Jemena
bringing energy to life

Jemena Electricity Operational Guide for Retailers

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1 | Document Information



1. DOCUMENT INFORMATION

DOCUMENT CONTROL

Version	Issue Date	Author	Details
0.1	24/07/2017	Power of Choice Program	• Final Draft for business review
1.0	25/08/2017	Power of Choice Program	• Includes retailer feedback
1.1	18/10/2017	Power of Choice Program	• Updated information on multimetered sites (page 9) • Updated to reflect change to EWR requirements (page 106)
1.2	22/11/2017	Power of Choice Program	• Updated embedded networks section (page 68)
2.0	22/01/2019	Connection Point Compliance	• Updated Notification and Request section (pages 70 - 76) with new Life Support process information
3.0	15/02/2026	Connection Point Compliance	• Updated

ACRONYMS

Acronym	Definition	Acronym	Definition
AEMC	Australian Energy Market Commission	**AEMO**	Australian Energy Market Operator
AER	Australian Energy Regulator	**AMI**	Advanced Metering Infrastructure
B2B	Business to Business	**CATS**	The Consumer Administration and Transfer Solution
CDN	Customer Detail Notification	**CES**	Certificate of Electrical Safety
DB	Distributor	**DNSP**	Distribution Network Service Provider
EDP	Electricity Distribution Portal	**EWOV**	Energy and Water Ombudsman (Victoria)
ENM	Embedded Network Manager		

Acronym	Definition	Acronym	Definition
ENO	Embedded Network Owner	**FIT**	Feed-In Tariff
EWR	Electrical Works Request	**GSL**	Guaranteed Service Level
FRMP	Financially Responsible Market Participant	**LNSP**	Local Network Service Provider
HRBA	High Risk Bushfire Area	**LV**	Low Voltage
LR	Local Retailer	**JEN**	Jemena Electricity Network
HV	High Voltage	**kWh**	Kilowatt hours
kVA	Kilo volt amps	**MRIM**	Type 5 Manually Read Interval Meter
MC	Meter Coordinator	**MDP**	Meter Data Provider
MDM	Metering Data Management	**MPC**	Metering Data Provider- Category C Data
MPB	Metering Provider- Category B Maintenance	**MVA**	Megavolt amps
MSATS	Market Settlement and Transfer Solutions	**MWh**	Megawatt hours
MW	Megawatt	**NER**	National Electricity Rules
NEM	National Electricity Market	**NEVA**	The National Electricity (Victoria) Act 2005 – NEVA Order
NMI	National Meter Identifier	**PF**	Power Factor
PFC	Power Factor Correction	**PMD**	Provide Meter Data
POEL	Private Overhead Electrical Lines	**PV**	(Photovoltaic) Solar Power
REC	Registered Electrical Contractor	**ROCL**	Retail Operations Contact List
RoLR	Retailer of Last Resort	**SO**	Service Order
UoSA	Use of System Agreement	**VMD**	Verify Meter Data

I Introduction



2. INTRODUCTION

PURPOSE

This guide - Jemena Electricity Operational Guide for Retailers, covers the main operational services between Jemena and Retailers on Jemena's electricity network effective MARCH 23rd, 2026. It defines and clarifies the Business to Business (B2B) processes for Retailers, and the practices for interaction between Jemena and Retailers on Jemena's electricity network.
The following table outlines the key roles and responsibilities within this procedure

ROLES AND RESPONSIBILITIES

The following table outlines the key roles and responsibilities within this procedure.

Role	Responsibility
Retailer	• Raise service orders as per customer request • Supply all paperwork via the Electricity Distribution Portal (EDP) • Supply all paperwork in a correct and complete format • Nominate the applicable market participants • Update customer details via Customer Details Notifications (CDN) and Site Access Details via Site Access Notifications • Receive and monitor Service Order Responses.
Jemena	• Receive service orders sent from Retailers • Validate supplied paperwork • Action valid service orders • Respond to service orders • Send change requests associated to service orders • Publish meter data for Jemena meters • Bill for metering, network, and associated charges.

2 | Small Customer



3. SMALL CUSTOMER

SERVICE ORDERS

The Retailer is required to send service orders for Small Customers (customers with non-contestable meters installed by Jemena) in accordance with the current IEC B2B Procedures "Service Order Process".

1. The Retailer must send all service orders using Jemena's Local Network Service Provider (LNSP) Recipient ID 'SOLARISP' [Ref B2B Procedures – Service Order Process section 2.2 (d)].
2. Jemena receives the service order (SO) from the Retailer.
3. Jemena validates the request and sends back the 'accept' or 'reject' acknowledgement to the Retailer:

    - **Accept**: the SO has passed the validation process within Jemena's systems.
    - **Reject:** the SO has failed the validation process within Jemena's systems.
    - **Accept with warning**: the SO is missing further information and or additional documents

Jemena requires that customer contact details are provided in the service order so they can provide transparency and information to customers. Specifically, these are the fields that Jemena require:

- CustomerContactName
- CustomerContactTelephoneNumber.

PAPERWORK REQUIREMENTS

Refer to Electricity Distribution Portal section in this document for further information regarding Jemena's Connect and manage my electricity portal.

Refer to the Jemena B2B Service Order Paperwork requirements section of this document for further information regarding the paperwork that a retailer is required to send to Jemena.

Refer to the Jemena B2B Service Order Paperwork Requirements section of this document for further information regarding the paperwork that a retailer is required to send to Jemena.

Note: Metering Service Works service order is sent to the Metering Coordinator.
The Supply Service Works service order request cannot be made to Jemena until the NMI Allocation service order and the external Meter Provider (MP) has completed their Metering Service Works.

RETAILER REQUIREMENTS FOR MULTIPLE UNIT SITES

When submitting requests for multiple unit sites, the Retailer must load the following paperwork to the Electricity Distribution Portal:

- Cover sheet including following information:
  - Total Number of units to be connected
  - Address or NMI of each unit with the corresponding service order number
- Individual Certificate of Electrical Safety (CES) for each unit / factory to be connected
- Individual Electrical Works Request (EWR) for each unit / factory to be connected
- Mains Control CES for multiple units that is group metered (New Connections).

Individual EWR and CES must be attached to the corresponding service order.

For consistency the Cover sheet and the Mains control CES should be attached to the service order for public lighting.. If there is no public lighting, the Cover sheet and the Mains control CES should be attached to the first installation at the site e.g. Unit 1, Factory 1 etc.

NETWORK CONNECTIONS

Following completion of an Allocate NMI and submission of required connections paperwork, Retailers raising both the SSW-Establish Supply and MSW-Install Meter Services Orders at the same time can be assured of processing with all Victorian distributors.

Jemena's Network Connections include the following processes:

Process	Link to Process
New Connections	Establishing a new Customer
Additions and Alterations	Additions and Alterations
Supply Abolishment	Abolishment

Note: All necessary paperwork for the above processes must be provided to Jemena via the Electricity Distribution Portal.

Service	Timeframes, Customer Target Dates and Important Information
Network Connections	**NMI Allocation** Two (2) business days calculated from the latest date of the valid B2B service order request (SO) and the correct paperwork as received by Jemena. **New connection** Ten (10) business days calculated from the latest date of the valid B2B SO requests and correct paperwork as received by Jemena. This timeframe is not applicable where the truck appointment is required. • An appointment is necessary for a new connection request, where the Registered Electrical Contractor (REC) is required to be on site for additional works. • In this case, the fees for both the new connection and the truck appointment apply.
Adds / Alts Truck Appointment	Jemena contacts the REC to make a time for the truck appointment as per schedule.
Adds / Alts Solar Reconfiguration	No regulated time frame applies, however, Jemena attempt to complete these requests within 10 business days. If the customer has existing Peak and Off-Peak (OP) Load, i.e. multiple meters and the customer wishes to keep their existing OP load, refer the REC to the Jemena Compliance Department, contact 1300 855 824.
Abolishment	Twenty (20) business days calculated from the latest date of the valid B2B SO requests and correct paperwork as received by Jemena.

Service	Timeframes, Customer Target Dates and Important Information
Unmetered Supply Connection	Unmetered supplies follow the standard B2B timeframes. Jemena will follow standard timeframes for New Connections & Abolishment's Key contactskey Unmetered supplies need to be previously approved unmetered types. Where a new type is requested, these would need approval from our metering manager.
Underground Pit Installation	This process takes approximately eight (8) – ten (10) weeks to complete.

ESTABLISHING A NEW CUSTOMER SERVICE (NEW CONNECTION)

The process in establishing a new connection service is made up of two parts:

Process	Link to Process
NMI Allocation	NMI Allocation section
Metering Service Works & Supply Service Works	Metering and Supply Works Establish Connection section

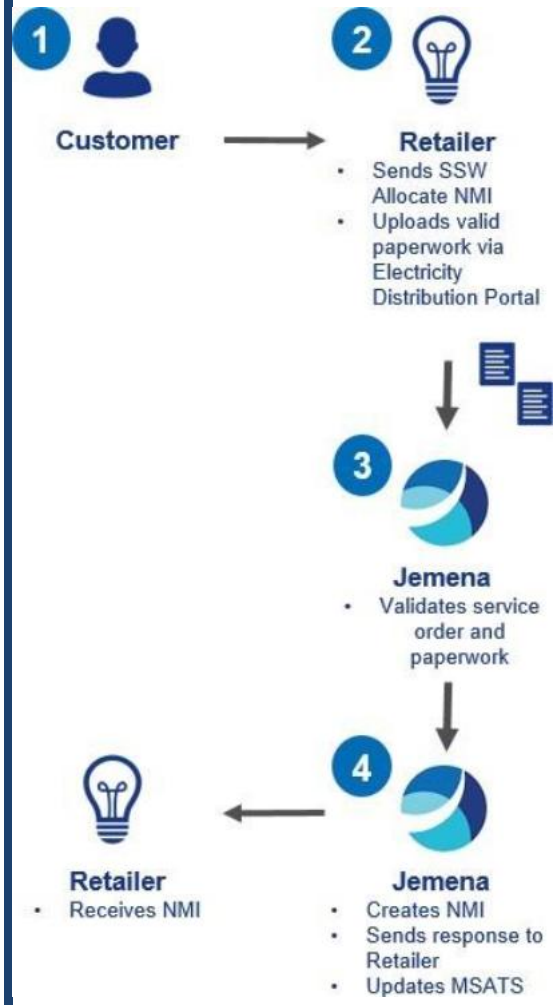
NEW CONNECTION RULES

The following table outlines the agreed Business Rules, Service Level Agreements and Market Obligations, to be followed when performing these processes.

Guidelines	Description
Business Rule	Jemena rejects the Metering Service Works and Supply Service Work service order requests to establish a connection, if they don't match all the following criteria: • Have the same NMI • Have the same Retailer's Participant ID • Have the same Scheduled Date +1 • Received within the 24 hour period.
Service Level and Market Obligations	Jemena rejects a NMI allocation service order request if the required paperwork is not received within 24 hours. **Jemena completes the NMI allocation:** • Two (2) business days. **Metering and Supply Service Works:** • Jemena receives two (2) SOs within 24 hours • Jemena completes work within ten (10) business days • Jemena responds to the Retailer within five (5) business days of completing works.
General	Jemena receives weekly updates from Land Victoria. New addresses are loaded weekly for NMI creation. Based on the outcome of the negotiation quoting process, the site requires network augmentation (additions and alterations) to the existing Jemena Electricity Network to support the Type 1 -4 New Connection. Once the network augmentation work is completed, the Land Victoria provide the address details, that GIS use to establish or update the Supply Point Identifier (SPID). The retailer only submits the B2B NMI Allocation Service Order Request after the network augmentation work is completed. This ensures Jemena has all prerequisites available to establish a NMI to the associated to SPID.

Guidelines	Description
	Jemena rejects the request where the NMI allocation Service Order Request is sent prior to the completion of the network augmentation works.

NMI Allocation



Steps

1. The customer or authorised party engages a Retailer to get connected.
2. The Retailer sends an *Allocate NMI SO Request* to Jemena and submits valid paperwork via the Electricity Distribution Portal (section in this document).
3. Jemena validates the service order and paperwork.
4. Jemena creates the NMI and sends a response to close the *Allocate NMI SO Request.* Jemena generates a *Create NMI CR* and submits *to MSATS.*

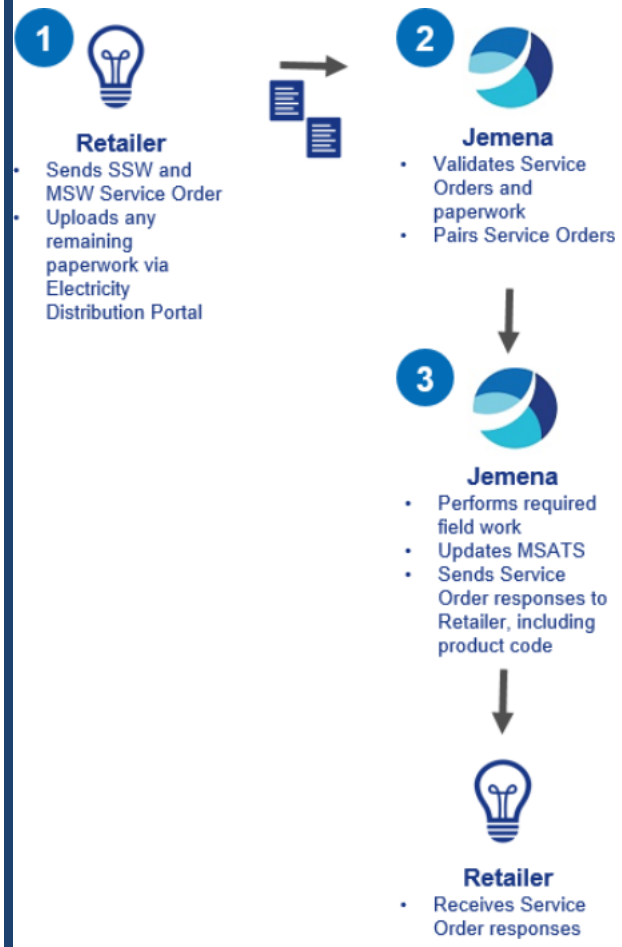
Key Point

Once the Retailer has received the Allocate NMI response, the follow-on service order requests are raised.

Service Level

Two (2) business days.

Metering & Supply Service Works



Steps

1. The Retailer sends two (2) service order (SO) requests:
   a. *Metering Service Works Service Order*, with a sub-type of Install Meter, providing required information to ensure correct identification of type of metering equipment to be installed.
   b. *Supply Service Works Service Order* with one of the following sub-types: Establish Permanent Supply, Establish Temporary Supply, Establish Temporary in Permanent.
   c. The Retailer submits any remaining valid paperwork via the Electricity Distribution Portal (section in this document).
2. Jemena validates any additional paperwork provided at this time. Provided all paperwork is valid, Jemena accepts both SO requests
   a. Jemena pairs the two service orders. Service orders that do not meet Jemena's SO pairing criteria are rejected. Refer to New Connections Rules.
3. Jemena schedules and completes field work, then sends the SO responses to the Retailer and updates the NMI standing data in MSATS (Refer to CATS Procedure).

Key Point

The Retailer must send separate service order cancellations to cancel each service order request.

Service Level

- Jemena receives two SOs within 24 hours
- Jemena completes work within ten (10) business days
- Jemena responds to the Retailer within five (5) business days of completing works.

ADDITIONS AND ALTERATIONS (SUPPLY AND METERING SERVICE WORKS)

Where an alteration requires both supply works and metering works, retailers raising both the SSW and MSW Service Orders at the same time can be assured of timely processing. If the Alteration is restricted to only supply works or metering works, then the respective single SSW or MSW transaction does suffice

The Jemena Additions and Alterations (Adds & Alts) process is covered by the various supply and metering service orders (SO).

The following table outlines important Additions and Alterations information.

Area	Important Information
Metering Service Works	*Metering Service Works Service Order* is required for any additions and alterations related to the meter on the customer's premises.
Supply Service Works	*Supply Service Works Service Order* is required for any additions and alterations related to the Point of Attachment (Supply Point) on the customer premises.
Solar Installation	Solar installations which require a Supply Alteration and Meter Exchange, require details of solar installation and associated paperwork to be present on the Supply Service Works Service Order Request. Paperwork is loaded to the Electricity Distribution Portal. Where Solar installation only requires changes to the Tariff (e.g. peak only tariff), a Metering Service Works Service Order – Meter Reconfiguration with descriptions of the change that is required is sent.
Controlled Load & Timeswitch	Where a customer is on Time of Use tariff with Off-Peak 11pm-7am switching on/off time, the following scenarios are possible: 1. For controlled load under 31.5A Jemena updates meter configuration for switching of the dedicated circuit within the AMI meter.

Area	Important Information
	Note: 31.5A is the maximum load that can be handled by Jemena's AMI meters. 2. For controlled load over 31.5A Jemena provides metering service to record consumption using the Customer owned time switch installed by the Customer's REC.
Tariff Change	Default tariffs are applied for when the Retailer does not specify a tariff on the Supply Service Work Service Order. Refer to Tariffs and Pricing for more details on Tariff Assignment.
Meter Investigation - Inspect	Meter Investigations - no appointment is required to confirm any of the following: • Address, Residential or Business Premise, Meter Location. However, if raising a Meter Investigation to confirm if a premises has transposed metering with another premises, or if there are access issues or if the customer wishes to be on site when the investigation occurs, then a two (2) hour appointment must be arranged with Jemena Service Desk. The Appointment Reference provided must be included in the Meter Investigation SO sent to Jemena.
Meter Investigation - Meter Tests	Customer's name and best contact details are required to be included in Meter Test SO. Jemena requires this information to contact the customer directly and arrange a suitable appointment date and time. **Note:** If a customer has more than one meter installed at their premises, the service order is to specify which meter(s) number are to be tested.
Abolishment	Refer to the Abolishment section for the detailed Supply Service Works and Metering Service Works process.
New Connection	Refer to the Networks Connection section for the detailed Supply Service Works and Metering Service Works process.
Customer Details	The Customer's name and best contact details are required to be included when raising a Metering Service Works Service Order request.

Area	Important Information
General Information	Certification of Electrical Safety (CES) - A CES must be provided to Jemena if supply has been off for more than 12 Months. A SO for re-energisation cannot be submitted if the CES has not been received, as the SO automatically is rejected. The NMI details and a copy of the CES must be loaded to the Electricity Distribution Portal.

Where a customer is on Time of Use tariff with Off-Peak 11pm-7am switching on/off time, the following scenarios are possible:

1. Jemena configures the switching of the dedicated circuit within the AMI meter. 31.5A is the maximum load that can be handled by our meter.
2. Jemena provides metering which shall be connected to a Customer owned time switch, where the requested control load exceeds 31.5A.

MATRIX OF ADDITIONS & ALTERATIONS SERVICE ORDERS COMMON SCENARIOS

Area	Scenarios	Supply Services SO Type					Metering Services SO Sub-types							
		Tariff Change	Temporary Isolation	Temporary Isolation - Group Supply	Supply Alteration	Supply Abolishment	Install Meter	Remove Meter	Exchange Meter	Reseal Device	Move Meter	Meter Reconfiguration	Install Controlled Load	Change Timeswitch Settings
Supply Abolishment	Abolish – No Meter on Site					X								
	Abolish – Single Metered Site					X		X						
	Abolish – Multi Metered Site					X		X						

Area	Scenarios	Supply Services SO Type					Metering Services SO Sub-types							
		Tariff Change	Temporary Isolation	Temporary Isolation - Group Supply	Supply Alteration	Supply Abolishment	Install Meter	Remove Meter	Exchange Meter	Reseal Device	Move Meter	Meter Reconfiguration	Install Controlled Load	Change Timeswitch Settings
Supply and Meter Upgrade / Downgrade	Supply Alteration – Single Phase to 3 Phase				X				X					
	Supply Alteration – Single Phase to 3 phase including Solar Installation				X				X					
	Supply Alteration – to CT Metered site				X				X					
	Supply Alteration – 3 Phase to Single Phase				X				X					
Supply and Meter Move	Move the Meter and Point of Attachment remains in the same spot										X			
	Move the Point of Attachment and meter needs to move				X						X			
	Move the Point of Attachment and meter remains in the same spot				X									
	Install Controlled Load												N/A	

		Supply Services SO Type					Metering Services SO Sub-types							
Area	**Scenarios**	Tariff Change	Temporary Isolation	Temporary Isolation - Group Supply	Supply Alteration	Supply Abolishment	Install Meter	Remove Meter	Exchange Meter	Reseal Device	Move Meter	Meter Reconfiguration	Install Controlled Load	Change Timeswitch Settings
Other Metering Works	Change Timeswitch Settings													N/A
Meter Removals	Meter Removal - Multi Metered Site							X						
Tariff Change	Tariff Change - e.g. Peak / Off Peak to Peak Only											X		
	Tariff Change - Meter Re-programming required (Not Solar Site)											X		
Meter Reconfigurations (Solar Installation)	Solar installation with no change to supply, with peak only tariff - Single Metered Site											X		
	Solar installation with no change to supply, peak and dedicated off-peak tariff - Single Metered Site											X		
	Solar installation with no change to supply (with peak and dedicated off-peak tariff) - Multi Metered Site.							X				X		

Area	Scenarios	Supply Services SO Type					Metering Services SO Sub-types							
		Tariff Change	Temporary Isolation	Temporary Isolation - Group Supply	Supply Alteration	Supply Abolishment	Install Meter	Remove Meter	Exchange Meter	Reseal Device	Move Meter	Meter Reconfiguration	Install Controlled Load	Change Timeswitch Settings
Reseal the Device	Reseal the Device									X				
Temporary Isolation	Temporary Isolate - Single Dwelling Site		X											
	Temporary Isolate - Multi Dwelling Site (group metered)			X										

The following table outlines the agreed Business Rules, Service Level Agreements and Market Obligations, to be followed when performing these processes.

