completion of the work requested.  No = The Retailer does not request Power Networks consult with the Customer to make arrangements for the completion of the work requested.  Where "Yes" is used, the reason for the need to consult with the Customer must be provided in Special Instructions.
<i>Hazard Description</i>		Description of any hazards associated with the site. Refer Customer Details Notification specification for additional details regarding the use of this field.
<i>Access Details</i>		If the customer has supplied any special access details, the Retailer must include these. Note that these details exclude the standard hazards covered by the following data element. Refer Customer Details Notification specification for additional details regarding the use of this field.
<i>Special Instructions</i>		Any special Instructions the Retailer wishes to convey to Power Networks.
<i>Customer Contact Name</i>	PERSON NAME	Contact name of customer or customer's agent, to be provided where Power Networks may need to contact customer/agent.
<i>Customer Contact Telephone Number</i>	TELEPHONE	Contact telephone number of customer/agent.
<i>Customer Type</i>		Code indicating customer type. Allowed values: Industrial Commercial Residential Farm Lighting
<i>Average Daily Load</i>		Numerical load value in kWh
<i>Maximum Demand</i>		Maximum demand (in kW) of installation in accordance with Australian Standard AS3000 (calculated at 240 volts).
<i>Date/Time stamp</i>		Auto generated each time the worksheet is saved by the user

## 6.2 Business Acceptance/Rejections

The table below show the Business Acceptance/Rejection form that will be used for communications between Power Networks and Retailers.

**Table 5 Business Acceptance/Rejection Transaction Description**

PWC Field	PWC Format	PWC Definition
<i>Date/Time sent</i>		DD/MM/YEAR 00.00
<i>Action Type</i>		Accept Accept with conditions (add extra charges or conditions) Reject
<i>Retailer Service Order ID</i>		Populated from Service Order Request worksheet
<i>Retailer Contact Name</i>	PERSON NAME	Populated from Service Order Request worksheet
<i>Retailer Contact Telephone Number</i>	TELEPHONE	Populated from Service Order Request worksheet
<i>Service Order Type</i>		Populated from Service Order Request worksheet
<i>ACS List</i>		Populated from Service Order Request worksheet
<i>UMI</i>		Populated from Service Order Request worksheet
<i>Service Order Address</i>	ADDRESS	Populated from Service Order Request worksheet
<i>Rejection Event</i>		<ul style="list-style-type: none"> <li>• Unable to perform the work within the Required Timeframe, alternative date provided in Explanation.</li> <li>• Unable to perform the work after hours, alternative time provided in Explanation.</li> <li>• The Request falls outside Power Networks' regulatory and contractual obligations.</li> <li>• Unable to cancel Service Order Request. Requested work has commenced or is completed.</li> <li>• Requested metering configuration is incorrect.</li> <li>• No Meter At Site</li> <li>• Unable To Cancel, Original Request Not Received</li> <li>• Rejection - Site already de-energised.</li> <li>• Scheduled Date greater than 100 calendar days in the future.</li> <li>• Documentation required</li> <li>• Unable to perform the work due to unacceptable notice period provided, alternative time provided in Rejection Explanation</li> </ul>
<i>Rejection Explanation</i>		An explanation of the event. Must be provided where the Business Event requires an Explanation.
<i>Additional conditions</i>		Free text format to inform Retailer of any additional charges for the ACS or conditions.
<i>Date/Time stamp</i>		Auto generated each time the worksheet is saved by the user

### 6.3 Service Order Response

The table below show the Service Order Response form that Power Networks must send to the Retailer upon the successful, or unsuccessful, completion of the work, or the cancellation of the Service Request.

**Table 6 Service Order Response Transaction Description**

PWC Field	PWC Format	PWC Definition
<i>Date/Time sent</i>		DD/MM/YEAR 00.00
<i>Action Type</i>		Closure
<i>Retailer Service Order ID</i>		Populated from Service Order Request worksheet
<i>Retailer Contact Name</i>	PERSON NAME	Populated from Service Order Request worksheet
<i>Retailer Contact Telephone Number</i>	TELEPHONE	Populated from Service Order Request worksheet
<i>Service Order Type</i>		Populated from Service Order Request worksheet
<i>ACS List</i>		Populated from Service Order Request worksheet
<i>UMI</i>		Populated from Service Order Request worksheet
<i>Service Order Address</i>	ADDRESS	Populated from Service Order Request worksheet
<i>Service Order Status</i>		<p>Indicates status of Service Order.</p> <p>Completed = Completed</p> <p>Partially Completed = Partially Completed (primary work done, but an actual read has not been obtained – see relevant Exception Codes).</p> <p>Not Completed = Not completed (primary work not done - see relevant Exception Menu list).</p> <p>Note: "Primary work" means the activity described by the Service Order Type field.</p> <p>The Special Notes field must be used if a Service Order Status of "Partially Completed" is used.</p>

PWC Field	PWC Format	PWC Definition
<i>Exception Code not completed</i>		<p>Note: this field is Mandatory if Service Order Status is "Not Completed" or "Partially Completed".</p> <p>Service Order Status is "Not Completed".</p> <p>"Unable To Access"            "No Supply"            "Unsafe"            "Retailer Cancellation"            "Power Networks Cancellation"            "Other"            "Unknown Load"            "Documentation Not Provided"            "Request Submitted By Another Retailer"            "De-energisation Not Completed Due To A Re-energisation"</p> <p>The following codes are specific to de-energisation Service Orders where the Service Order Status is "Not Completed".</p> <p>"Customer Prevented"            "Customer On-Site"            "New Customer On-Site"            "Sensitive Load"</p> <p>Service Order Status is "Partially Completed ":</p> <p>"Metering Problem"            "Reading Problem"            "Other"</p> <p>Service Order Status is "Completed ":            "Meter Reading Only Undertaken Due To Prior Re-energisation"</p>
<i>Actual Date Actual Time</i>	DATETIME	<p>Actual date and time work was attempted or completed.</p> <p>Where the Service Order Request is not attempted (for example when it is cancelled), this field must be populated with the date and time of the cancellation in Power Networks' system.</p>
<i>Special Notes</i>		<p>Any special notes related to the Request and fieldwork that Power Networks wishes to make the Retailer aware of.</p> <p>This field is Mandatory if an Exception Code value of "Other", "Power Networks Cancellation", or "Documentation Not Provided" is provided, or a Service Order Status of "Partially Completed" is used.</p>
<i>Power Networks Contact Name</i>	PERSON NAME	Contact name of Power Networks, to be provided where Retailer may need to contact Power Networks.
<i>Power Networks Contact Telephone Number</i>	TELEPHONE	Contact telephone number of Power Networks. A maximum of three telephone numbers must be provided.
<i>Power Networks Works Order No.</i>		Power Networks defined reference, used for reference and tracking. Not necessarily unique. This field is for information only and must not be used for validation of the Response.
<i>Date/Time stamp</i>		Auto generated each time the worksheet is saved by the user