Guidelines	Description
Business Rules	In a scenario where both a *Metering Service Works* and *Supply Service Works service order* is required, Jemena rejects the requests when they do not match the following criteria. Both SO requests must: • have the same NMI, • be received from the same Retailer Participant ID, Jemena automatically rejects Metering Service Works service orders with the following sub-types: • Change Timeswitch Settings • Install Controlled Load. Jemena accepts the following *Metering Service Work service order* sub-types as a standalone request: • Install Meter • Remove Meter • Reseal Device • Meter Reconfiguration • Meter Investigation - Test • Meter Investigation – Inspect. Jemena accepts the following *Supply Service Works service order* sub-types as a standalone request: • Tariff Change • Temporary Isolation • Temporary Isolation - Group Supply • Supply Alteration • Supply Abolishment (for sites where no meters are installed). Jemena accept the following *Metering Service Works service order* sub-types accompanied with a Supply Service Works sub-type: • Move Meter & Supply Alteration • Exchange Meter & Supply Alteration • Install Meter & Establish Permanent (Refer to New Connections section) • Remove Meter & Supply Abolishment (Refer to Abolishment section). Jemena accept the following *Supply Service Work service order* sub-types accompanied with a *Metering Service Works* sub-type: • Supply Alteration & Exchange Meter / Move Meter • Establish Permanent & Install Meter (Refer to New Connections section) • Supply Abolishment & Remove Meter (Refer to Abolishment section).

Guidelines	Description
	If the requested work does not require the supply alteration, Jemena rejects the redundant *Supply Service Works service order* request with respective rejection reason. Where Jemena deems a *Supply Service Works service order* is required and is not received within 24 hours the corresponding Metering Service Works service order request is rejected. If a Temporary Isolation of supply extends beyond 24 hours, the Retailer is required to send a *Re-energisation Service Order* to reconnect the supply.
Service Level and Market Obligations	**Metering Service Works** • Jemena completes *Meter Investigation - Inspect* work within 20 Business days • Jemena completes *Meter Investigation - Test* work within 15 business days • Jemena completes *Meter Re-configuration* work within 20 business days. • Jemena responds to the Retailer within five (5) business days. **Supply Service Works** • Jemena completes Supply Alteration work within ten (10) business .days. • Jemena responds to the Retailer within five (5) business days

Metering Service Works



Steps

1. The Retailer sends one (1) service order (SO) request:

a. *Metering Service Works Service Order,* with any metering sub-type, providing all necessary information to ensure correct identification of type of metering addition and alteration.

b. Submits valid paperwork via the Electricity Distribution Portal (section in this document).

2. Jemena confirms if an equivalent *Supply Service Works – Supply Alteration* has been received for metering sub-types *Move Meter or Exchange Meter*. Jemena pairs the two (2) SOs. Service orders that don't meet Jemena's criteria are rejected. Refer Supply & Metering Works Rules.
3. Jemena reviews and validates paperwork. Provided all paperwork is in order, Jemena accepts the SO request(s).
4. Jemena schedules and performs requested field work during a single site visit.
5. Jemena provides the SO response(s), including product code, to the Retailer and generates the appropriate metering assets related CR to update the Meter in MSATS.

Key Points

- The Retailer must send separate service order cancellations to cancel each service order request.
- Jemena contacts the Retailer, if a *Metering Service Works service order* request requires an *Supply Service Works service order* request.

Service Level

- Jemena completes *Meter Investigation - Inspect* work within 20 Business days
- Jemena completes *Meter Investigation - Test* work within 15 business days
- Jemena completes *Meter Re-configuration* work within 20 business days.
- Jemena responds to the Retailer within five (5) business days.

Service Order	Important Information
Multi Metered Sites for Metering Service Works	When raising a Metering Service Works for alterations to a multi-metered site, the *Metering Service Works service order request* must be a Meter Level Request and must specify the associated meter(s) for the work. Jemena rejects the Site Level request if the Meter is not specified for the Metering Service Work. This excludes Install Meter and Remove Meter for New Connection and Abolishment.
Safety Paperwork	The Retailer attaches the Safety Paperwork to the *Supply Service Works service order,* where required via the Electricity Distribution Portal.
Meter Investigation – Test / Inspect	When raising a *Meter Investigation - Test service order*, ensure that the customer's name and best contact details have been provided so as to contact the customer directly to arrange a suitable appointment date and time. If the customer has more than one meter installed at their premises, the service order must specify which meter(s) number are to be tested.
Solar Installations – Meter Reconfigurations	Where the current tariff is not compatible for the solar installation, the new tariff must be specified on the *Metering Service Works - Meter Reconfiguration service order*. Refer to Supply Service Works for tariff change with meter re-programming for a non-solar site.
Upgrading a Small customer to Large customer	The external Meter Provider removes the Jemena meter and returns the meter to Jemena within ten (10) business days from the meter exchange date. Jemena automatically object any role change requests where Jemena currently holds the role. Where Jemena is in receipt of a supply upgrade Service Order Request, the objection of role change is withdrawn within the applicable 20 Business Days Objection Clearing Timeframe. The Retailer attaches the Metering Sheet via the Electricity Distribution Portal. Jemena cannot not start physical work until the Metering Sheet is uploaded against the relevant service order request via the Electricity Distribution Portal.

-METER INVESTIGATION - INSPECT FOR TRANSPOSED METERING SCENARIOS

Meter Investigation - Inspect Service Order - If a customer or the Retailer suspects transposed metering, the Retailer contacts the Jemena Service Desk, and arranges a two (2) hour appointment. An appointment reference is provided to the Retailer and is added to the Metering Service Works – Meter Investigation - Inspect service order.

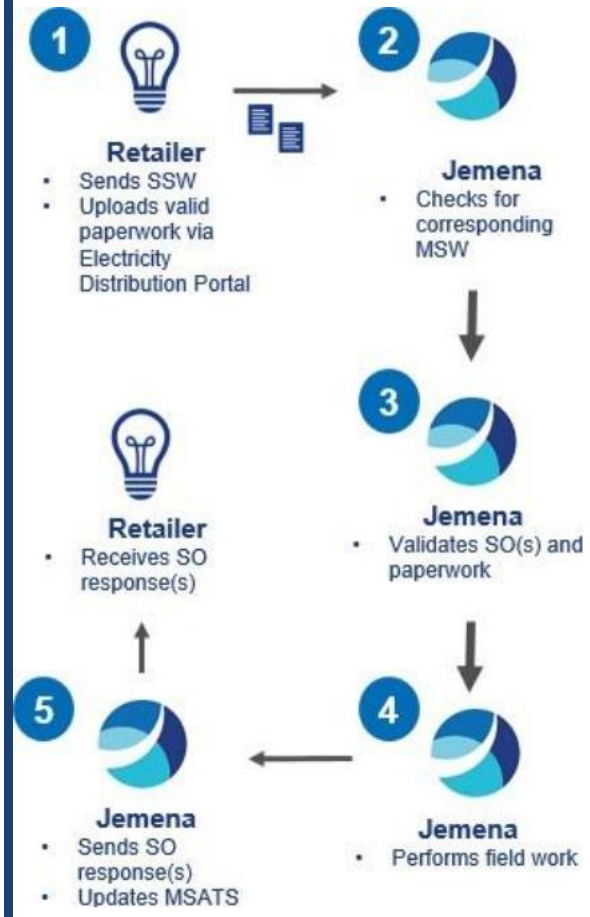
Suspected premises - A Retailer normally only raises a SO on the suspected premises, this could be because they are not the current Financially Responsible Market Participant (FRMP) for the other unit/ factory. It is best practice if they are the current FRMP for other units or factories involved, to either raise Metering Service Works - Inspect service order requests for all units / factories they are FRMP

for, or send an email to Jemena Service Desk and advise them, so they can complete an investigation for the Retailer and their customers.

Transposed metering - can be very difficult to complete in a timely manner, especially when units / factories are involved. Access from other residents can sometimes be an issue. Jemena needs to gain access to all units / factories for an isolation test to be completed. The MSATS and Jemena systems cannot be updated until a full investigation has been completed.

All transposed enquiries can be sent to jenservicedesk@jemena.com.au.

Supply Service Works



Steps

1. The Retailer sends one (1)service order (SO) request:
   a. *Supply Service Works* service order, with a sub-type of *any supply-related sub-type* providing the necessary information in the service order to correctly identify the type of supply addition and alteration.
   b. Submits valid paperwork via the Electricity Distribution Portal (section in this document).
2. Jemena confirms if an equivalent *Metering Service Works* service order – *Move Meter or Exchange Meter* has been received for supply sub-types *Supply Alteration*. Jemena pairs the two (2) service orders. Service orders that do not meet Jemena's criteria are rejected. Refer Supply & Metering Works Rules
3. Jemena checks that any additional paperwork is acceptable. Provided all paperwork are in order, Jemena accepts the SO request.
4. Jemena schedules and performs requested field work during a single site visit.
5. Jemena provides the SO response to the Retailer and updates the NMI in MSATS. Jemena provides the Product Code in the response. These correspond to the Jemena's Schedule of charges.

Key Point

The Retailer must send separate service order cancellations to cancel each service order request.

Service Level

- Jemena responds Business Acknowledgement / Negative Acknowledgement by end of next business day.
- Jemena completes Supply Alteration work within ten (10) business days.
- Respond to the Retailer within five (5) business days.

TARIFF REASSIGNMENT

Tariff reassignment occurs when there is a change in the customer's load, connection or metering characteristics via a customer request, their representative or the Retailer; or via a Jemena initiated tariff reassignment process after providing the customer adequate notice.

For residential customers and small business customers (with non demand tariffs), the request for tariff reassignment must be made by the customer's Retailer using the. B2B service order 'Metering Service Works – Meter Reconfiguration' as per the *B2B Service Order* process.

Small business customers with a demand tariff, their representative or the Retailer; the request for tariff reassignment, is applied for in writing using the *Tariff Reassignment Request Form.*

Note: For queries regarding Tariff Reassignment Service Orders contact Jemena Service Desk, while General Tariff queries should be refered to the Jemena Billing Team.

Refer to the Tariff Reassignment Request Form on the Jemena website.

Note: For queries regarding small business customer with tariff demand queries should be refered to the JEN Tariffs team.

For further information on Tariffs, refer to the Tariffs and Pricing section of the document.

DE-ENERGISATION

The Retailer is required to send a de-energisation request in accordance with the current IEC B2B Procedures Service Order Process. Jemena requires a minimum of two (2) business days' notice to perform a de-energisation.



Important to note!

- Ensure the customer does not remove any fuses from the metering board. This inhibits Jemena's ability to perform a remote disconnection and incurs a field charge.
- Ensure there are no locked gates, locked meter box(s), guard dogs or anything preventing Jemena from removing the fuse to the property.

Steps

1. The Retailer sends one service order (SO) request:
2. De-energisation service order with mandatory fields is populated in accordance with IEC B2B Procedures Service Order Process.
   a) Jemena acknowledges receipt of SO request and checks de-energisation reason.
3. Jemena schedules and performs requested method of de-energisation.

4. Jemena provides the SO response, with product code, to the Retailer and updates the NMI Status or Meter Register Status and DataStream Status in MSATS.

Key Points

If 'recipient discretion' de-energisation fails multiple attempts, a field crew is dispatched to perform the de- energisation.

Service Level

- Completion – Refer to Essential Services Commission Electricity Distribution System Code
- Service Order Response – Refer to IEC B2B Procedures Service Order Process
- The MSATS Updates – Refer to *AEMO MSATS CATS Procedure*
- General – Refer to AEMO Metering Provider Service Level Procedure

The following table outlines important De-energisation information.

Service Order	Important Information
Remote	Only Retailers with remote capability with Jemena can raise this sub-type. If the Retailer does not have remote capability with Jemena the request is rejected. Jemena attempts a remote de-energisation, in the event the remote de-energisation cannot be fulfilled, Jemena sends a *Not complete service order* response.
Recipient Discretion	Jemena attempts a remote de-energisation when the initiating Retailer has remote capability with Jemena. In the event that Jemena are unable to remotely de-energise the site, they dispatch a field crew to perform the disconnection. If the field crew determines the failed remote is due to customer fault, Jemena charge a manual de-energisation fee as per their Distribution Service Schedule of charges.
Disconnect at Pillar-Box Pit or Pole-Top	Jemena performs a physical disconnection of the service mains at the connection to the network.
Remove Fuse	Jemena performs a physical disconnection by removing the supply fuse.
Local Meter Disconnection	Jemena does not perform this service at the Retailer's request. These requests are rejected.

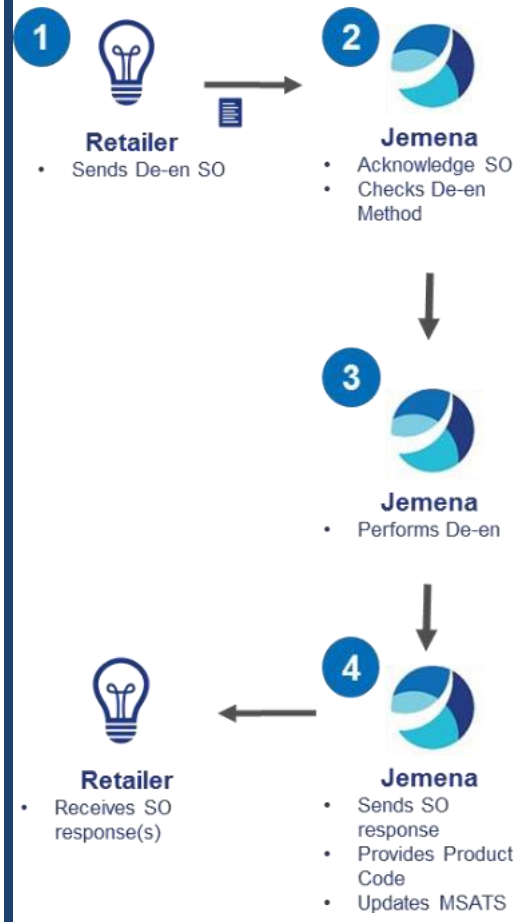
DE-ENERGISATION RULES

The following table outlines the agreed Business Rules, Service Level Agreements and Market Obligations, to be followed when performing these processes.

Guidelines	Description
Business Rules	• Only Type 5 AMI meters can be remotely de-energised. This excludes CT metered sites. • When raising a Disconnection Request and a field visit is required, the sub-type *De-energisation remove fuse* or *Disconnect at Pillar-Box Pit or Pole-Top* must be used. • Disconnections for non-payment must be specified under the *De-energisation reason* field, and in the Special Instructions.

Service Level and Market Obligations	• Jemena does not disconnect before 8am or after 2pm (for Small Customer) or 3pm (for business customer) on a weekday, or on a Friday, weekend and public holiday for the below de-energisation reasons:
	  ○ Non-Payment, No Access, Breach of Contract
	  ○ Illegal Usage, Unauthorised Usage.
	• Jemena has two (2) days to perform a de-energisation. Australian Energy Market Operator (AEMO) standard SLAs for SO requests apply.
	• Jemena must carry out the work within two (2) business days from the day of the receipt of the request, if the Jemena has received a valid Request by 3pm. This is subject to the Scheduled Date requested by the Retailer.
	• For disconnection for Non-Payment, Jemena must not de-energise a site on a business day before 8am or after 2pm for a residential customer or 3pm for a business customer; or on public holidays, etc.

De-Energisation



Steps

1. The Retailer sends one service order (SO) request:
2. De-energisation service order with mandatory fields is populated in accordance with IEC B2B Procedures Service Order Process.

a. Jemena acknowledges receipt of SO request and checks de-energisation reason.

3. Jemena schedules and performs requested method of de-energisation.
4. Jemena provides the SO response, with product code, to the Retailer and updates the NMI Status or Meter Register Status and DataStream Status in MSATS.

Key Points

If 'recipient discretion' de-energisation fails multiple attempts, a field crew is dispatched to perform the de- energisation.

Service Level

- Completion – Refer to Essential Services Commission Electricity Distribution System Code
- Service Order Response – Refer to IEC B2B Procedures Service Order Process
- The MSATS Updates – Refer to *AEMO MSATS CATS Procedure*
- General – Refer to AEMO Metering Provider Service Level Procedure

RE-ENERGISATION

The Retailer is required to send a Re-energisation in accordance with the current *IEC B2B Procedures Service Order Process.*

Important to note!

- For a reconnection, ensure the main switch is off in preparation for reconnection. If unsure of identifying which switch is the main switch, then switch off all switches.
- Ensure there is clear access to the meter(s) and switchboard, Are there any locked gates, locked meter box(s), guard dogs or anything preventing Jemena from inserting the fuse to the property?
- Is the switchboard located inside or outside? If it is inside, will someone be home to provide access for a safety test?
- Please be advised, Jemena do not call customers to arrange appointments for Re-energisations

MOVE IN RE-ENERGISATION

The following table outlines timings' for raising Re-energisation Monday to Friday.

Service Order Received	Date Requested	Service Time Required
Before 3pm	Tomorrow	Business Hours
After 3pm	Tomorrow	Anytime / Non-Business Hours
Before 3pm	Today	Anytime / Non-Business Hours
After 3pm	Today	Anytime / Non-Business Hours

Note: The Retailer quote times of reconnection:

- *Anytime service order* - take place until midnight on the same day
- *Business hours service orders* - take place at any time during business hours.

RE-ENERGISATION FOLLOWING DISCONNECTION FOR NON-PAYMENT (DNP)

For Same Day reconnections after a *disconnection for non-payment (DNP), SO request* must be received before 9pm. Saturday, Sunday and public holiday reconnections are available. Service time must be Anytime / Non-business hours (after hours fee applies).

This SO type can only be used if supply was disconnected for non-payment i.e. *De-energisation After Disconnection For Non-Payment* type / sub-type received.

The following table outlines timings' for raising a Re-energisation SO after DNP Monday to Friday.

Service Order Received	Date Requested	Service Time Required
Before 3pm	Today	Business Hours
After 3pm	Today	Anytime / Non-Business Hours
After 3pm	Tomorrow	Business Hours

RE-ENERGISATION RULES

The following table outlines the agreed Business Rules, Service Level Agreements and Market Obligations, to be followed when performing these processes.

Guidelines	Description

Business Rules	• In the event Jemena is unable to remotely re-energise the site, Jemena dispatches a field crew to perform the re-energisation. If the field crew determine the failed remote is due to customer fault, Jemena charge a manual re-energisation fee as per our Distribution Service Schedule of charges.
	• If a service has been off supply for more than 12 months, Jemena require a Certificate of Electricity Safety (CES) to confirm a safety check has been conducted by a Registered Electrical Contractor (REC), and the installation is safe to re-energise. If the CES has not been received, the SO is rejected.
	  ○ For same day re-energisation of services that have been off supply for more than 12 months, the CES must be received within 1 hour of the SO being received, if not the SO is rejected.
	  ○ For future date re-energisation of services that have been off supply for more than 12 months, the CES must be received within the same calendar day of the SO being received, if not the SO is rejected.

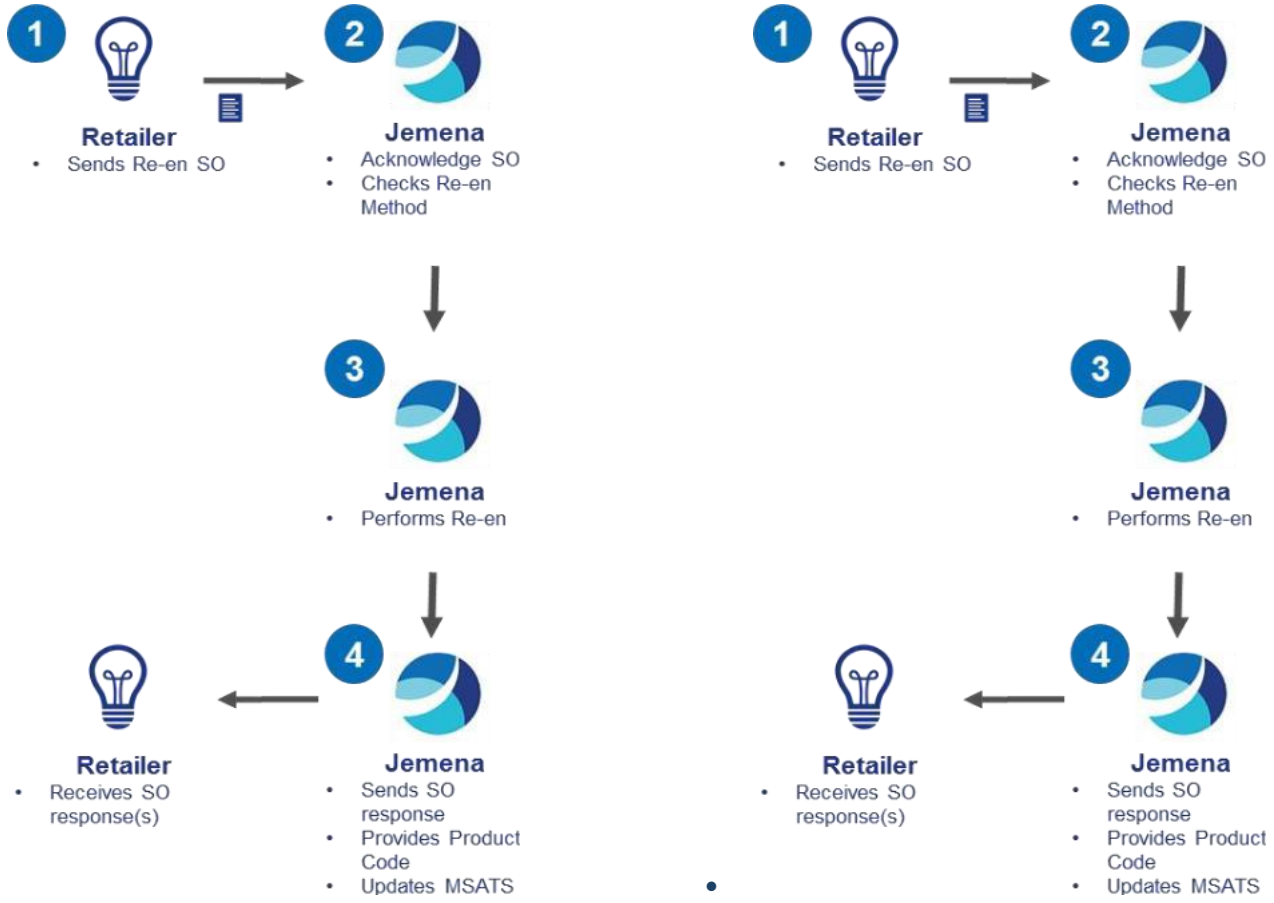
Service Level and Market Obligations	For Same Day reconnections after a *disconnection for non-payment (DNP), SO request* must be received before 9pm. Saturday, Sunday and public holiday reconnections are available. Service time must be Anytime / Non-business hours (after hours fee applies).

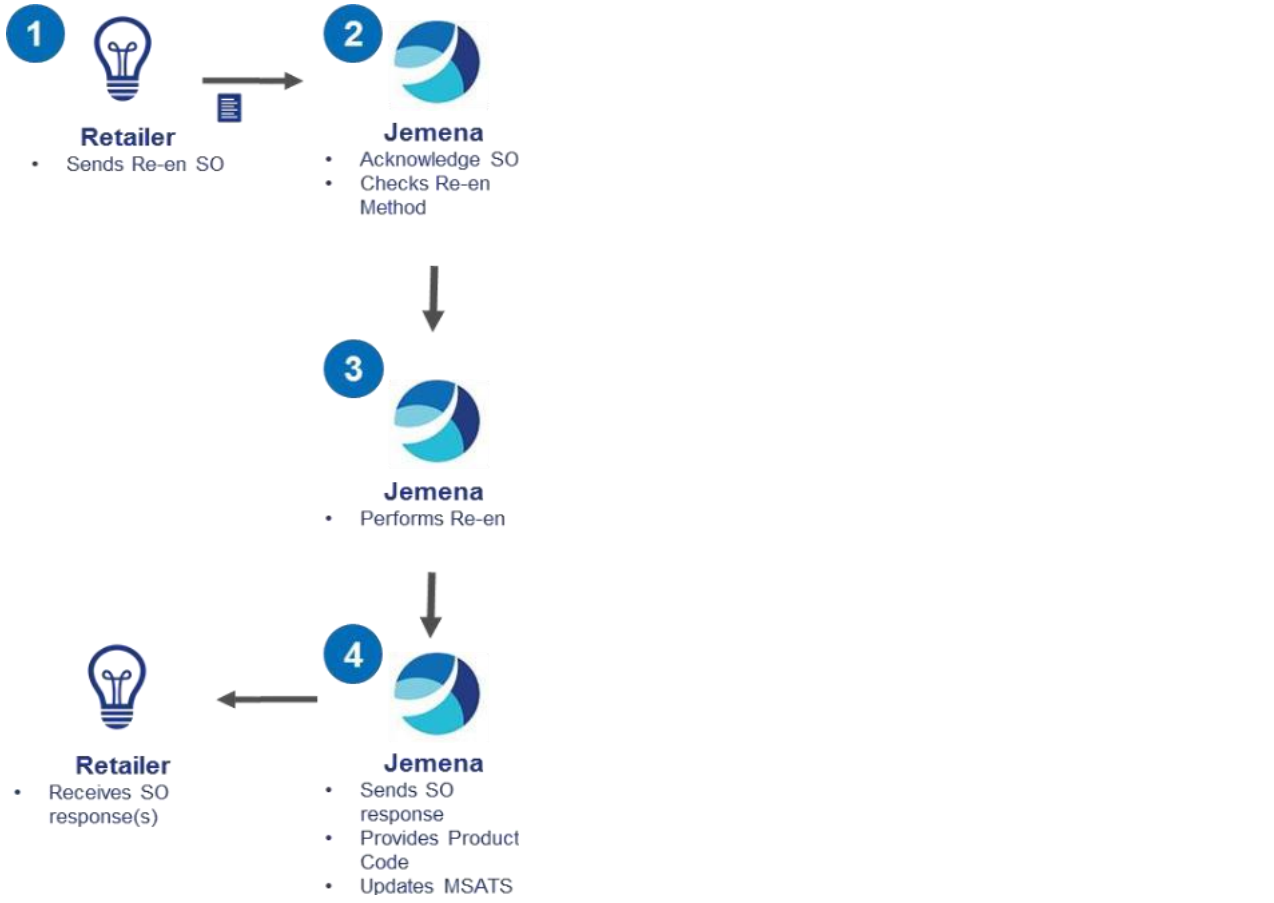
The following table outlines important re-energisation information.

Action	Important Information
Remote / Recipient Discretion / After Disconnection For Non-Payment / Move-in, New Reading Required	• Only a Retailer with remote capability with Jemena can raise this sub-type. If the Retailer does not have remote capability with Jemena the request is rejected. • Jemena attempts a remote re-energisation, in the event they are unable to remotely re-energise the site, Jemena dispatches a field crew to perform the re-energisation. If the field crew

Action	Important Information
	determine the failed remote is due to customer fault, Jemena charge a manual re-energisation fee as per their Distribution Service Schedule of charges.
Retrospective Move-in	Jemena complete a service order for an already energised site.
Physical Visit	Jemena dispatch field crew to energise site.

Re-Energisation





ABOLISHMENT

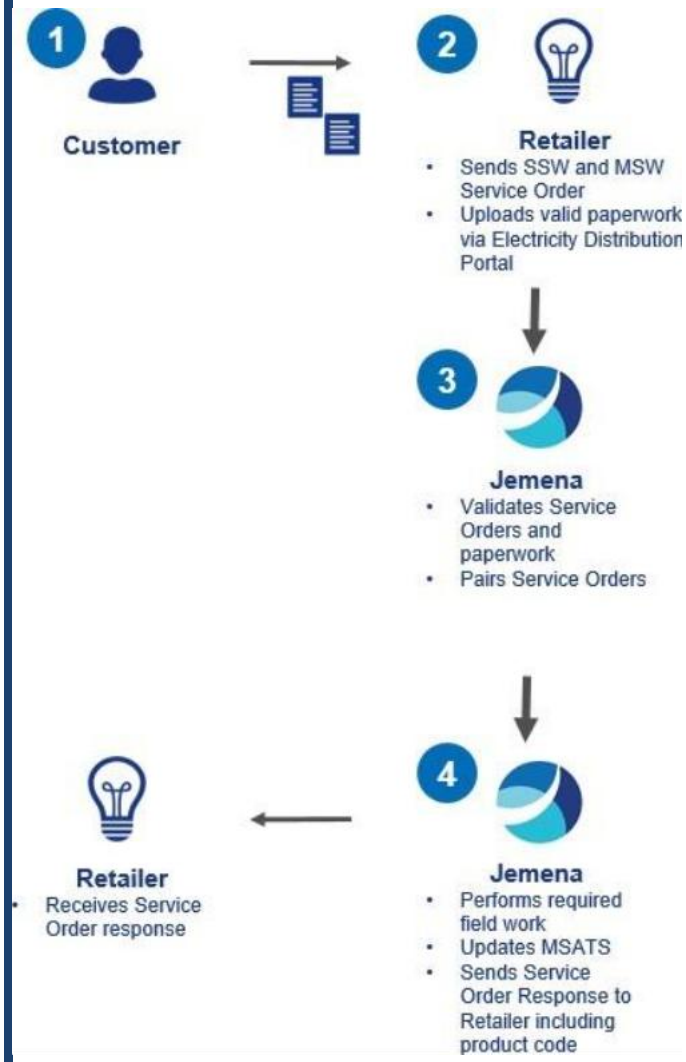
In the interest of safety, Retailers should raise both the abolishment and remove meter Service Orders in Victoria. It is imperative that nobody gets hurt from a live-line following a demolition.

ABOLISHMENT RULES

The following table outlines the agreed Business Rules, Service Level Agreements and Market Obligations, to be followed when performing these processes.

Guidelines	Description
Business Rules	• Jemena rejects service orders if the paperwork is not in order.
Service Level and Market Obligations	• Jemena completes work within 20 business days • Jemena responds to the Retailer within five (5) business days

Abolishment



Steps

1. The Customer or authorised party engages a Retailer and requests removal of service line / cable, as supply is no longer required at the site.
2. The Retailer sends the following service order requests:

(a) *Supply Works Service Order* with the sub-type *Supply Abolishment* to remove the service. For a site without a meter, this is the only SO request required.

Metering Service Works Service Order, with a sub-type of *Remove Meter* providing the necessary information in the SO to ensure correct identification of metering equipment that must be removed. There are two scenarios:

a. Single *meter site - SO request must specify the MeterSerialNumber.*
b. *Multi-metered site - SO request must not specify the MeterSerialNumber.*
c. *Submits valid paperwork via the* Electricity Distribution Portal (section in this document).

3. Jemena checks any paperwork provided is acceptable:
a. if paperwork is in order, Jemena accepts both SO requests
b. Jemena pairs the Service Orders. Service Orders that don't meet Jemena's criteria are rejected. Refer to Abolishment Rules.

4. Jemena schedules and attempts to abolish the supply for the NMI during a single site visit.
a. Jemena provides the Service Order Response, including product code, to the Initiator and generates the *Maintain NMI CR* to update the NMI in MSATS.

Key Point
The Retailer must send *Service Order cancellation request* for each request submitted.
Service Level

- Retailer sends (and Jemena receives) two (2) SO within 24 hours
- Jemena completes work within 20 business days
- Jemena responds to the Retailer within five (5) business days.

SPECIAL READS

Special reads are used when a Retailer requires a meter reading outside of the regular meter reading schedule.

SPECIAL READ RULES

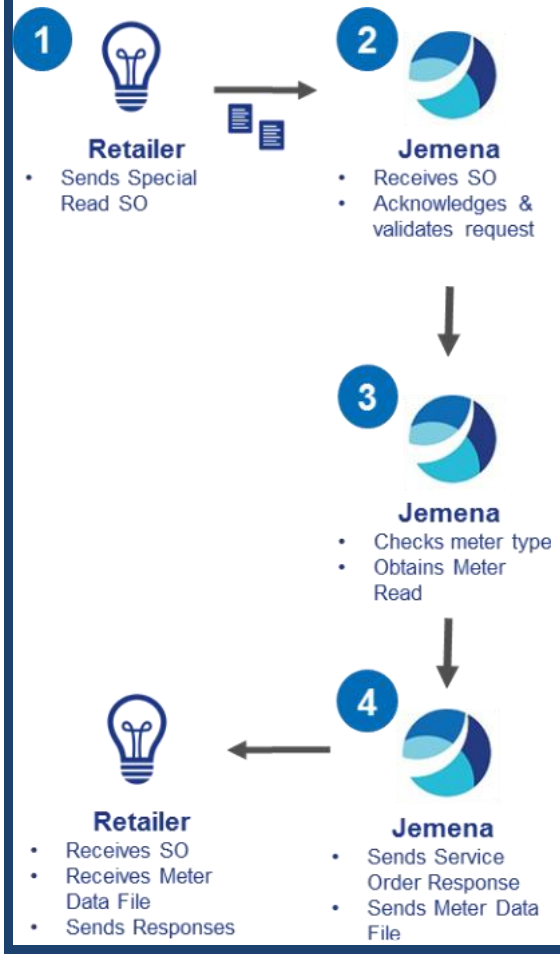
The following table outlines the agreed Business Rules, Service Level Agreements and Market Obligations, to be followed when performing these processes.

Guidelines	Description
Business Rules	• Jemena process the Special Read SO Request for Type 5 and 6 meters as per the B2B Procedures. • For Large Customers the Retailer must send the Special Read SO request to the applicable Metering Coordinator. • A Recipient must ensure that a ServiceOrderResponse to a Special Read ServiceOrderRequest does not have a ServiceOrderStatus of "Partially Complete".
Service Level and Market Obligations	• Jemena to use reasonable endeavours to obtain a Meter Read within the three (3) business days timeframe which applies for Special Reads • Respond to the Retailer within five (5) business days.

SPECIAL READ TYPES

Type	Task	Reason
Special Read	Check Read	Used to check the accuracy of the *Meter Reading* only. For example, used to obtain a Special Read (rather than a scheduled read) arises where an out of cycle reading is required.
Special Read	Final Read	Used when a reading is required for preparing a final bill for the Customer.
Special Read	*<Blank>*	Where a Special Read Service Order is raised and is not a Check Read or Final Read a Special Read Service Order with no Service Order Sub type is permitted.

Special Reads



Steps

1. The Retailer sends a *Special SO Request* to Jemena.
2. Jemena receives the SO, validates, and if valid accepts the SO.
3. Jemena checks the meter type, and either sends issue a Meter Reader to the field for manually read meters, or remotely read an AMI meter on the appointed day.
4. Once the read is obtained Jemena sends the SO response to the Retailer, and publishes the meter read in the format set out in the current version of the Meter Data Process.

Key Point

- The Retailer must send a *Special Read SO Request* for Type 1-4 meters to the relevant Metering Coordinator
- Where necessary, prospective Retailers must initiate the transfer into MSATS within two (2) business days of (or as required by the CATS Procedure or jurisdiction regulations) the date a Special Read.

Service Level

- Jemena uses reasonable endeavours to obtain a Meter Read within the three (3) business day's timeframe which applies for Special Reads
- Respond to the Retailer within five (5) business days.

Jemena Electricity Operational Guide for Retailers

MISCELLANEOUS SERVICE ORDERS

Miscellaneous service orders are only to be used where no other service order type and subtype can be used to complete a B2B request.

MISCELLANEOUS SERVICE ORDER RULES

The following table outlines the agreed Business Rules, Service Level Agreements and Market Obligations, to be followed when performing these processes.

Guidelines	Description
Business Rules	• Miscellaneous service orders are only to be used where no other service order type and subtype can be used to complete a B2B request. • Jemena reject Miscellaneous SO requests if they can be issued using alternative SO type and subtype combinations.
Service Level and Market obligation	• The timeframe to complete a Miscellaneous SO depends on the work requested, and is subject to commercial negotiation between the Retailer and Jemena.

Miscellaneous Service Orders

Steps

1. The Retailer sends a *Miscellaneous SO Request* to Jemena.
2. Jemena receives the SO, validates, and if valid accepts the SO.
3. If
   required, Jemena and the Retailer negotiate timing to complete the requested work
4. Jemena completes the required work and responds to the Retailer.

Key Point

- Jemena reject Miscellaneous SO requests if they can be issued using an alternative SO type and subtype combinations.

Service Level

- The timeframe to complete a Miscellaneous SO depends on the work requested, and is subject to commercial negotiation between the Retailer and Jemena
- Respond to the Retailer within five (5) business days.

METER DATA QUERIES

The Retailer is required to send meter data queries in accordance with the current IEC B2B Procedures 'Meter Data Process' for Small Customers. If a Retailer has a Meter Data Query regarding a Large Customer Site, refer the query to the Large Customers' Meter Data Provider (MDP).

1. Jemena receives the *Provide Meter Data (PMD)*, or *Verify Meter Data (VMD)* request from the Retailer.
2. The Retailer sends all meter data queries using Jemena's Meter Data Provider (MDP) Recipient ID 'JENMDP'.
3. Jemena validates the request with 'accept' or 'reject' acknowledgement and sends back to the Retailer.

    - **Accept:** the meter data query has passed the validation process within Jemena's systems.
    - **Reject:** the meter data query has failed the validation process within Jemena's systems.

The following table outlines important information regarding Meter Data Queries.

Area	Important Information
Remotely De-energised sites	Jemena continues to publish zero reads for sites with smart (AMI) meters that have been remotely de-energised and have a meter status of "D" in MSATS. If an actual read is not available at the time of initial publishing, Jemena provide a substituted zero read, and provide the actual read when available.
Transfers	For a de-energised site, the incoming Retailer needs to raise both: • Transfer request, and • Re-energisation service order. All meter data enquiries send to JENMDP@jemena.com.au.
Solar Enquiries	• Jemena Meter Data Provider only handles any missing data or data verification requests for solar sites. • Jemena Network Connections team handle any query relating to the connection point issues.
Meter Data Queries	Queries regarding published meter data are submitted to Jemena via a *Provide Meter Data (PMD) and / or Verify Meter Data (VMD) request* as documented in the current *B2B Procedure: Meter Data Process*. Jemena responds to all valid requests using a Meter Data Notification.

METER DATA QUERY RULES

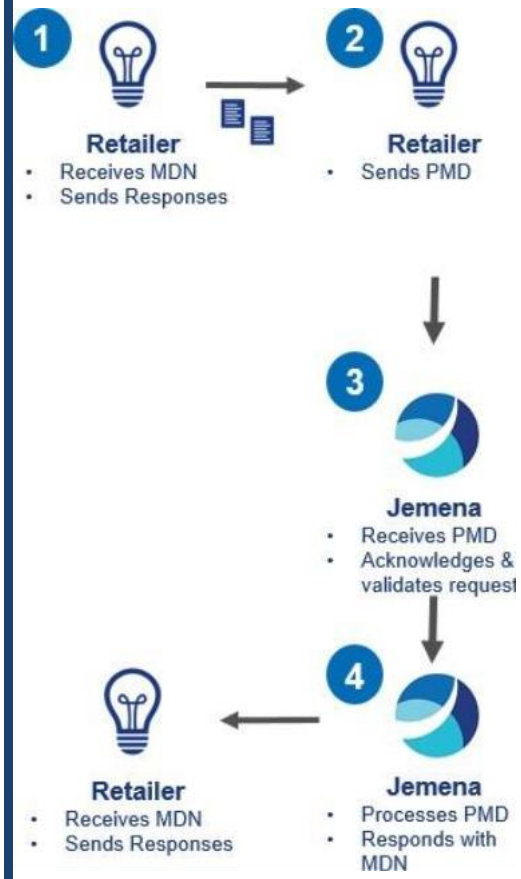
The following table outlines the agreed Business Rules, Service Level Agreements and Market Obligations, to be followed when performing these processes.

Guidelines	Description

Business Rules	**Provide Meter Data**
	• Jemena provides meter data to Retailers that they are entitled to under the National Electricity Rules (NER).
	• A Retailer must not issue a PMD request relating to a scheduled reading until:
	  ○ The Fourth (4th) Business Day following the read event for remotely read metering installations
	  ○ The Sixth (6th) Business Day following the published Next Scheduled Read Date for manually read metering installations
	  ○ The Seventh (7th) Business Day of the calendar month for the previous month's Meter Data File Format (MDFF) data, for Controlled Unmetered Devices.
	• A Retailer must not issue a PMD request relating to a Service Order request for a manually read metering installation until the fourth (4th) Business Day following the receipt of the completed Service Order response.
	• Jemena must respond to a valid PMD request within one (1) business day of receiving the request.
	Verify Meter Data
	• Jemena rejects VMD requests where a Retailer has not raised, and received a response to a PMD request prior to raising the VMD request.
	• Jemena must respond to a valid VMD request within five (5) business day of receiving the request.

Service Level and Market Obligations	**Provide Meter Data** • Jemena must respond to a valid PMD request within one (1) business day of receiving the request. **Verify Meter Data** • Jemena must respond to a valid VMD request within five (5) business day of receiving the request.

Provide Meter Data Request



Steps

1. The Retailer receives Meter Data Notifications from Jemena and sends the required responses.
2. The Retailer notes the issue with the Meter Data Notification (e.g. missing data) and raises a Provide Meter Data (PMD) request.
3. Jemena receives, acknowledges, and validates the PMD request.
4. Jemena processes the request and sends the new Meter Data Notification.

Key Points

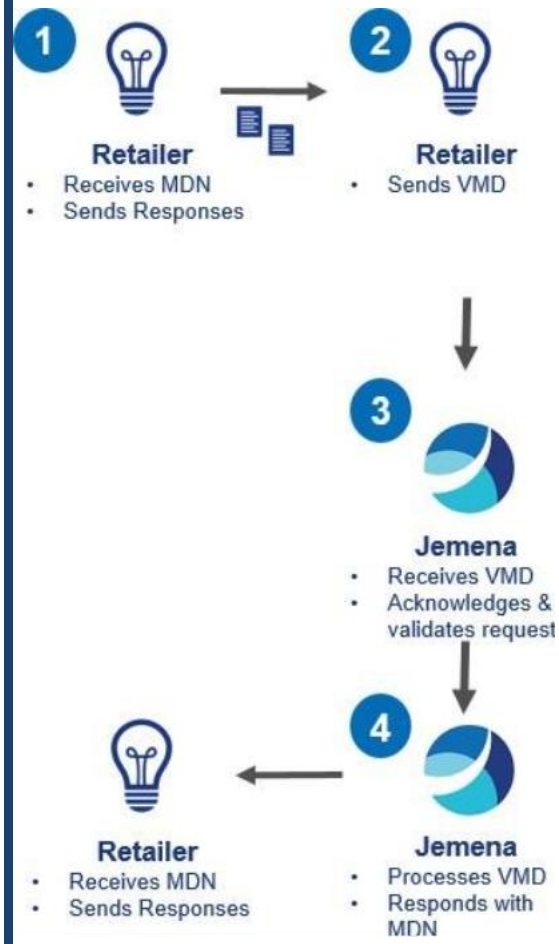
A Retailer must not issue a PMD request relating to a scheduled reading until:

- The Fourth (4th) Business Day following the read event for remotely read metering installations
- The Sixth (6th) Business Day following the published Next Scheduled Read Date for manually read metering installations
- The Seventh (7th) Business Day of the calendar month for the previous month's MDFF data, for Controlled Unmetered Devices.

Service Level

One (1) Business day.

Verify Meter Data Request



Steps

1. The Retailer receives Meter Data Notifications from Jemena and sends the required responses.
2. The Retailer notes issue with the Meter Data Notification that was sent in response to a Provide Meter Data request, and raises a Verify Meter Data (VMD) request.
3. Jemena receives, acknowledges, and validates the VMD request.
4. Jemena investigates the request, and sends the new Meter Data Notification.

Key Points

Jemena rejects VMD requests where a Retailer has not sent and received Jemena's response to a PMD request.

Service Level

Five (5) Business days.

SOLAR SERVICE ORDERS AND SOLAR TARIFFS

Solar installations which require a Supply Alteration and Meter Exchange, require details of solar installation and associated paperwork to be present on the Supply Service Works Service Order Request.

Note: Paperwork is loaded to the Electricity Distribution Portal.

Changes to Tariff - Where Solar Installation only requires changes to the Tariff (e.g. peak only tariff), a *Metering Service Works Service Order – Meter Reconfiguration* with descriptions of the required change is submitted.

Current Tariff not compatible - Where the current tariff is not compatible for the solar installation, then *Metering Service Works - Meter Reconfiguration* must specify the new tariff.

Refer to Supply Service Works for tariff change with meter re-programming for a non-solar site.

3 | Large Customer



4. LARGE CUSTOMER

SERVICE ORDERS

The Service Orders for Large Customers (Customers over 160MWh per annum consumption that have contestable metering) differ from Small Customers as Jemena only requires the following types of Service Orders:

- Supply Service Works
- Re-energisation
- De-energisation
- Miscellaneous.

PAPERWORK REQUIREMENTS

The Retailer must validate all paperwork prior to raising any service order. The validated paperwork is required to be uploaded to Jemena's Electricity Distribution Portal.

Refer to Electricity Distribution Portal section in this document.

Refer to the Jemena B2B Service Order Paperwork Requirements section of this document for further information regarding the paperwork that a retailer is required to send to Jemena.

ESTABLISHING A NEW LARGE CUSTOMER SERVICE (NEW CONNECTION)

The process in establishing a new connection service is made up of two parts:

Process	Link to Process
NMI Allocation	NMI Allocation section
Supply Service Works	Supply Works Establish Connection section

Note: Metering Service Works service order is sent to the Metering Coordinator.

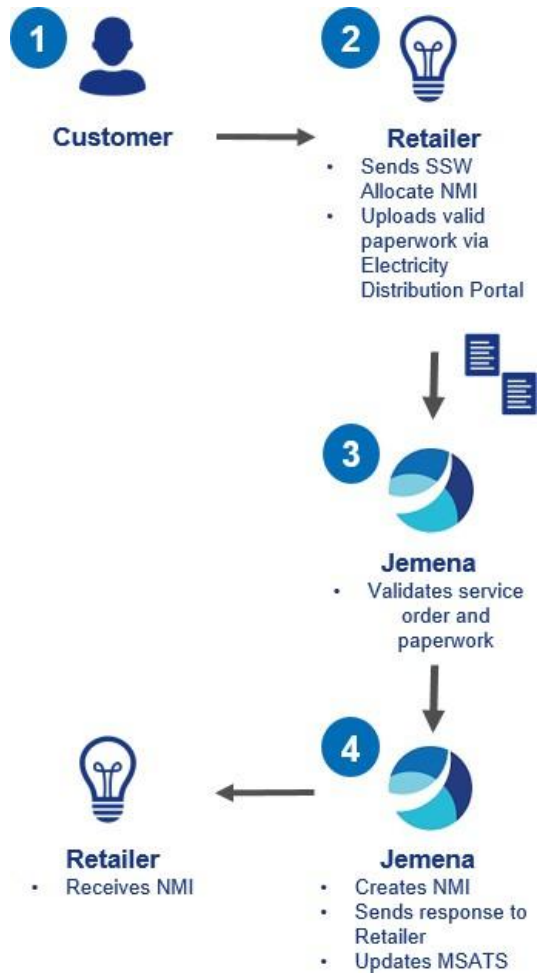
The Supply Service Works service order request cannot be made to Jemena until the NMI Allocation service order and the external Meter Provider (MP) has completed their Metering Service Works.

NEW CONNECTION RULES

The following table outlines the agreed Business Rules, Service Level Agreements and Market Obligations, to be followed when performing these processes.

Guidelines	Description
Business Rule	• The *NMI Allocation request* is rejected if supply is not connected, e.g. Jemena large customer project work has not been completed. • The information on completion of the project work is provided as per the schedule and contact details included in Large Customer Project contract. The customer or the nominated account manager can be contacted for the status information. • Jemena automatically rejects a *NMI allocation service order request*, when the required paperwork is not received within 24 hours. • Jemena accept *Supply Service Work service orders* for establishing a network connection when the required paperwork has been received via the Jemena Distribution Portal and validated.
Service Level and Market Obligations	**Complete the NMI allocation** • Two (2) business days. **Supply Service Work** • Complete work within ten (10) business days • Respond to the Retailer within five (5) business days.

NMI Allocation



Steps

1. The customer or authorised party, engages a Retailer and requests to be connected.
2. The Retailer sends an *Allocate NMI SO Request* to Jemena when the site is ready for energisation and submits valid paperwork via the Electricity Distribution Portal (section in this document).
3. Jemena validates the service order, paperwork and checks for supply availability.
4. Jemena creates the NMI and sends a response to close the Allocate NMI SO Request and generates a Create NMI CR to MSATS.

Note: For Type 1-4 metering, after obtaining the NMI the Retailer can initiate the *Metering Service Works Service Order* to the Metering Coordinator for meter installation.

The Retailer can initiate the *Supply Service Works Service Order* once *Metering Service Works Service Order* is completed.

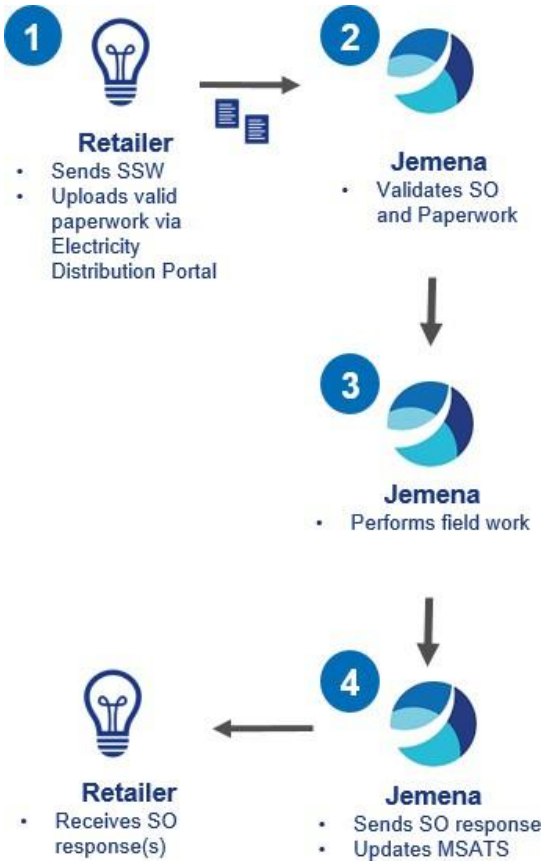
Key Point

Follow on service orders require a NMI.

Jemena Service Level

Two (2) business days.

Supply Service Work



Steps

1. The Retailer sends the *Supply Service Works Service Order* with one of the following sub-types and submits valid paperwork via the Electricity Distribution Portal (section in this document).
   (a) Establish Permanent Supply,
   (b) Establish Temporary Supply,
   (c) Establish Temporary in Permanent.
2. Jemena validates the Notice of Metering Works (NOMW). Once validated, Jemena accepts the *Supply Service Works Service Order* request.
3. Jemena schedules and completes the field work.
4. Jemena sends the SO response to the Retailer and updates the NMI standing data in MSATS, Refer to *CATS Procedure*.

Jemena Service Level

- Complete work within ten (10) business days
- Respond to the Retailer within five (5) business days.

ADDITIONS AND ALTERATIONS (SUPPLY SERVICE WORKS)

The Additions and Alterations (Adds & Alts) process is covered by various Supply Service Work Service Orders (SO).

1. The Retailer sends Metering Service Works Service Orders to the applicable Metering Coordinator.
2. Jemena receives and processes the *Supply Service Works Service Order* from the Retailers.

Where both *Metering and Supply Service Works Service Orders* are required, the Retailer is responsible for coordinating the Service Orders between the Metering Coordinator and Jemena.

The following table outlines important Additions and Alterations information.

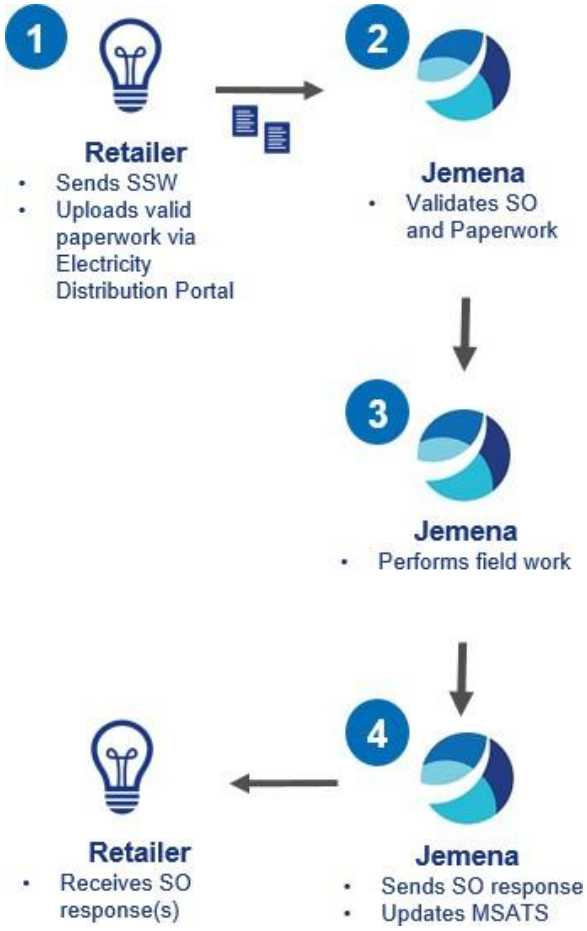
Area	Important Information
Metering Service Work	The *Metering Service Works Service Order* is to be sent to the Metering Coordinator.
Supply Service Work	The *Supply Service Works Service Order* is required for any additions and alterations related to the Supply Point on the customer premise.
Tariff Change	Tariff change is submitted to Jemena using the Network Tariff Assignment Request Form for Business Customer with the supporting documentation provided. Jemena reject the Supply Service Works – Tariff Change Service Order for Type 1-4 customers. For further information on Tariffs, refer to the Tariffs and Pricing section of the document.
Abolishment	Refer to the Large Customer Abolishment Section for the detailed Supply Service Works process.
Temporary Isolation	Temporary Isolation requires a *Supply Service Work Service Order* with Sub-type of Temporary Isolation.
Customer Details	When raising a *Supply Service Work Service Order*, ensure that the customer's name and best contact details have been provided. This information is used, in the event Jemena are required to contact the customer directly.
Paperwork	All paperwork is to be submitted via the distribution portal.

ADDITIONS AND ALTERATIONS (SUPPLY SERVICE WORKS) SERVICE ORDER RULES

The following table outlines the agreed Business Rules, Service Level Agreements and Market Obligations, to be followed when performing these processes.

Guidelines	Description
Business Rule	Jemena accepts the following Supply Service Works service order sub-types as a standalone request: • Temporary Isolation • Supply Alteration If a Temporary Isolation of supply extends beyond 24 hours, a Re-energisation Service Order is required to be sent by the Retailer to reconnect the supply.
Service Level and Market Obligations	No Service Level has been set for the Temporary Isolation and Supply Alteration service order subtypes. Jemena performS these activities at a mutually convenient time with the customer or customer representative. **Supply Service Works** • Respond Business Acknowledgement / Negative Acknowledgement by end of next business day. • Complete Supply Alteration work within ten (10) business days. • Respond to the Retailer within five (5) business days.

Supply Service Works



Steps

1. The Retailer sends *Supply Service Works* service order, with a sub-type listed in Supply Service Works Service Order Rules. The request must provide the necessary information in the service order to correctly identify the type of supply addition and alteration.

   (a) Submits valid paperwork via the Electricity Distribution Portal (section in this document).

2. Service orders that do not meet Jemena's criteria are rejected. Refer Supply Works Rules.

   (a) Jemena validates any paperwork provided is acceptable. Provided all paperwork are in order, Jemena accepts the SO request.

3. Jemena schedules and performs requested field work.

4. Jemena provides the SO response to the Retailer and updates the NMI in MSATS.

Key Point

Retailer must manage the coordination of any related Supply Service Work request with Jemena.

Jemena Service Level

- Respond Business Acknowledgement / Negative Acknowledgement by end of next business day.
- Complete Supply Alteration work within ten (10) business days.
- Respond to the Retailer within five (5) business days.

DE-ENERGISATION

Retailers are required to send a de-energisation request with the sub-type of 'Remove Fuse' or 'Disconnect at Pillar-Box Pit or Pole-Top' to Jemena. De-energisation requests must be sent in accordance with the current *IEC B2B Procedures Service Order Process*. Jemena requires a minimum of two (2) business days' notice to perform a de-energisation.

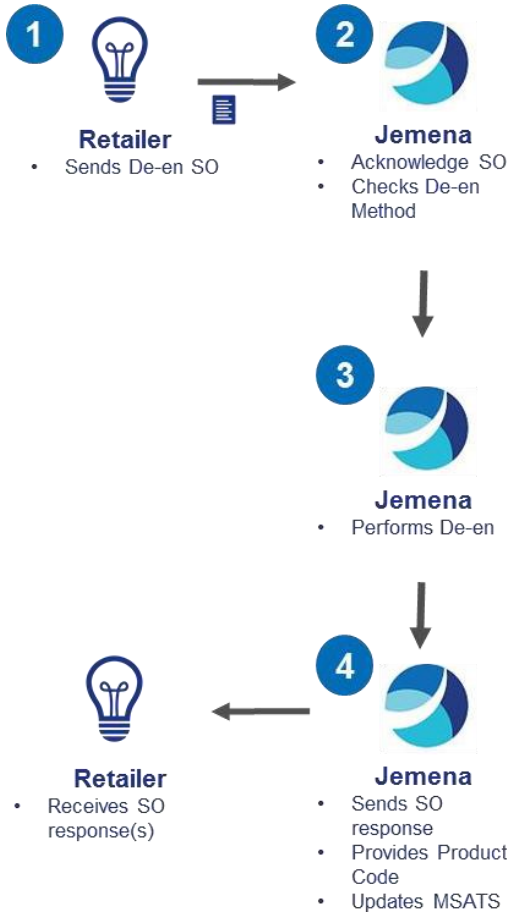
DE-ENERGISATION RULES

The following table outlines the agreed Business Rules, Service Level Agreements and Market Obligations, to be followed when performing these processes.

Guidelines	Description
Business Rules	• Jemena accepts and performs disconnections for sub-type *Remove Fuse* or *Disconnect at Pillar-Box Pit or Pole-Top*. • The Retailer must specify the correct de-energisation reason using the 'De-energisation reason field'. • Jemena does not disconnect before 8am or after 2pm (for a Small Customer) or 3pm (for a business customer) on a weekday, or on a Friday, weekend and public holiday for the below de-energisation reasons: • Non-Payment, No Access, Breach of Contract • Illegal Usage, Unauthorised Usage.

Service Level and Market Obligations	• Jemena does not disconnect before 8am or after 2pm (for a Small Customer) or 3pm (for a business customer) on a weekday, or on a Friday, weekend and public holiday for the below de-energisation reasons:
	  ○ Non-Payment, No Access, Breach of Contract
	  ○ Illegal Usage, Unauthorised Usage.
	• Jemena has two (2) days to perform a de-energisation. Australian Energy Market Operator (AEMO) standard SLAs for SO requests apply.
	• Jemena must carry out the work within two (2) business days from the day of the receipt of the request, if the Jemena has received a valid Request by 3pm. This is subject to the Scheduled Date requested by the Retailer.
	• For disconnection for Non-Payment, Jemena must not de-energise a site on a business day before 8am or after 2pm for a residential customer or 3pm for a business customer; or on public holidays, etc.

De-Energisation



Steps

1. The Retailer sends one de-energisation service order with mandatory fields populated in accordance with IEC B2B Procedures Service Order Process.
2. Jemena acknowledges receipt of SO request and checks de-energisation reason.
3. Jemena schedules and performs fuse removal or disconnection at Pillar-Box Pit or Pole-Top.
4. Jemena provides the SO Response, with product code, to the Retailer and updates the NMI Status.

Key Points

Jemena only accept de-energisation sub-type of 'Fuse Removal' or ' Disconnection at Pillar-Box Pit or Pole-Top'.

Service Level

- Completion – Refer to Essential Services Commission Electricity Distribution System Code
- Service Order Response – Refer to IEC B2B Procedures Service Order Process
- The MSATS Updates – Refer to *AEMO MSATS CATS Procedure*
- General – Refer to AEMO Metering Provider Service Level Procedure

RE-ENERGISATION

Retailers are required to send a Re-energisation in accordance with the current *IEC B2B Procedures Service Order Process.*

Jemena accept all Re-energisation sub-type except 'Remote' for Type 1-4 sites.

RE-ENERGISATION RULES

The following table outlines the agreed Business Rules, Service Level Agreements and Market Obligations, to be followed when performing these processes.

Guidelines	Description
Business Rule	• Jemena does not accept Re-energisation sub-type of 'Remote' and 'New Reading Required' for Large Customers sites as Jemena is not the Metering Provider. • If a service has been off supply for more than 12 months, Jemena require a Certificate of Electricity Safety (CES) to confirm a safety check has been conducted by a Registered Electrical Contractor (REC), and the installation is safe to re-energise. The NMI details and a copy of the CES is loaded to the Electricity Distribution Portal. If the CES has not been received, the SO is automatically rejected.
Service Level and Market Obligations	See the following sections of this document for re-energisation service levels:

Recipient discretion / after disconnection for Non-Payment / Move-in, Physical visit – Jemena dispatches field crew to energise site.

Hints and Tips

List of questions to ask your customers to ensure successful reconnection.

- For a reconnection, ensure the main switch is off in preparation for reconnection. If unsure of identifying which switch is the main switch, then switch off all switches.
- Are there any locked gates, locked meter box(s), guard dogs or anything preventing the field tech from inserting the fuse to the property?
- Is the switchboard located inside or outside? If it is inside, will someone be available to provide access for a safety test?

MOVE IN RE-ENERGISATION

The following table outlines the times for raising Re-energisation Monday to Friday.

Service Order Received	Date Requested	Service Time Required
Before 3pm	Tomorrow	Business Hours
After 3pm	Tomorrow	Anytime / Non-Business Hours
Before 3pm	Today	Anytime / Non-Business Hours
After 3pm	Today	Anytime / Non-Business Hours

Note: The Retailer is required to quote times of reconnection:

- Anytime service order(s) - takes place until midnight on the same day
- Business hours service order(s) - take place at any time during business hours.

RE-ENERGISATION FOLLOWING DISCONNECTION FOR NON-PAYMENT (DNP)

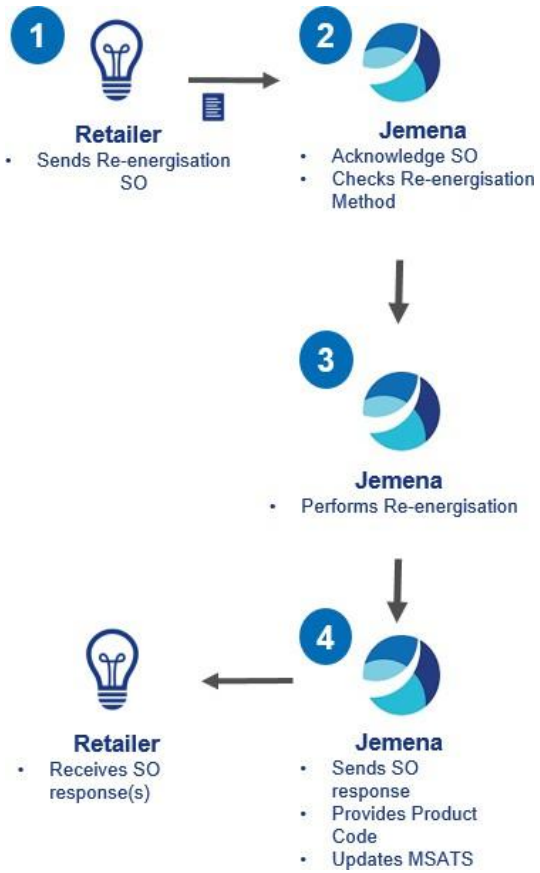
For Same Day reconnections after a disconnection for non-payment (DNP), SO request must be received before 9pm. Saturday, Sunday and public holiday reconnections are available. Service time must be Anytime / Non-business hours (after hours fee apply).

This SO type can only be used if supply was disconnected for non-payment i.e. De-energisation *After Disconnection For Non-Payment* type / sub-type received.

The following table outlines the times for raising a Re-energisation SO after DNP Monday to Friday.

Service Order Received	Date Requested	Service Time Required
Before 3pm	Today	Business Hours
After 3pm	Today	Anytime / Non-Business Hours
After 3pm	Tomorrow	Business Hours

Re-Energisation



Steps

1. The Retailer sends re-energisation service order with the appropriate sub-type with mandatory fields populated in accordance with *IEC B2B Procedures Service Order Process*.
2. Jemena accepts the service order request.
3. Jemena schedules and performs re-energisation.
4. Jemena provides the Service Order Response to the Initiator and generates the appropriate Change Request to update the NMI Status.

   (a) Jemena provide the Product Code in the service order response. These correspond to the Jemena's Distribution Service Schedule of charges.

Service Level

- Completion – Refer to Essential Services Commission Electricity Distribution System Code
- Service Order Response – Refer to IEC B2B Procedures Service Order Process
- The MSATS Updates – Refer to *AEMO MSATS CATS Procedure*

ABOLISHMENT

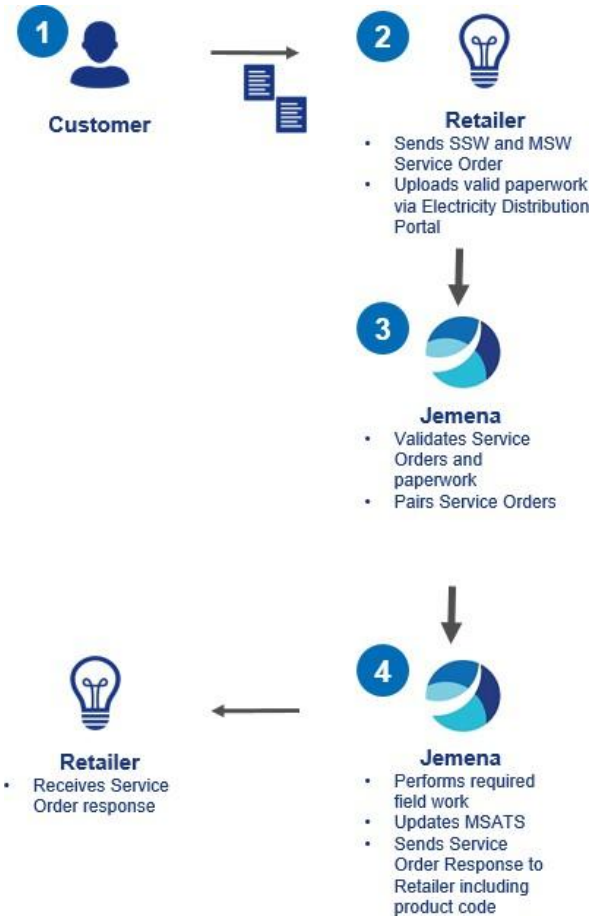
Jemena is requested to remove the service line / cable as supply is no longer required at site. This involves decommissioning a National Meter Identifier (NMI).

ABOLISHMENT RULES

The following table outlines the agreed Business Rules, Service Level Agreements and Market Obligations, to be followed when performing these processes.

Guidelines	Description
Business Rule	• Retailer must submit supply service work service orders (SO) for abolish supply before meter removal request is sent to Metering Coordinator. • Jemena rejects service orders if the paperwork is not in order.
Service Level and Market Obligations	The timeframe to complete an Abolishment SO depends on the work requested, and is subject to commercial negotiation between the Retailer and Jemena.

Abolishment



Step

1. The Customer or authorised party, engages a Retailer and requests removal of service line / cable, as supply is no longer required at the site.
2. Retailer sends Supply Service Work Order requests with the sub-type *Supply Abolishment* to remove the service. Refer Abolishment Rules.
   (a) Submits valid paperwork via the Electricity Distribution Portal (section in this document).
3. Jemena checks any paperwork provided at this point is acceptable, if paperwork is in order, Jemena accepts the Supply Work Service Order request.
4. Jemena schedules and attempts to abolish the supply for the NMI.
   (a) Jemena provides the Service Order Response, including product code, to the Initiator and generates the Maintain NMI CR to update the NMI in MSATS.

Key Point

The Retailer must send *Supply Service Work Order requests* with the sub-type *Supply Abolishment* before sending Metering Service Work Order requests to Metering Coordinator for meter removal.

Service Level

- Complete work within 20 business days
- Jemena must respond to the Retailer within five (5) business days.

MISCELLANEOUS SERVICE ORDERS

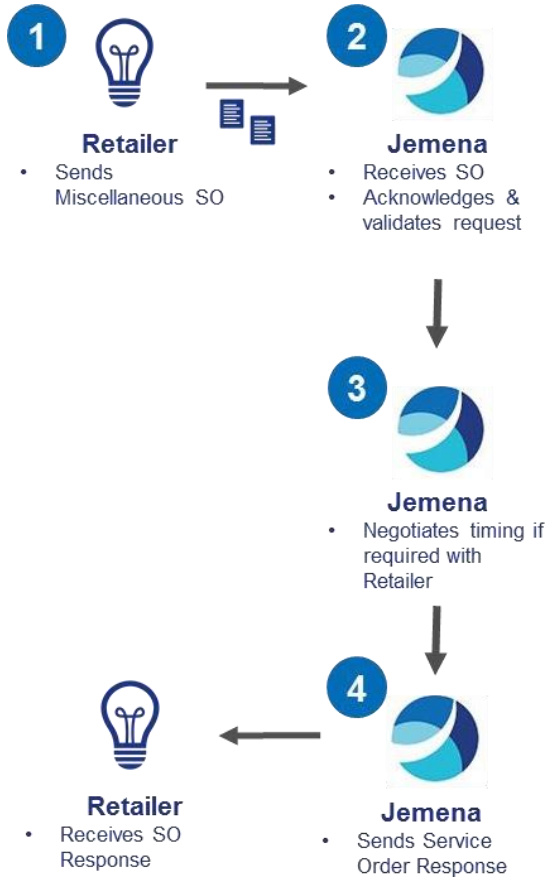
Miscellaneous service orders are only to be used where no other service order type and subtype can be used to complete a B2B request.

MISCELLANEOUS SERVICE ORDER RULES

The following table outlines the agreed Business Rules, Service Level Agreements and Market Obligations, to be followed when performing these processes.

Guidelines	Description
Business Rules	• Miscellaneous service orders are only to be used where no other service order type and subtype can be used to complete a B2B request • Jemena rejects Miscellaneous SO requests if they can be issued using an alternative SO type and subtype combination.
Service Level and Market Obligations	• The timeframe to complete a Miscellaneous SO depends on the work requested, and is subject to commercial negotiation between the Retailer and Jemena.

Miscellaneous Service Orders



Steps

1. The Retailer sends a *Miscellaneous SO Request* to Jemena.
2. Jemena receives the SO, validates it, and accepts the SO (if valid).
3. If required, Jemena and the Retailer negotiate timing to complete the requested work.
4. Jemena completes the required work and responds to the Retailer.

Key Point

- Jemena rejects Miscellaneous SO requests if they can be issued using an alternative SO type and subtype combinations.

Service Level

- The timeframe to complete a Miscellaneous SO depends on the work requested, and is subject to commercial negotiation between the Retailer and Jemena.

NON ROUTINE REQUESTS

Jemena's Commercial Operations team focuses on proactively engaging with the network's key industrial and commercial customers. In particular, the team manages non-routine commercial requests, facilitates access to Jemena products and services as well as working with customers to troubleshoot and resolve issues.

Services Provided by Jemena

- Facilitate the preparation and delivery of power quality reports
- Manage non-routine supply upgrade queries from key industrial and commercial customers
- Facilitate the preparation and delivery of supply options studies
- Negotiate commercial arrangements for the delivery of bespoke services provided by Jemena to key customers
- Respond to specific queries from key customers regarding the network.

Industrial and Commercial Customer enquiries are sent to customerrelations@jemena.com.au.

METER DATA QUERIES

The Retailer is required to send meter data queries in accordance with the current IEC B2B Procedures 'Meter Data Process' for Small Customers. If a Retailer has a Meter Data Query regarding a Large Customer Site, refer the query to the Large Customers' Meter Data Provider (MDP).

DOWNGRADE OF TYPE 1-4 METERING FOR SITES CONSUMING <160 MWH ANNUALLY

This process applies to sites consuming less than 160 MWh per annum that are currently connected via a Type 1-4 (Large Market) metering installation. Under market obligations, these sites should be supplied through a Jemena AMI (Small Market) meter where appropriate. The purpose of this process is to facilitate the downgrade from a Type 1-4 metering installation to a Jemena AMI meter at no cost to the customer or retailer when initiated by Jemena.

Eligibility and Scope

Retailer and Customer Requirements

Prior to submitting the request, the retailer and customer must ensure that:

- No customer-requested upgrades are required.
- No supply upgrades are required.
- No alterations to the electrical installation are required.
- No switchboard modifications are required.
- No changes to the customer's load or capacity requirements are required.
- The request is solely for the replacement of the existing Type 1-4 meter with a Jemena AMI meter due to annual consumption being below 160 MWh. Manage non-routine supply upgrade queries from key industrial and commercial customers

Exclusions

This process does not apply where the customer is seeking:

- A supply upgrade.
- An increase in available capacity.
- A metering upgrade or relocation.
- Customer electrical works requiring network assessment.
- Any other alteration to the existing installation.

Where upgrades or alterations are required, the customer must follow the standard Jemena connection alteration process and provide any applicable supporting documentation.

Note: This is a Jemena-initiated metering downgrade program and is intended to be a like-for-like meter exchange only. Any customer-driven upgrades, alterations or additional works fall outside the scope of this process and may attract standard connection or metering charges.

Process Overview

Step 1 - Site Identified

When Jemena becomes aware that a site:

- Is consuming less than 160 MWh annually; and
- Has a Type 1-4 (Large Market) meter installed,

  the retailer will be contacted and advised that the site requires a downgrade to a Jemena AMI (Small Market) meter. No customer-requested upgrades are required.

Step 2 - Retailer Engagement

The retailer must:

1. Contact the customer.
2. Explain the metering downgrade requirement.
3. Obtain customer consent to proceed.

Once consent is obtained, the retailer must raise the required service orders with Jemena.

Step 3 - Site Identified

The retailer must submit both:

- SSW (Supply Service Works) service order
- MSW (Meter Service Works / Meter Exchange) service order

Important Notes

- No EWR is required.
- No CES is required.
- The service order must clearly state: "Jemena initiated downgrade from Type 1-4 metering to Jemena AMI metering. Please refer to CT Metering Team."
- The customer and retailer will not be charged for these works.

Retailer Declaration: By submitting the SSW and MSW service orders, the retailer confirms that customer consent has been obtained and that no upgrades, alterations, relocations or other customer-requested changes form part of the request. The application is for a like-for-like metering downgrade only.

Step 4 – Jemena to proceed with works

Once the service order has been received from the retailer, Jemena will proceed by validating the SSW and MSW and proceed with internal processing.
Note: The customer target date is **one month** from the date that Jemena receives the retailer's request.

Jemena will arrange for field crews to notify the customer regarding the outage, schedule the meter exchange and attend site to complete the exchange.

Step 5 – Meter Exchange Works

Remove

- Existing Type 1-4 meter.
- Associated large market metering equipment as applicable.

Install

- Jemena AMI meter (Small Market meter).

Meter Handling

- The removed Type 1-4 meter is to be left on site.
- •The external Metering Coordinator/Meter Provider is responsible for arranging collection of the removed meter.

If the field crew identifies any electrical, metering or supply-related defects during the site visit, they must:

1. Issue a defect notice in accordance with standard Jemena processes.
2. Provide details of the defect to the customer where required.
3. Notify the Faults Team and provide all relevant defect information for assessment and follow-up action.
4. Record the defect against the job documentation and service order.

Important to note!

Identification of a defect does not prevent the completion of the metering downgrade unless the defect presents a safety risk or otherwise prevents the meter exchange from proceeding. Any required rectification works will be managed through the appropriate defect and fault management processes.

Step 6 – Market and NMI update

Following successful meter exchange:

1. Jemena completes the type 1-4 exchange process in internal systems.
   The external meter provider raises the required CR transaction to:
2. Remove the external meter from MSATS.
3. Update market records accordingly.

Service orders will be closed out once:
• The AMI meter has been installed;
• The NMI classification has been updated to SMALL; and
• The external meter has been removed from MSATS, then Jemena will close the retailer's service order

4 | Embedded Networks



5. EMBEDDED NETWORKS

Victoria continue the 'status quo' for the Distributors role for smart metering, the Embedded Network Manager (ENM) arrangements commence at the same time as metering competition with transitional arrangements in place. The *National Electricity (Victoria) Act 2005* (the NEVA Order) terminates the transitional arrangements for Distributors as Market Co-ordinator's (MC) for on-market customers in embedded networks on 1 Dec 2018.

During the transitional period, Jemena work with the relevant parties (new MC and / or ENM) to ensure the meters are changed over by 1 Dec 2018.

The party replacing the meter has the responsibility to ensure the supply interruption is kept to a minimum during the meter changeover. Jemena promptly notifies the retailer if a metering installation of an on-market embedded network customer requires replacement due to a metering installation malfunction. For avoidance of doubt, Jemena does not replace the faulty meter.

If an ENID is required Customer is to email to connectionpointcompliance@jemena.com.au with the below information.

NMI, Description/Street address, Locality/Suburb, Postcode, State, Start Date, Embedded Network Manager

Exit fees apply to Retailers removing Jemena's assets from Embedded Networks.

For all regulatory enquiries contact Matthew.Serpell@jemena.com.au

For all operational enquiries contact ConnectionPointCompliance@jemena.com.au.

5 | Requests & Notifications



6. REQUESTS & NOTIFICATIONS

Requests and Notifications are used by Jemena and Retailers to request and deliver information regarding Customer details, Life Support and site access / hazards.

The following types of Requests and Notifications are used by Jemena and Retailers:

- **Customer Details Request** - Sent by Jemena to request the current Customer details that are held by the Retailer.
- **Customer Details Notification** - Sent by the Retailer to update Jemena with relevant Customer information as soon as they become aware of a change of Customer details.
- **Site Access Request** - Sent by Jemena to the Retailer or vice versa, to request the current Site Access and Hazard details that are held in the other participants systems.
- **Site Access Notification** - Sent by the Retailer to update Jemena or vice versa with relevant Site Access and Hazard information as soon as they become aware of a change of the Site Access and Hazard details.
- **Life Support Notification** - Sent by the Retailer to update Jemena or vice versa with relevant Life Support information as soon as they become aware of a change of Life Support requirements
- **Life Support Request** - Sent by Jemena to the Retailer or vice versa, to request the current Life Support details that are held in the other participants systems.

REQUEST & NOTIFICATION RULES

The following table outlines the agreed Business Rules, Service Level Agreements and Market Obligations to be followed when performing these processes.

Guidelines	Description
Business Rules	Jemena follows the rules for all Requests & Notifications as set out in the B2B Procedure: Customer & Site Details Notification Process. A Service Order Request does not replace the need to send the relevant notifications to update Customer or Site / hazard details - Customer or Site / hazard details contained on a Service Order is treated as pertinent to the work requested, and the Notification is treated as the official enduring update. Only one Notification of each type is accepted by Jemena per NMI, per calendar day. If a Retailer becomes aware of a change in a Customer's Life Support Status, the Retailer must contact Jemena Service Desk via telephone on 1300 619 305 prior to sending through the Life Support Notification. If Jemena becomes aware of a change in a Customer's Life Support Status, Jemena advises the Customer to contact the Retailer, as well as either emailing or sending a Life Support Notification to the Retailer with the following information as a minimum: • NMI • Equipment • Date when Life Support is required • Site address • Life Support Status • Life Support Management Contact details If an initiator wishes to obtain mass updates for information using the *Site Access Request transaction,* the initiator and recipient must agree prior to commencement of a mass update. Jemena and the Retailer must agree on the timings for Customer Details and Life Support Reconciliations.
Service Level and Market Obligations	**Customer Details Notification / Life Support Notification / Site Access Notification - Retailer to Jemena** • The Retailer must send a Notification when they become aware of changes to Customer Details, Life Support or Site Access / Hazard information. **Life Support Notification – Jemena to Retailer** • Jemena must send a Notification when they become aware of registration or changes to Life Support information. • Jemena must send a Notification to the Current Retailer following a change of Retailer for a Life Support customer.

Guidelines	Description
	Customer Details Request / Site Access Request / Life Support Request from Jemena to Retailer • Two (2) business days. **Site Access Request – Retailer to Jemena** • Two (2) business days. **Life Support Request – Retailer to Jemena** • Two (2) business days. **Life Support Notification – Retailer to Jemena** • Two (2) business days. **Life Support Notification –Jemena to Retailer** • Two (2) business days.

Customer Details Notification / Life Support Notification / Site Access Notification: Retailer to Jemena



Steps

1. Customer contacts the Retailer to advise of a change in Customer details, Life Support or Site Access / Hazard information.
2. The Retailer sends the relevant Customer Details Notification (CDN), Life Support Notification (LSN) or Site Access Notification (SAN) to Jemena. If the Notification is regarding Life Support the Retailer also phones Jemena to advise.
3. Jemena updates the relevant details.

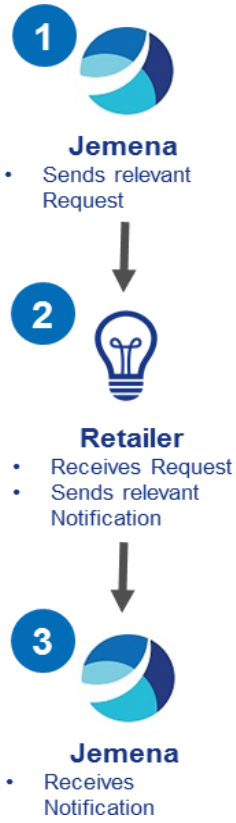
Key Points

If there are any issues when sending the LSN, please call Jemena on 1300 619 305 to have it flagged however, the LSN will still need to be submitted.

Service Level

The Retailer sends a Notification when they become aware of changes to Customer Details, Life Support, or Site Access/ Hazard information.

Customer Details Request / Life Support Request / Site Access Request from Jemena to Retailer



Steps

1. Jemena sends a Request to the Retailer to get updated Customer, Life Support or Site / Hazard details.
2. The Retailer receives and acknowledges the request and responds to Jemena with the required Notification.
3. Jemena receives and acknowledges the notification and updates the applicable systems.

Key Points

If a Life Support Notification has not been received within two (2) Business days of Jemena becoming aware of changes to a Customer's Life Support status, Jemena sends a Life Support Request to the Retailer.

Service Level

Two (2) business days.

Life Support Notification from Jemena to Retailer



Steps

1. Customer contacts Jemena to advise of a requirement or change in Life Support information.
2. Jemena sends the relevant Life Support Notification (LSN) to the Retailer.
3. The Retailer updates the relevant details.

Key Points

If the Notification is regarding Life Support, the Retailer must contact Jemena Service desk via telephone on **1300 619 305** prior to sending the Life Support Notification.

Service Level

Jemena sends a Notification when they become aware of changes to Life Support information.

Site Access Request / Life Support Request/ from Retailer to Jemena



Steps

1. The Retailer sends Site Access Request (SAR)/ Life Support Request (LSR) to Jemena to confirm Site Access Details/ Life Support Information. If the Notification is regarding Life Support, the Retailer also phones Jemena to advise.
2. Jemena receives and acknowledges the request and responds to the Retailer with a Site Access Notification/ Life Support Notification.
3. The Retailer receives and acknowledges the notification and updates the applicable systems.

Service Level

Two (2) business days.

With the introduction of new Life Support Transactions commencing 1st February 2019, Jemena will not be the Registration Owner. This means the Retailer will remain the Registration Owner for all Life Support sites.

Customer Detail Notifications sent to Jemena after 1st February 2019 with the previously used Life Support Flag (LS) will not become registered as Life Support in Jemena's systems. Jemena will expect the Life Support Notification to be sent from the Retailer to have Life Support flagged, with the required information. If a Retailer is unable to send this transaction, prior arrangements must be made with Jemena on an agreed method of sending Life Support information.

Jemena will still send a Business Acceptance for Customer Detail Notiifications with the Life Support flag, as it will still use that notification to update all other fields in the transaction regarding customer details.

LIFE SUPPORT REGISTER

The Electricity Distribution Code requires, where a customer, or a Retailer provides Jemena with confirmation from a registered medical practitioner or a hospital that a person residing at the customer's supply address requires a life support machine, Jemena must register the premises as a life support machine supply address.

NO DISCONNECTION

Life Support customers are not disconnected by Jemena, unless it is requested by the customer. In the case of planned works that requires an interruption to the customers supply, Jemena issues the customer with notification that provides a minimum of four (4) days' notice. Jemena restores supply as quickly as possible.

ADVICE TO LIFE SUPPORT CUSTOMERS

Jemena sends an annual letter and brochure to all registered Life Support customers that provides helpful advice to assist customers in preparing a plan of action in the event of an unplanned interruption occurring.

RECONCILIATION OF THE LIFE SUPPORT REGISTER

In accordance with Business to Business (B2B) requirements, Jemena performs quarterly reconciliations with the Retailer.

6 | Retailer & Customer Portals



7. RETAILER & CUSTOMER PORTALS

ELECTRICITY DISTRIBUTION PORTAL - CONNECT & MANAGE MY ELECTRICITY

The Jemena Connect and manage my electricity Portal is a service provided by Jemena to support B2B processes that require paperwork to be sent by retailers prior to physical or remote augmentation being performed on the Jemena Electricity Network. From a Retailer participant perspective, the focus is on having a single repository for paperwork to be sent to Jemena, and the ability to track these requests.

To avoid any ambiguity Jemena requires Retailers to upload valid paperwork to the Portal that aligns with their B2B service order(s) when sending the following B2B Service Order Types:

- Metering Supply Works
- Supply Service Works
- Supply Service Works that require an accompanying Metering Supply Works
- Re-energisation (if the site has been de-energised for more than 12 months)

Access to the system is for Registered users only, and use of the system requires acceptance of the Jemena Connect and manage my electricity Portal Terms of System Use.

Each Retailer has been provided with administrator user accounts with which they can manage and assign / remove further users independently of Jemena.

Jemena has developed and distributed a Retailer Information Pack that outlines Jemena's requirements as a resource for Retailers using the Jemena Connect and manage my electricity Portal. A copy of this document can be obtained via Jemena's published Use of System / Co-ordination Agreement Contact is available on the Retail Operations Contact List (ROCL).

If you need help:

Retailer Administration

Retailer Administration accounts can be set up by Jemena at the request of a Retailer. Please contact Jemena's published Use of System / Co-ordination Agreement Contact to set up a Retailer. Contact details of Jemena's published Use of System / Co-ordination Agreement Contact is available on the Retail Operations Contact List (ROCL).

NEW ELECTRICITY CONNECTION – DIRECT PORTAL APPLICATION PROCESS

This section outlines the end-to-end process for customers and Registered Electrical Contractors (RECs) when applying for a new electricity connection via Jemena's Direct Portal.

1. Application and Assessment (No Retailer Involvement)

The customer or their Registered Electrical Contractor (REC) submits a Direct Portal Application for a new electricity connection through Jemena's Electricity Distribution Portal.

Note: At this stage, no electricity retailer is involved.

Jemena reviews and assesses the application.

If all required information is complete and correct, Jemena allocates a National Meter Identifier (NMI) to the property.

2. Physical Connection (Meter Installed but Not Energised)

When Jemena generates the next set of internal service orders, the work is issued to a field crew.

On the scheduled date, the field crew attends site and:

- Completes the physical electricity connection
- Installs the metering equipment
- Programs the meter to 'OFF' mode

At this point, the property is physically connected to the network; however, the meter is not energised, and the customer does not yet have electricity supply.

3. Retailer Engagement and Market Transactions

The customer or REC provides the following documentation to their chosen electricity retailer:

- Electrical Work Request (EWR)
- Certificate of Electrical Safety (CES)

The retailer finalises a retail contract with the customer.

The retailer submits an Allocate NMI service order to Jemena.

Jemena processes the request and links the previously created NMI to the retailer's service order.

4. Energisation

The retailer raises the required market service orders:

- Site Supply Works (SSW)
- Metering Service Works (MSW)

Jemena completes these service orders and reprograms the meter to 'ON', energising the site.

Once the meter is set to 'ON', electricity supply is available at the customer's property.

Charges

As the customer has already paid for the new connection through the Direct Portal Application, no additional charges apply to the retailer raised service orders.

MY PORTAL - TRACK MY ELECTRICITY USAGE

My Portal – Track My Electricity Usage is Jemena's free and easy-to-use online tool that helps customers access and monitor their electricity consumption. Using data collected daily from their smart meter, customers can securely log in to view when and how much electricity they are using.

Through My Portal, customers can:

- Understand their electricity consumption patterns
- View daily estimates of electricity costs
- Receive notifications during a power outage
- Access up to two years of historical usage data

If a customer would like to sign up for or access My Portal – Track My Electricity Usage, direct them to **Jemena | My Portal**

ELECTRICITY DISTRIBUTION PORTAL ACCESS FOR RETAILERS

 If you are a retailer and require access to our Electricity Distribution Portal, please contact your administrator for our portal to create an account on your behalf.

7 | Billing



8. BILLING

The Jemena Billing Team is responsible for effectively handling all end-to-end billing business processes to ensure all accounts are invoiced within required timeframes.
Customers in the Jemena Electricity Network can also access their usage data, connect compatible devices to their smart meter, and use My Portal to monitor electricity consumption. The information below supports retailers assisting customers with these enquiries.

HOME AREA NETWORK (HAN) DEVICES

A HAN device (such as an In-home Display) connects wirelessly to a smart meter to show near real-time electricity usage. To connect a HAN device:

- Submit a HAN Device webform to request binding to the smart meter.
- Keep the device powered on and near the meter during pairing.
- Use the system generated reference number for follow-up enquiries.

FREQUENTLY ASKED QUESTIONS

1. **How can customers request NEM12 data?**
   By submitting the JEN Customer Consent and Agent Authority Form with ID.
2. **What is a HAN device?**
   A device that displays near real-time electricity usage from the smart meter.
3. **How do customers connect a HAN device?**
   Submit the HAN Device webform and keep the device near the meter.
4. **Who can use My Portal?**
   Customers with AMI smart meters.
5. **Where is the NMI located?**
   On the customer's electricity bill issued by their retailer.

   More information is available on the Jemena website:
   https://www.jemena.com.au/electricity/existing-connections/usage-and-costs/

METER DATA MANAGEMENT

The data collected by Meter Data Management (MDM) are published to the billing systems.

- AMI meters are billed monthly
- NON-AMI Meters (Type 6 and Manually Read Interval Meters -Type 5) are billed based on the billing cycle monthly / quarterly.

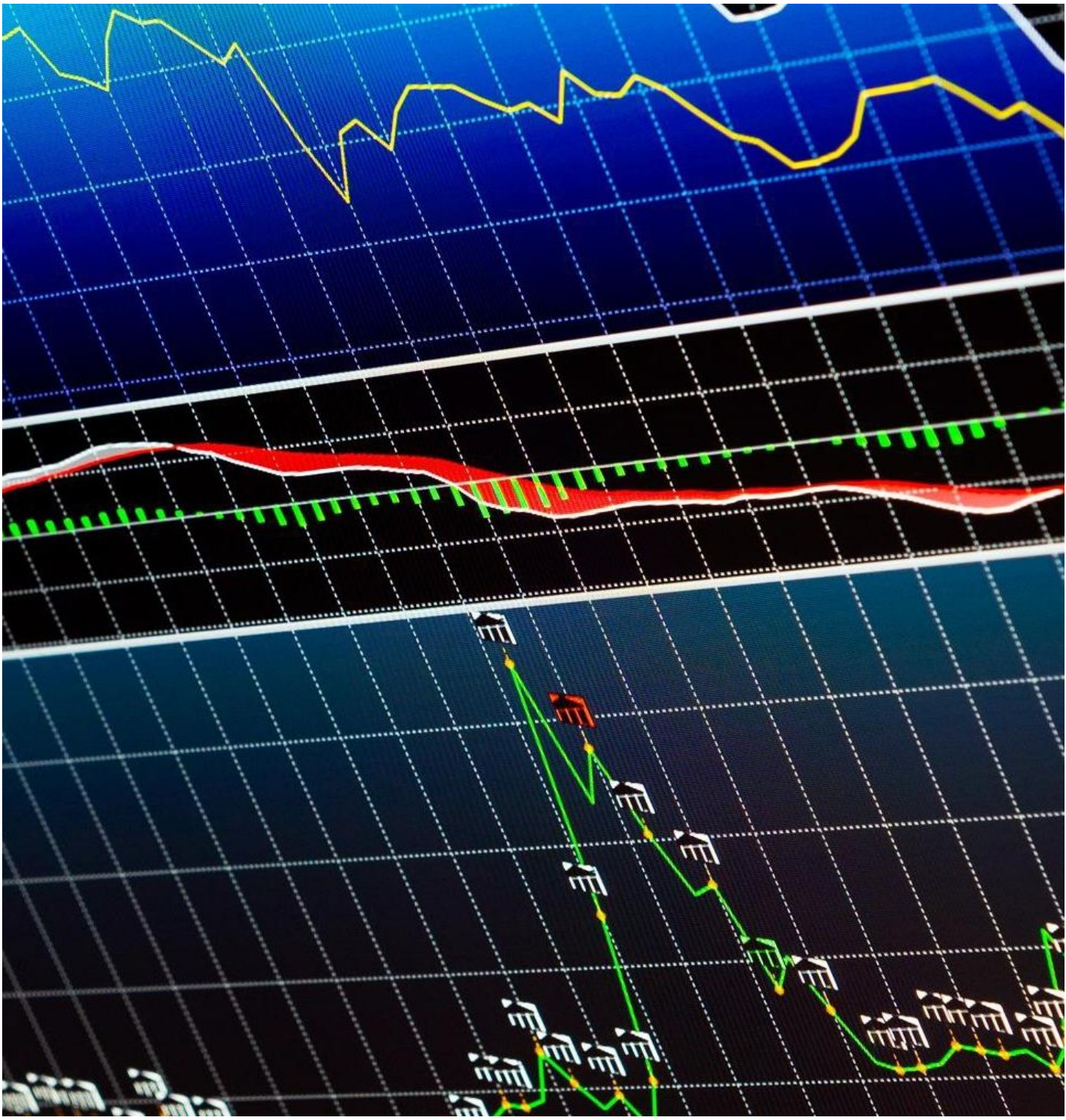
The following table outlines important information on Billing.

Subject	Important Information
Retailer Invoicing	• The AMI and Non-AMI charges are sent to the Retailer on the ninth (9th) business day of each month. • Payment is due on the tenth (10th) business day after invoicing.
Retrospective Customer Transfers	• The Retailer waits until the next invoice cycle, after completion of a transfer as Jemena reverses the network billing charges for the outgoing Retailer and charge the incoming Retailer.
Billing Disputes	• Disputes are due on the seventh (7th) business day after invoicing • Raise disputes via email to billing@jemena.com.au and the dispute file must be B2B compliant. • Most disputes raised are due to Retailer retro transfers in The Market Settlement and Transfer Solution (MSATS). In most instances, by the time Jemena's system receives the transfer from MSATS, the previous / outgoing Retailer is already billed. These usually auto close once transfer is completed in the system. • The Retailer waits until they receive the next invoice cycle, as when the transfer is processed in Jemena's system, the bills issued to the outgoing Retailer are reversed automatically. In these instances a credit is applied without the need to raise a dispute.
Dispute Resolution	• Jemena closes off the dispute and provides resolution within ten (10) business days. • The Retailer must provide confirmation for acceptance of the dispute resolution or send a re-dispute notice to Jemena within two (2) business days. • For retro Retailer transfer, wait until the next invoice as when the transfer is processed in Jemena's system, the bills issued to the outgoing Retailer are reversed automatically. Retailers are credited without having to raise disputes. • The Retailer must provide further comments in the dispute file in cases of re-disputing the same charge(s).
Service Order Charges	• Service order charges relate to work Jemena has performed at the Retailer's request.

Subject	Important Information
	• Check with the concerned area in relation to additional fees charged prior to raising a B2B dispute e.g. a New Connection Service Order incurs a wasted vehicle visit fee if a defect is issued due to compliance issues etc.
Faults Call Charges	• These charges relate to emergency services provided to a customer when they contact the Jemena faults team with issues such as complete or partial supply failure. • The fees are charged if the fault is easily identified to be on the customer's side, e.g. the safety switch was off or customer was not in attendance. • On each faults call, the customer is advised of the applicable fee prior to raising the vehicle visit. • The Jemena Schedule of Charges are available on their website www.jemena.com.au. • Faults visit charges are billed to the current Retailer in MSATS at the time of the visit. • Faults visit charges are not rebilled to a new Retailer in case of a retrospective Retailer Transfers in the market even if the new Retailer start date is before the date of the faults visit.
Excluded Charges	• The Jemena Schedule of Charges are available on their website www.jemena.com.au.
Tariff and Demand Confirmations	• Jemena updates MSATS with the most up-to-date available tariff information. • The Billing team confirm the current tariff and demand for a site; however, applications for demand resets are referred to JENTariffs@jemena.com.au. • Tariff reassignments are raised as a B2B service order.
Feed in Tariff & Solar Enquiries	• If a Victorian Government Feed-In Tariff was not requested at the time of a solar installation by a Retailer while the applicable scheme was open, it is not applied by Jemena. • Information regarding applicable dates for Feed-In Tariffs is obtained from the Victorian Department of Environment, Land, Water and Planning Website.
Unmetered and Street Light Invoicing	• Street lighting operation and maintenance (OMR) is charged directly to councils and VicRoads. • Consumption for Unmetered and Street Lighting is charged via the B2B process to Retailers. • All other unmetered charges are also included in the B2B process.
Transposed Metering	• Jemena issue billing corrections for confirmed transposed meter sites on the next scheduled invoice to the Retailer after Jemena has confirmed, and corrected the Transposed meter issue in Jemena systems.

Subject	Important Information
Bill Cycle / NSRD Change Emails	• Smart meters are read remotely and data is delivered to the market daily. • Manually read meter data is gathered and published on a monthly or quarterly basis depending on the read cycle. • Jemena's invoicing process is independent of the Next Scheduled Read Date (NSRD), and Jemena bills the Retailer monthly for meters, regardless of the read cycle in MSATS.

8 | Revenue Collection



9. REVENUE COLLECTIONS

Areas of responsibility for Revenue Collections include:

- Manage Network Charges Revenue for Jemena Electricity
- Monitor Network Billing Disputes and Outstanding charges for Jemena
- Manage the Credit Support Function for Retailers
- Manage Retailer receipts for Jemena and Public Lighting.

Subject	Important Information
Payments (Invoiced and Disputed)	• The AMI and non-AMI charges are sent to the Retailer on the ninth (9th) business day of each month. • Payment is due on the tenth (10th) business day after invoicing. • In case of a Dispute, the Retailer must notify Jemena within seven (7) Business Days of receipt of an invoice. • Disputes must include the grounds for dispute and the amount disputed.
Remittance Files	• For every payment made, a Remittance file must be sent from the Retailer to the Jemena Accounts Receivable inbox. • Remittance advice must be sent to accounts.receivable@jemena.com.au • A payment cannot be processed by Jemena until a Remittance file is received from the Retailer. • Any queries relating to Remittance file details or format can be addressed to accounts.receivable@jemena.com.au.
Revenue Collection Queries	• Any queries relating to due dates for invoice payments, dispute payments, Remittance files, or any other queries related to making payments email accounts.receivable@jemena.com.au.

10 | Tariffs & Pricing



10. TARIFFS & PRICING

Jemena has sought to establish efficient tariffs reflecting its different customer classes. In accordance with the National Electricity Rule requirement., Jemena has established tariff classes and the tariff structures within its Tariff Structure Statement approved by the AER.

USEFUL LINKS

- Tariff Schedule
- Network Tariff Assignment and Reassignment Policy
- Policy for Resetting Contract Demand
- Schedule of Charges - Product Codes

SYSTEM OF ASSESSMENT

Jemena groups its network tariffs into five tariff classes, based on customer type (residential or business), customer load, and connection characteristics. Each tariff class includes multiple tariffs that follow a common tariff-code structure.

The following table outlines Jemena's Tariff Classes.

Tariff Type	Tariff Code	Tariff Class
Residential	A1XX	Residential customers
Small Business	A2XX	• Low voltage business customers: • < 400 MWh annual usage • < 120 kW maximum demand • Not supplied via on-site or dedicated substation
Large Business – Low Voltage	A3XX	• Low voltage customers: • ≥ 400 MWh annual usage, or • ≥ 120 kW maximum demand, or • Supplied via on-site/dedicated substation
Large Business - High Voltage	A4XX	High voltage customers
Large Business – Sub Transmission	A5XX	Sub-transmission customers

Note: embedded networks are contained within the large business tariff classes (low voltage or high voltage depending on the embedded network's connection characteristics).

Jemena uses the following system of assessment to assign or reassign customers to the appropriate tariff:

- The customer is assigned to the appropriate tariff class based on the tariff class criteria (above).
- Once the customer is assigned to the tariff class, the appropriate tariff is determined based on customer's load and metering characteristics, specified against the criteria applicable to each tariff in the tariff class.

Jemena's annual published tariff schedule lists the criteria applicable to each tariff and tariff class.



Hints and Tips

The Policy for Network Tariff Assignment and Reassignment and Jemena's published Network Tariff Schedule; provide the customer and their representatives with the necessary information to select the tariff when applying for a tariff assignment or reassignment.

HOW JEMENA ASSESSES TARIFF ASSIGNMENT

Jemena uses the following process to assign or reassign customers to the correct tariff:

1. **Assign the customer to a tariff class** based on the criteria above.
2. **Select the specific tariff** within that class based on the customer's load profile and metering characteristics.
3. The criteria for each tariff and tariff class are detailed in Jemena's **annual Network Tariff Schedule**.

   Note: The **Policy for Network Tariff Assignment and Reassignment** and Jemena's **Network Tariff Schedule** provide customers and their representatives with all information required to select an appropriate tariff when requesting assignment or reassignment.

TARIFF ASSIGNMENT

Tariff assignment occurs when a customer:

- begins consuming electricity at a **New Connection**, or
- takes over an existing supply point, **Change of Occupancy**

CHANGE OF OCCUPANCY

When a customer takes over an existing supply point, the following steps apply.

Residential Customers

If a tariff change is required, the **Retailer must submit a B2B "Supply Service Works -Tariff Change"** service order to Jemena.

Large Business

For Large Business customers, the customer, their representative, or the retailer must:

1. **Notify Jemena**
   Submit written notification of the change of occupancy using the
   Network Tariff Assignment Request Form for Business Customers
2. **Provide Supporting Documentation**
   Include evidence of any operational changes that may affect tariff eligibility.
3. **Timing**
   - If Jemena receives the completed form and all supporting documents within 20 business days**,** the new tariff will apply from the date the change of occupancy occurred**.**
   - If received after 20 business days, any approved tariff change will apply from the first billing period after Jemena receives all required documents.

CUSTOMER INITIATED TARIFF REQUESTS

Residential Customers

If a tariff change is required, the **Retailer must submit a B2B "Supply Service Works -Tariff Change"** service order to Jemena.

Large Business

For Large Business customers, the customer, their representative, or the retailer must: Large Business customers, their representatives, or the retailer must submit:

- the Network Tariff Assignment Request Form for Business Customers, and
- supporting documentation.

The effective dates follow the same timing rules as above:

- **Within 20 business days:** tariff applies from the change of occupancy date
- **After 20 business days:** tariff applies from the next billing period after all documents are received

Tariff Reassignment Responsibilities

Tariff assignment is initially based on information provided by the customer or their representative.
It is the **customer's responsibility** to monitor whether the tariff remains suitable and to notify Jemena if a reassignment is required.

Initial setting of Contract Demand

When a customer takes over an existing supply point, the following steps apply. Some network tariffs include a demand charge. In these cases, a contract demand (kW) is set and used to calculate the demand component of the customer's tariff.
This process is outlined in the **Jemena Policy for Resetting Contract Demand**.

Customer Type	Setting
New Customers	If there is no specific contractual agreement between the customer and Jemena, the initial contract demand is set to: • The minimum chargeable demand for the selected tariff, as defined in **Jemena's Network Tariff Schedule.**
Existing Customers	For existing connection, the initial contract demand is set to the highest of the following: • the minimum chargeable demand for the reassigned demand tariff • the highest maximum demand recorded at the site in the previous 12 months, if the previous tariff did not include demand charges • the contract demand that applied under the customer's previous demand tariff

Billing Period

Jemena measures a customer's maximum demand (kW) during each billing period using interval meter data.
Maximum demand is calculated as:

- the highest 15-minute kWh interval × 4, for meters that record 15-minute data
- the highest 30-minute kWh interval × 2, for meters that record 30-minute data

This ensures the demand charge reflects the highest level of electricity usage during the billing cycle

Ratchet Demand

- If a customer records a higher actual maximum demand, the billed contract demand will automatically increase to match it.
- This increased level stays in place until the customer submits a request to reset the contract demand.
- Contract demand will always be equal to or higher than the highest recorded maximum demand.

Increasing Contract demand

Contract demand may increase in the following situations:

1. **Automatic Increase (Ratchet Demand)**
   If the customer's actual demand exceeds their current contract demand, the contract demand automatically rises.
2. **Customer-Requested Increase**
   A customer or their representative may request a permanent increase by entering into a contractual agreement with Jemena.
3. **Temporary Increase**
   Customers may also request a temporary contract demand increase when needed.
   - Temporary increases are limited to one per 12-month period, unless Jemena approves an exception.
   - Temporary increases apply for one billing period unless otherwise agreed.

   All increase requests can be submitted using the **Jemena Contract Demand Reset Request Form**.

Decreasing Contract Demand

Contract demand may increase in the following situations:

Approval Conditions

- Any reduction is subject to the specific contractual agreement between the customer and Jemena.
- If approved, the new contract demand takes effect after **a 12-month notice period.**

How the New Contract Demand is Determined

At the end of the notice period, the contract demand is set to the highe**r** of:

- the customer's requested and Jemena-approved contract demand, or
- the maximum demand recorded during the 12-month notice period.

Shortened Notice Period

Jemena may reduce the required notice period if the customer provides sufficient supporting evidence.

11 Metering Information



11. METERING INFORMATION

METERING TYPES

The following metering types are used in the Jemena Electricity Network:

- **Type 1- 4 (COMMS)**
  - Sites over 160 MWh, e.g. large business customers
  - Not installed or maintained by Jemena.
- **Type 5 (AMI)**
  - Sites under 160 MWh, e.g. residential or small commercial
  - Remotely read metering, and manually read where wireless communication is not available
  - Installed and maintained by Jemena.
- **Type 6 (BASIC)**
  - Sites under 160 MWh, e.g. residential or small commercial
  - Manually read
  - Maintained by Jemena (Type 6 meters are replaced by an AMI meter).
- **Type 7 (Unmetered)**
  - Sites which are unmetered e.g. bus shelters, watchman lighting.

UNMETERED SUPPLY

Unmetered Supplies provision and management is performed in accordance to market and metrology rules.

Unmetered consumption is estimated in accordance to the Australian Energy Market Operator (AEMO)'s published load schedule.

For any unmetered supply queries, email MeteringServicesVictoria@jemena.com.au

METERING ASSETS, TAMPERING & REVENUE PROTECTION

Jemena procures, installs, and maintains metering equipment in line with all applicable codes and standards to ensure:

- safety
- accuracy
- reliability

Tampering with metering equipment can create:

- safety risks
- reliability or accuracy issues
- market compliance problems
- incorrect billing and settlement outcomes

All metering assets are routinely monitored and inspected to detect any unauthorised interference.

If a retailer suspects tampering or bypassing of Jemena-owned equipment, please contact: RevenueProtectionVictoria@jemena.com.au

METROLOGY THRESHOLD BREACH PROCESS

Under AEMO's Metrology Procedures, Jemena provides metering services only for customer sites that consume less than 160 MWh per year.

How Annual Consumption is Assessed

Jemena calculates annual usage based on either:

- data from the most recent 12 months of billing periods, or
- pro rated consumption using the Average Daily Load where 12 month history is not available.

If the 160MWh Threshold is Exceeded

If a site exceeds the small customer threshold:

1. Jemena notifies the retailer via jenmdp@jemena.com.au.
2. The retailer is advised that a new metering installation is required, arranged through the retailer's Metering Coordinator.
3. Once notified, the retailer must use best endeavours to replace the meter as soon as possible.

Note: Retailers should keep customers informed about the 160 MWh metrology threshold and any impacts it may have on their metering arrangements.

12 | Customer Information

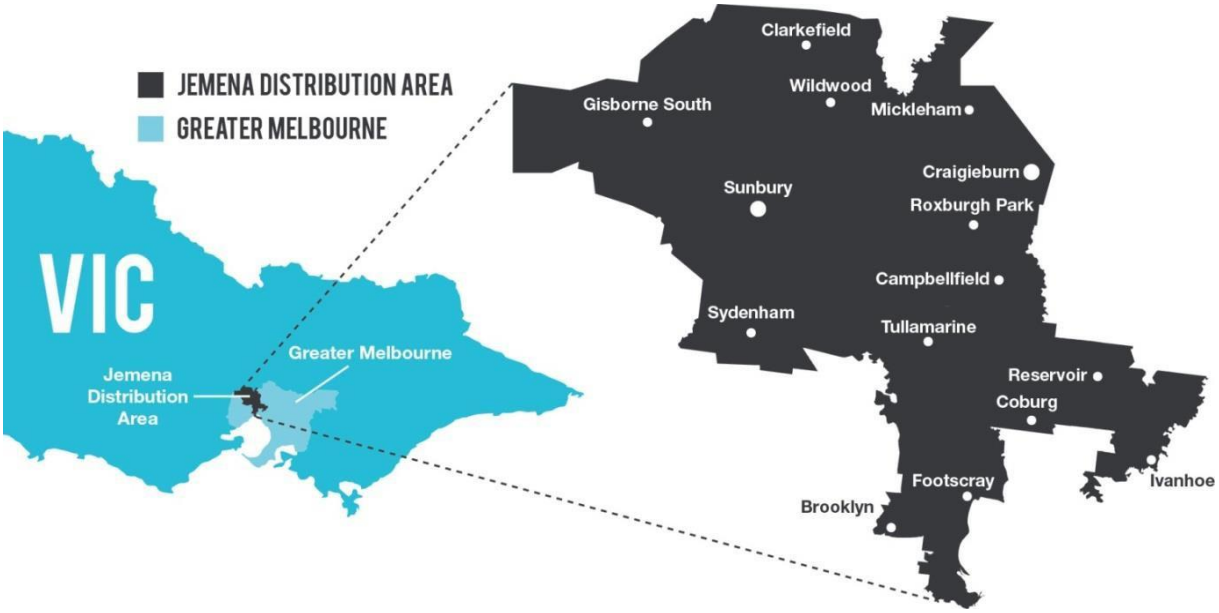


12. CUSTOMER INFORMATION

JEMENA ELECTRICITY NETWORK

Jemena owns and operates the electricity distribution network across Melbourne's north western suburbs. We are responsible for:

- managing and maintaining electricity meters
- maintaining poles and wires
- safely delivering electricity to homes and businesses
- maintaining more than 65,000 streetlights across our network



To find out who distributes electricity to a particular address, visit our website and enter the postcode. If we cannot locate the exact property, we will provide a list of distributors for the surrounding area.

DIAL BEFORE YOU DIG

Dial Before You Dig is a national referral service that provides information about underground utilities. By submitting a request, asset owners will provide plans or guidance on the location of underground cables and pipes, helping you work safely when excavating.

For more information, visit: www.1100.com.au

FAULTS AND OUTAGES

Our Faults Team operates 24/7, 365 days a year, responding to network faults, supply issues, and emergencies.

If a customer contacts their retailer to report a supply issue, the retailer must direct them to Jemena Faults on 131 626.

Types of Outages

Our Faults Team operates 24/7, 365 days a year, responding to network faults, supply issues, and emergencies.

If a customer contacts their retailer to report a supply issue, the retailer must direct them to Jemena Faults on **131 626.**

Planned Outages

These occur when Jemena performs scheduled maintenance, such as replacing ageing overhead wires. Retailers receive a Meter Fault Issue Notification when planned works are scheduled.

Unplanned Outages

These are caused by unexpected incidents, including:

- severe weather
- vegetation
- wildlife
- third party damage

Customers and retailers can check current outages and restoration times at:
jemena.com.au/supply-interruptions/electricity

Why a Premises May Not Be Reconnected Immediately

A site may not reconnect successfully if:

- the main switch is left on, creating a safety risk
- there is no safe access to the meter or switchboard (e.g., locked gates, locked meter rooms, guard dogs)

If urgent follow up is needed regarding reconnection after a fault, contact:
JemenaFaults.SupervisorFollow-Up@au.aegisglobal.com

Meter Issues

If a customer reports a possible meter fault to their retailer, the retailer must direct them to Jemena Faults on 131 626.
Common signs of a faulty meter include:

- damaged or exposed wires
- no display
- unusual noise
- smoke or visible damage

Important: If the meter is inspected and found to be working correctly, a truck fee may apply.

- If a meter is not communicating with the network, Jemena may perform a technical check or install an antenna.
- Where no physical fault is visible, customers may request their retailer to raise a Meter Investigation Service Order.
- If the meter is functioning correctly, fees may apply.

Customer Side Defects

If an issue on a customer's property poses a safety risk or could damage Jemena equipment:

- Jemena may disconnect supply
- A **Level 1 or Level 2 defect** will be issued

Level 1 Defect (Immediate Safety Risk)

- Retailers are **not** notified
- The customer receives a defect notice with instructions
- The customer must engage a registered electrical contractor and provide a Certificate of Electrical Safety
- Once repaired, the customer can book reconnection via their retailer or by calling Jemena Faults

Level 2 Defect (Non-urgent Fault)

- Retailers are not notified
- Customer engages a qualified tradesperson (e.g., electrician, arborist)
- Customer's account is flagged for reference
- Jemena follows up if no action is taken

For retailer assistance with defect-related truck appointments, contact:
1800 063 158 or customerrelations@jemena.com.au

PRIVATE OVERHEAD ELECTRIC LINES (POEL)

Customers who own Private Overhead Electric Lines must maintain safe clearance from vegetation and keep their assets compliant.

Before bushfire season, Jemena sends letters to POEL customers reminding them of their safety obligations. Each customer receives:

- POEL Safety and Responsibility
- Trees, Power Lines and Your Property

During a Total Fire Ban, customers with a Level 2 POEL defect may be disconnected for safety and reconnected once the ban is lifted.

For information about electricity supply on private property, contact:

1300 131 871 or customerrelations@jemena.com.au

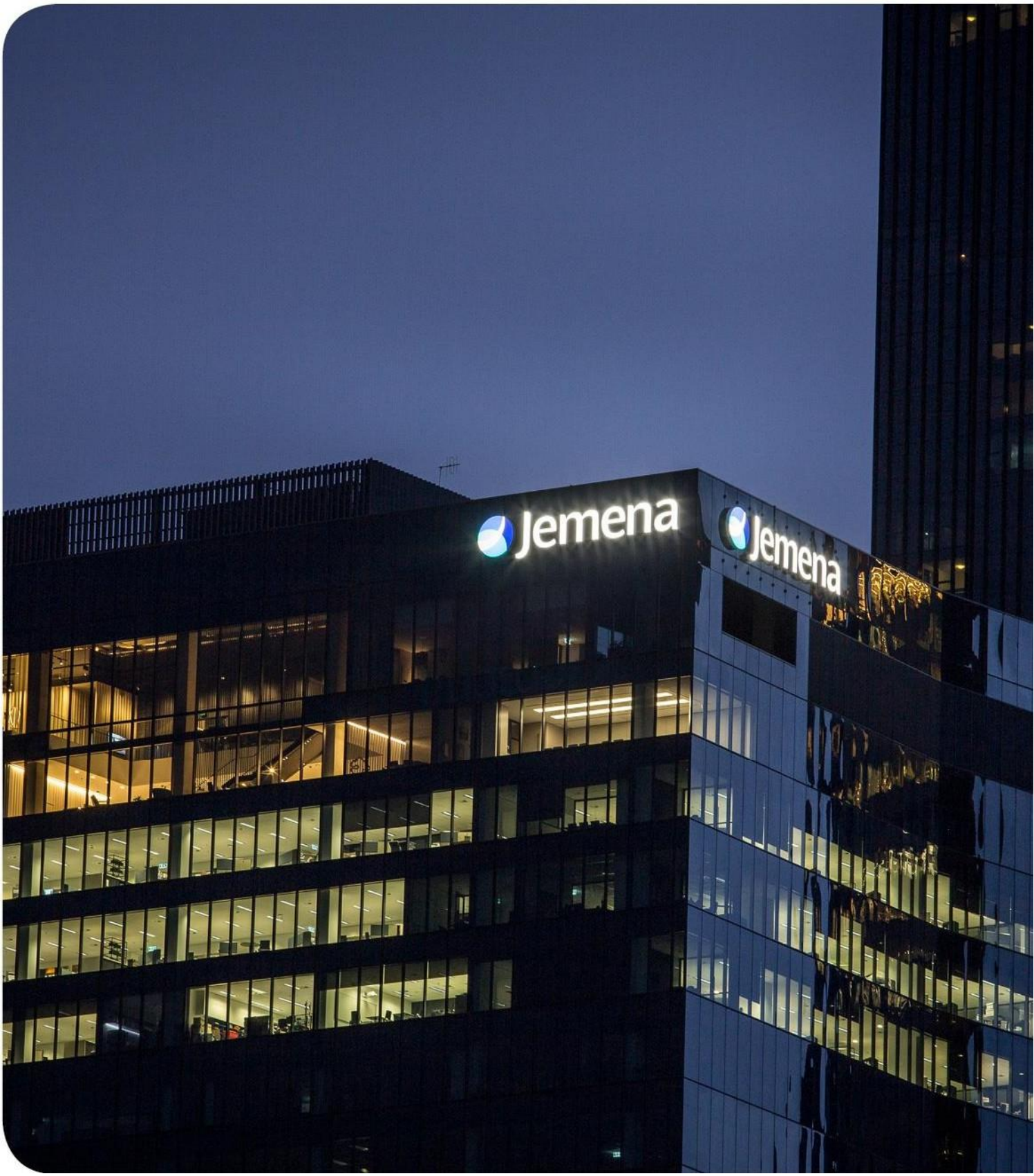
More bushfire safety information is available at:

www.cfa.vic.gov.au

ENERGY & WATER OMBUDSMAN VICTORIA

Jemena Customer Relations assists with resolving any Ombudsman complaints specifically related to the operation of the electricity network. Customer Relations can be contacted on (03) 9173 8156 or via email customerrelations@jemena.com.au.

13 I Contacting Jemena



13. CONTACTING JEMENA

Jemena has an Electricity Retailer specific dedicated Customer Service Team and Electricity Retailer only 1300 phone number. Each Retailer has been provided with a specific PIN which enable Jemena the ability to prioritise Retailer phone calls.

The Retailer specific number is 1300 619 305.

KEY CONTACTS

Function	Contact	Number	Email
Customer Enquiries and or Complaints and Claims	Service Desk	1300 619 305	JENServiceDesk@jemena.com.au
Embedded Networks	Network Connections	1300 619 305	network.connections@jemena.com.au
Faults and Outages	Faults Desk	13 16 26	JENServiceDesk@jemena.com.au
Life Support	Service Desk	1300 619 305	JENServiceDesk@jemena.com.au
Major Accounts	Customer Relations	1300 619 305	customerrelations@jemena.com.au
Meter Data	Jemena Electricity Network Meter Data Provider (JENMDP)	1300 619 305	JENMDP@jemena.com.au
New Connections & Abolishment's	Network Connections	1300 619 305	network.connections@jemena.com.au
Additions & Alterations	Jemena Service Desk	1300 619 305	JENServiceDesk@jemena.com.au
Ombudsman Queries	Customer Relations	(03) 9173 8156	customerrelations@jemena.com.au
Service Orders - Connections	Network Connections	1300 619 305	network.connections@jemena.com.au
Service Orders – Re-energisation / De-energisation	Service Desk	1300 619 305	JENServiceDesk@jemena.com.au
Service Orders – Tariffs	Service Desk	1300 619 305	JENServiceDesk@jemena.com.au
Demand Enquiries	Network Billing	1300 619 305	JENTariffs@jemena.com.au
Tariff Enquiries	JENMDP	1300 619 305	JENMDP@jemena.com.au
Transfers	JENMDP	1300 619 305	JENMDP@jemena.com.au



14. B2B TECHNICAL INFORMATION

JEMENA B2B SERVICE ORDER PAPERWORK REQUIREMENTS

The following paperwork is required to be sent to Jemena with the corresponding service order(s). For service orders where both metering and supply works are required, Jemena requests the paperwork is uploaded once against the Supply Service Works Service Order:

Jemena Electricity Distribution Service	Retailer Scenario	Power of Choice Service Order Type – SubType	Mandatory (M) / Optional (O)	Paperwork Required
New Connection	**NMI Allocation** **(Small Customer)**	Supply Service Works – Allocate NMI	M	• Electrical Works Request (EWR)** • Certificate of Electrical Safety (CES)*
			O	• Addition or Alteration of Micro Embedded Generator Connection
	New Connections **(Small Customer)**	Supply Service Works – Establish Temporary Supply, Establish Temporary in Permanent, and Establish Permanent Supply Metering Service Works – Install Meter	M	• Electrical Works Request (EWR)** • Certificate of Electrical Safety (CES)*
	New Connections **(Small Customer with solar)**	Supply Service Works – Establish Temporary Supply, Establish Temporary in Permanent, and Establish Permanent Supply Metering Service Works – Install Meter	M	• Electrical Works Request (EWR)** • Certificate of Electrical Safety (CES)*

Jemena Electricity Distribution Service	Retailer Scenario	Power of Choice Service Order Type – SubType	Mandatory (M) / Optional (O)	Paperwork Required
				• Addition or Alteration of Micro Embedded Generator Connection
	NMI Allocation **(Large Customer)**	Supply Service Works – Allocate NMI	O	• Electrical Works Request (EWR)**
			O	• Certificate of Electrical Safety (CES) • Metering Sheet
	New Connections **(Large Customer)**	Supply Service Works – Establish Temporary Supply, Establish Temporary in Permanent, and Establish Permanent Supply,	M	• Certificate of Electrical Safety* • Metering Sheet
Re-energisation	**Re-energisation** **(for sites de-energised for over 12 months)**	Re-energisation – After Disconnection for Non-Payment, Retrospective Move-in, New Reading Required, Remote, Physical Visit, Move-in, Recipient Discretion	M	• Certificate of Electrical Safety (CES)
Alterations	**Alterations** **(Metering Only)**	Metering Service Works – Move Meter, Install Meter, Exchange Meter	M	• Electrical Works Request (EWR)** • Certificate of Electrical Safety (CES)*
	Alterations **(Solar Installation – no change to metering or supply)**	Metering Service Works – Meter Reconfiguration	M	• Electrical Works Request (EWR)** • Certificate of Electrical Safety (CES) • Addition or Alteration of Micro Embedded Generator Connection

Jemena Electricity Distribution Service	Retailer Scenario	Power of Choice Service Order Type – SubType	Mandatory (M) / Optional (O)	Paperwork Required
	Alterations **(Solar Installation change to metering)**	Metering Service Works – Move Meter , Remove Meter, Exchange Meter Metering Service Works – Meter Reconfiguration	M	• Electrical Works Request (EWR)** • Certificate of Electrical Safety (CES)* • Addition or Alteration of Micro Embedded Generator
	Alterations **(Supply Only)**	Supply Service Works – Supply Alteration, Temporary Isolation, Temporary Isolation–Group Supply	M	• Electrical Works Request (EWR)** • Certificate of Electrical Safety (CES)* • Metering Sheet***
	Additions & Alterations **(Supply & Metering)**	Supply Service Works – Supply Alteration, Temporary Isolation, Temporary Isolation–Group Supply Metering Service Works – Move Meter, Install Meter, Remove Meter, Exchange Meter	M	• Electrical Works Request (EWR)** • Certificate of Electrical Safety (CES)*
	Alterations **(Supply, Metering & Solar installation)**	Supply Service Works – Supply Alteration, Temporary Isolation, Temporary Isolation–Group Supply Metering Service Works – Move Meter, Install Meter, Remove Meter, Exchange Meter, Meter Reconfiguration	M	• Electrical Works Request (EWR)** • Certificate of Electrical Safety (CES)* • Addition or Alteration of Micro Embedded Generator Connection
Abolish / Remove	**Remove Meter** **(Not the last meter on site)**	Metering Service Works – Remove Meter	M	• Certificate of Electrical Safety (CES)*

Jemena Electricity Distribution Service	Retailer Scenario	Power of Choice Service Order Type – SubType	Mandatory (M) / Optional (O)	Paperwork Required
	Abolishment of Supply & Metering	Supply Service Works – Supply Abolishment Metering Service Works – Remove Meter	M	• Application for Abolishment of Electrical Supply (AAES)
	Abolishment of Supply	Supply Service Works – Supply Abolishment	M	• Application for Abolishment of Electrical Supply (AAES)

*Certificates of Electrical Safety (CES) can be left on site for truck appointments in cases where a truck appointment is required and stated on the service order submitted to Jemena. If it is indicated that a CES is left on site, and it is not accessible or not found, physical works must not be performed, A wasted truck visit fee is applied, and the service order is closed as not completed. Retailers need to raise a new service order.

Certificates of Electrical Safety (CES) is not required if the customer has initiated the request via portal. The CES has already been received and verified by Jemena. In these cases the retailer must advise of this in the service order special instructions field to prevent orders being cancelled due to lack of paperwork. If the site has not been energized within 12 months of new connection, a CES is required.

** Electricial Work Request (EWR) is not required if the customer has initiated the request via portal. The EWR has already been received and verified by Jemena. In these cases the retailer must advise of this in the service order special instructions field to prevent orders being cancelled due to lack of paperwork.

***Metering Sheet is only required for large sites with contestable metering (>160MWh per annum) if metering work is being performed.

TRANSACTION DATA USAGE KEY

Usage Key

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

Note: Where the data element is required under the Jemena's Use of Systems Agreement, it is noted as "***Mandatory as per UoS***".

B2B SERVICE ORDER REQUEST TRANSACTION

TRANSACTION DEFINITION TABLE CROSS-REFERENCE	THIS INTERFACE REALISES SERVICE ORDER REQUEST TRANSACTIONS
Trigger	The Retailer has a requirement for a Distributor to supply a service Retailer has a requirement for a Change to Service Order requirement
Pre-conditions	None
Post-conditions	Distributor has logged the Service Order and created Work Request

B2B SERVICE ORDER BUSINESS RECEIPT TRANSACTION

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

B2B SERVICE ORDER BUSINESS ACCEPTANCE / REJECTION TRANSACTION

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

B2B SERVICE ORDER CANCELLATION TRANSACTION

TRANSACTION DEFINITION TABLE CROSS-REFERENCE	THIS INTERFACE REALISES SERVICE ORDER RESPONSE TRANSACTIONS
Trigger	Change to Service Order requirement
Pre-conditions	Service Order Request has been raised
Post-conditions	Distributor has logged cancellation request

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
ActionType	VARCHAR(7)	Cancel =cancel a previously raised ServiceOrderRequest	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
ServiceOrderID	VARCHAR(15)	Initiator defined, used for tracking. Must be a previously sent number	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
InitiatorID	VARCHAR(10)	Initiator's Participant ID.	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
RecipientID	VARCHAR(10)	Recipient's Participant ID.	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
NMI	CHAR(10)	*NMI* This field is required for cancelling all SO Request Subtype except an Allocate NMI.	O	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
NMIChecksum	CHAR(1)	*NMI* Checksum This field is required for cancelling all SO Request SubType except an Allocate NMI	O	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
ServiceOrderAddress	ADDRESS	Site address where the requested work is to be done. Site address in either a structured format (where available), or unstructured. This field is required for cancelling an Allocate NMI	M	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
CustomerConsultationRequired	YES/NO	Yes = Where the Recipient is requested to consult with the Customer arrangements for the completion of the work requested. Where 'Yes' is used, the reason for the need to consult must be provided in *SpecialInstructions*. "No" = where no such consultation arrangements are required. **Not Required** for a "Cancel" ServiceOrderRequest unless *SpecialInstructions* provided.	N	M/N	M/N	M/N	M/N	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N

B2B SERVICE ORDER RESPONSE TRANSACTION

TRANSACTION DEFINITION TABLE CROSS-REFERENCE	THIS INTERFACE REALISES SERVICE ORDER RESPONSE TRANSACTIONS
Trigger	The Distributor has a requirement to provide details of the completed service request to Retailer
Pre-conditions	Service Order Request has been raised and accepted
Post-conditions	Distributor has acted on the Service Order Request and closed the Service Order.

SERVICE ORDER SCENARIO TABLE

Scenario	Service Orders Type and Sub-types required	Notes (Small Customers only)
New Connection is 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 in each jurisdiction. Refer to Establishing a new Customer Service (New Connection).
Additions & Alterations Scenario requires metering work only	Metering Service Work (MSW) • Move Meter • Install Meter (assumes additional to existing)	Metering Work can be completed without supply isolation. Where Supply isolation is required, a SSW – Temporary Isolation must be sent.

Scenario	Service Orders Type and Sub-types required	Notes (Small Customers only)
Additions & Alterations – Scenario requires metering and supply service upgrade or downgrade	Metering Service Work (MSW) • Move Meter • Install Meter (assumes additional to existing) Supply Service Works (SSW) • Supply Alteration • Temporary Isolation.	This scenario includes an upgrade or downgrade to the Supply, such as when a site requires a three (3) phase service as a result of increased load requirements. Both SSW and MSW must be sent.
Remote De-energisation Required	De-energisation • Remote • Recipient Discretion.	If “Remote” de-energisation is requested, Jemena attempts a remote de-energisation, in the event the remote de-energisation cannot be fulfilled, Jemena sends a *Not complete service order* response. If “Recipient Discretion” de-energisation is requested, Jemena attempts a remote de-energisation, in the event that Jemena are unable to remotely de-energise the site, they dispatch a field crew to perform the disconnection. The Initiator refers to the *MeteringInstallationtypecode* of ‘MRIM’ in MSATS to determine if the meter supports this functionality. **Note:** Cannot be requested for meters with a *MeteringInstallationtypecode* of ‘BASIC’.

Scenario	Service Orders Type and Sub-types required	Notes (Small Customers only)
Physical De-energisation required	De-energisation • Remove Fuse • Disconnect at Pillar-Box Pit or Pole Top	The physical de-energisation is performed by the DB.
Remote Re-energisation required	Re-energisation • Remote • Recipient Discretion • After Disconnect for Non-Payment • Move In	Jemena attempts a remote re-energisation, in the event that Jemena is unable to remotely re-energise the site, they dispatch a field crew to perform the energisation. The Initiator refers to the *MeteringInstallationtypecode* of 'MRIM' in MSATS to determine if the meter supports this functionality. **Note:** Cannot be requested for meters with a *MeteringInstallationtypecode* of 'BASIC'.
Physical Re-energisation required	Re-energisation • After Disconnect for Non-Payment • Physical Visit • New Reading Required • Move In	The physical Re-energisation is dependent on the method of De-energisation Retailers request a physical re-energisation, where the service is provided they require a technician on site at time of energisation (where a Retailer is not satisfied that the site can be safety energised remotely). **Note:** A "New Reading Required" subtype is used only for meters with a *MeteringInstallationtypecode* of 'BASIC'.

Scenario	Service Orders Type and Sub-types required	Notes (Small Customers only)
Meter Investigation	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 to perform a set of meter tests to validate meter data.
Meter Fault Scenario - the Retailer is requesting a site visit to remedy a suspected meter or communications fault	Metering Service Work • Meter Investigation – Inspect.	Usually used when a fault is suspected and the initiator is requesting to attend the site and determine the exact nature of the issue.

SERVICE ORDER REQUEST

TRANSACTION:	SERVICEORDERREQUEST		
Received From:	Retailer		
Sent To:	Distributor		
Data Element:	Data Type	**Usage**	**Usage Key**

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
ActionType	VARCHAR(7)	A code used to indicate: New = new ServiceOrderRequest ServiceOrderRequest Replace = replacement ServiceOrderRequest for an incorrectly rejected ServiceOrderRequest.	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
ServiceOrderID	VARCHAR(15)	Initiator defined, used for tracking. For *ActionType* = "New" or "Replace" it must be a new (unused) number, unique for the Initiator/Recipient combination.	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
InitiatorID	VARCHAR(10)	Initiator's Participant ID.	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
RecipientID	VARCHAR(10)	Recipient's Participant ID.	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
NotifiedPartyID	VARCHAR(10)	Notified Party's Participant ID This is a repeatable field where there is more than one Notified Party.	N	O	O	O	O	N	O	O	O	O	O	O	O	O	N	N	O
ServiceOrderType	VARCHAR(22)	**Mandatory** for a "New" or "Replace" ServiceOrderRequest. Code indicating type of ServiceOrderRequest: • Supply Service Works • Re-energisation • De-energisation • Special Read	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N
ServiceOrderSub-type	VARCHAR(40)	Sub-category of the *ServiceOrderType*. The codes for each are: Supply Service Works	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	R/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
		• Allocate NMI • Supply Abolishment • Supply Alteration • Tariff Change • Establish Temporary Supply • Establish Temporary In Permanent • Establish Permanent Supply • Temporary Isolation • Temporary Isolation–Group Supply <u>Re-Energisation</u> • After Disconnection For Non-Payment • Remote • Retrospective Move-in																

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
		• New Reading Required • Physical Visit • Move-in • Recipient Discretion De-Energisation • Disconnect at Pillar-Box PitOrPole-Top • Remove Fuse • Remote • Local Meter Disconnection • Recipient Discretion Metering Service Works • Install Controlled Load • Move Meter																	

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
		• Install Meter • Remove Meter • Exchange Meter • Meter Reconfiguration • Meter Investigation-Inspect • Meter Investigation-Test • Change Timeswitch Settings • Reseal Device Special Read • Check Read • Final Read Service Order Sub-types are **mandatory** for all Service Orders except for Special Read and Miscellaneous																

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
De-EnergisationReason	VARCHAR(40)	+Allowed values indicating the reason for De-Energisation: • Customer Requested • Move Out • Non-Payment (DNP) • Unauthorised Usage (DNI) • Illegal Usage • No Access • Safety • Defect • Site Works • Breach of Contract • Other	N	N	N	N	N	N	N	M	N	N	N	N	N	N	N	N	N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
ConfirmedDeenergisation	YES/NO	**Mandatory** Allowed values: "No" = Default value. The normal business rules regarding De-energisation apply. "Yes" = Used only where the Retailer has confirmed with the Customer that the Customer details in the ServiceOrderRequest are accurate. The value of "Yes" can only be used by the Retailer where the earlier De-energisation Request was not performed by the Recipient due to a Re-energisation Request from another Retailer.	N	N	N	N	N	N	N	M/N	N	N	N	N	N	N	N	N	N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
ServiceTime	VARCHAR(40)	Indicates the time the work is to be performed. Allowed values: • Any Time • Business Hours • Non-Business Hours	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N
NMI	CHAR(10)	*NMI* **Optional** where Service Order sub-type is ‘ Allocate NMI’ . Can be provided for a customer initiated new connection request.	O	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
NMIChecksum	CHAR(1)	*NMI* Checksum	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
MeterSerialNumber	VARCHAR(12)	Meter Serial ID. **Not required** where requested work affects all *meters* (refer to the B2B Guide for further details). This field repeats to allow provision of details for multiple *meters*.	N	N	N	N	N	M/N	N	N	N	N	M/N	M/N	M/N	R/N	M/N	M/N	R/N
ServiceOrderAddress	ADDRESS	Site address where the requested work is to be done. Site address in either a structured format (where available), or unstructured. This field is Mandatory for an Allocate NMI	M	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
HazardDescription	VARCHAR(80)	Description of any hazards associated with the Site. This field repeats to allow the reporting of multiple hazards. Refer B2B Procedure: Customer and Site Details Notification for the list of codes. This information does not replace information previously provided in a SiteAccessNotification.	N	R/N	R/N	R/N	R/N	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
AccessDetails	VARCHAR(160)	Where the Customer has supplied special access details, the Retailer must provide these, describing fully the access details, without using abbreviations. Standard values • ”Customer Reports No Access Requirements” • “Not Known To Initiator” • <Description of access requirement> Refer B2B Procedure: Customer and Site Details Notification for more information. This information does not replace information previously provided in a SiteAccessNotification.	N	M/N	M/N	M/N	M/N	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	R/N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
LifeSupport	YES/NO	This value applies where a customer relies on life support equipment. This field indicates whether or not there are potential health or safety issues with loss of supply of the *Connection Point*. This information does not replace information provided in a LifeSupportNotification.	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N
FormReference	VARCHAR(15)	Reference to the forms associated with Supply Works Request and Meter Service Works. Refer to the Service Paperwork reference table in the B2B Guide. **Not Required** for a "Cancel" ServiceOrderRequest. Jemena accept the transaction and wait for the CES to complete the job.	R/N	R/N	R/N	N	R/N	N	N	N	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
FormNumber	VARCHAR(15)	Where the form listed in *FormReference* is numbered, this field is populated with the number on the form. Jemena accept the transaction and wait for the CES to complete the job.	R/N	R/N	R/N	N	R/N	N	N	N	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	O
SafetyCertificateId	VARCHAR(15)	Reference to the safety certificate number. Jemena accept the transaction and wait for the CES to complete the job.	M/N	M/N	R/N	N	N	N	R/N	N	N	M/N	R/N	R/N	R/N	R/N	R/N	R/N	O
SafetyCertificateMethodSent	VARCHAR(6)	Code indicating how the safety certificate has been provided: • “Faxed” = Faxed to Recipient • “Email” = Emailed to Recipient • “Online” = Available to Recipient from an internet Site	R/N	R/N	R/N	N	N	N	R/N	N	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	O

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
		• "OnSite" = Left on Site or already provided by Customer/agent (e.g. REC)																	
MeteringSafetyCertificateID	VARCHAR(15)	Reference to the safety certificate number. Applicable for Type 1 – 4.	N	R/N	R/N	N	N	N	N	N	N	N	N	N	N	N	N	N	O
MeteringSafetyCertificateMethodSent	VARCHAR(6)	Code indicating how the safety certificate has been provided: ·"Faxed" = Faxed to Recipient • "Email" = Emailed to Recipient • "Online" = Available to Recipient from an internet Site • "OnSite" = Left on Site or already provided by MP **Not Required** for a "Cancel" ServiceOrderRequest.	N	R/N	R/N	N	N	N	N	N	N	N	N	N	N	N	N	N	O

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
SpecialInstructions	VARCHAR(240)	Any special instructions the Initiator wishes to convey to the Recipient. **Mandatory** where: • A value of ‘ Yes’ is used in *CustomerConsultationRequired*. • A value of “ Other Multi-phase” is used in *SupplyPhases*. • A value of “ Other” is used in *MeteringRequired*.	O/M	O/M	O/M	O/M	O/M	O/M	O/M	O/M	O/M	O/ M	O/M	O/M	O/M	O/M	O/M	O/M	O/M

		• If ActionType = “Replace”. • Necessary to support exceptional arrangements for urgent (high priority) ServiceOrderRequests. • *ServiceOrderType* = “Supply Service Works” and any tariff or *metering* requirements are not already provided. • *ServiceOrderType* = “Metering Service Works” and any tariff, *metering* requirements or any other special requirements need to be advised. • *ServiceTime* = “Non-Business Hours”. This information does not replace information previously provided in a SiteAccessNotification.																		
ServiceOrderCoordinationRequired	YES/NO	Yes = Where the Initiator has made arrangements regarding co-ordination for the completion of the work requested. “No” = where no such arrangements have been made. Not Required for a “Cancel” ServiceOrderRequest unless *SpecialInstructions* provided.	N	M/N	M/N	M/N	M/N	N	N	N	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
Co-ordinatingContactName	PERSONNAME	Contact name or business name of Service Order co-ordinating party, where the Recipient needs to contact that person or entity. Mandatory where *ServiceOrderCoordinationRequired* is YES	N	M/N	M/N	M/N	M/N	N	N	N	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	N
CoordinatingContactTelephoneNumber	TELEPHONE	Contact telephone number of co-ordinating party. A maximum of three telephone numbers can be provided. Mandatory where *ServiceOrderCoordinationRequired* is YES	N	M/N	M/N	M/N	M/N	N	N	N	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
CustomerConsultationRequired	YES/NO	Yes = Where the Recipient is requested to consult with the Customer arrangements for the completion of the work requested. Where 'Yes' is used, the reason for the need to consult must be provided in *SpecialInstructions*. "No" = where no such consultation arrangements are required. **Not Required** for a "Cancel" ServiceOrderRequest unless *SpecialInstructions* provided.	N	M/N	M/N	M/N	M/N	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
CustomerContact Name	PERSON NAME	Contact name of Customer or their agent, where Recipient needs to contact that person. **Mandatory** where *CustomerConsultationRequired* is YES ***Mandatory as per UoS*** for new connection.	N	M/N	M/N	M/N	M/N	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N
CustomerContactTelephoneNumber	TELEPHONE	Contact telephone number of Customer/agent. A maximum of three telephone numbers can be provided. **Mandatory** where *CustomerConsultationRequired* is YES ***Mandatory as per UoS*** for new connection.	N	M/N	M/N	M/N	M/N	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N
InitiatorContactName	PERSON NAME	Contact name for Initiator.	O/N	O/N	O/N	O/N	O/N	N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
InitiatorContactTelephoneNumber	TELEPHONE	Contact telephone number of Initiator contact. A maximum of three telephone numbers can be provided. Only mandatory where *InitiatorContactName* is populated.	M/N	M/N	M/N	M/N	M/N	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N
ScheduledDate	DATE	The ServiceOrderRequest must be performed on or after this date.	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N
AppointmentReference	VARCHAR(15)	Where an Appointment has been agreed between all parties, for example; the Initiator, Customer and Recipient.	N	R/N	R/N	R/N	R/N	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
CustomersPreferredDateAndTime	DATETIME	Preferred date and time for the work to be undertaken. This is the Appointment time if an *AppointmentReference* is provided. Mandatory for Re-energisation ServiceOrderRequests if the *ServiceOrderSub-type* is *Retrospective Move-In*.	N	O/N	O/N	O/N	O/N	N	O/N/ M	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N
RP	VARCHAR(10)	MC's Participant ID. Mandatory for Supply Service Works ServiceOrderRequest with a sub-type of Allocate NMI ServiceOrderRequests.	M	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
MDP	VARCHAR(10)	MDP' s Participant ID. Mandatory for Supply Service Works ServiceOrderRequest with a sub-type of Allocate NMI ServiceOrderRequests.	M	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
MPB	VARCHAR(10)	MPB' s Participant ID. Mandatory for Supply Service Works ServiceOrderRequest with a sub-type of Allocate NMI ServiceOrderRequests.	M	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
MPC	VARCHAR(10)	MPC' s Participant ID. Mandatory for Supply Service Works ServiceOrderRequest with a sub-type of Allocate NMI ServiceOrderRequests.	M	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
NMIStatusCode	CHAR(1)	Status Code that the *NMI* is to become after completion of the Service Order. Allowed values defined in MSATS CATS Procedures Principles and Obligations.	N	M/N	M/N	N	N	N	N	N	N	N	N	N	N	N	N	N	O
EmbeddedNetworkParentName	VARCHAR(10)	Valid MSATS Parent identifier.	R/N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
CustomerType	VARCHAR(60)	Code indicating Customer type. Allowed values: • Industrial • Commercial • Residential • Farm • Lighting	M/N	M/N	M/N	N	N	N	N	N	N	R/N	N	N	N	N	N	N	O
AverageDailyLoad	NUMBER(10)	Estimated load value in kWh.	M/N	M/N	M/N	N	N	N	N	N	N	M/N	N	N	N	N	N	N	O
MaximumDemand	NUMBER(4)	Maximum demand (in kW) in accordance with *Australian Standard* AS3000 (calculated at 230 V).	R/N	R/N	R/N	N	N	R/N	N	N	N	R/N	N	N	N	N	N	N	O
REC-Name	PERSON NAME	Registered electrical contractor's name.	R/N	M/N	M/N	N	N	N	N	N	N	M/N	N	N	N	N	N	N	O

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
REC-BusinessName	BUSINESS NAME	Electrical Contractor's business name.	R/N	M/N	M/N	N	N	N	N	N	N	M/N	N	N	N	N	N	N	O
REC-Telephone	TELEPHONE	Electrical contractor's telephone number. A maximum of three telephone numbers can be provided.	R/N	M/N	M/N	N	N	N	N	N	N	M/N	N	N	N	N	N	N	O
REC-ID	VARCHAR(20)	Electrical contractor's ID/licence number.	R/N	M/N	M/N	N	N	N	N	N	N	M/N	N	N	N	N	N	N	O
REC-AttendanceRequired	YES/NO	Does Electrical Contractor need to be present when the Recipient performs the field work? Yes = REC to be present. No = No need to have REC present.	R/N	M/N	M/N	N	N	N	N	N	N	M/N	N	N	N	N	N	N	O

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InstallationType	VARCHAR(30)	Code indicating the type of installation required: · Underground · Overhead • Underground To Overhead Mains • Overhead To Underground Mains • Transformer Overhead • Transformer Ground Level	R/N	M/N	M/N	N	N	N	N	N	N	N	N	N	N	N	N	N	O

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
SupplyPhases	VARCHAR(20)	Code indicating number of phases *supply* is to support: • 1-phase • 2-phase • 3-phase • Other Multi-phase • Unknown If “Other Multi-phase” used, further details must be provided as *SpecialInstructions*.	M/N	M/N	M/N	N	N	N	N	N	N	M/N	N	M/N	N	N	N	N	O
MeteringRequired	VARCHAR(240)	New type of *metering* required, for example: • HV Metering Export only • LV CT Metering Export only • Three Phase Whole Current Export only	N	N	N	N	N	N	N	N	N	M/N	N	M/N	N	R/N	N	N	O

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		• Single Phase Export only • Single Phase Multi Element Export only • HV Metering Export & Import • LV CT Metering Export & Import • Three Phase Whole Current Export & Import • Single Phase Export & Import • Single Phase Multi Element Export & Import • Unknown																	
OffPeakRequirements	VARCHAR(240)	Details of any off-peak requirements, For Example: · Space heating • Climate saver • Hot water • Pool Pump	R/N	R/N	R/N	N	N	R/N	N	N	N	R/N	N	R/N	N	N	N	N	O

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/TP/P	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation – All AND Reseal Device	Miscellaneous
MeterInstallCode	CHAR(8)	As per MSATS	N	N	N	N	N	R/N	N	N	N	R/N	N	R/N	N	N	N	N	O
SwitchingServiceRequired	VARCHAR(80)	Recipient expected to provide and install a switching service (e.g. timeswitch or ripple controller) For Example: •In the *meter* •External to the *meter*	N	R/N	R/N	N	N	N	N	N	N	R/N	N	N	N	R/N	N	N	O

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ProposedTariff	VARCHAR(10)	The new Network Tariff required by the Initiator. Allowed values are the Network' s Tariff Code as approved by the Regulator and recorded in MSATS at the Meter register ID level. The field can be repeated as necessary where multiple tariffs are required.	N	N	N	N	N	M/N	N	N	N	M/N	N	M/N	N	N	R/N	N	O/N

SERVICE ORDER RESPONSE

TRANSACTION:	SERVICEORDERRESPONSE		
Received From:	Distributor		
Sent To:	Retailer		
Data Element:	Data Type	**Usage**	**Usage Key**

Field	Format	Definition	All Responses
ResponseType	VARCHAR(15)	A code used to indicate Closure = closing out a Service Order	M
ServiceOrderID	VARCHAR(15)	Initiator defined reference, used for reference and tracking. This is the same field as the one provided in the Initiator's ServiceOrderRequest. The Format must match exactly that used in the ServiceOrderRequest (including leading or trailing zeros and spaces). This is the same field as the one in the MDFF file. Format must exactly match that used in the ServiceOrderRequest (including leading or trailing zeros and spaces).	M
InitiatorID	VARCHAR(10)	The Participant ID is of the Initiator of the Original Service OrderRequest to which this document is in response to is related.	M
RecipientID	VARCHAR(10)	This is the Participant ID of the Service provider (DNSP, MP, MDP, and MC)Recipient. This is the party providing the Service Order response	M
NotifiedPartyID	VARCHAR(10)	Notified Party (Retailer or DNSP or ENM or MDP or MPB or MPC or MC) Participant ID This field repeats to allow provision of details for multiple Notified Parties	N
NMI	CHAR(10)	*NMI* (as used by MSATS). This field is Mandatory for all Responses except Responses Service Work ServiceOrderRequest with a sub-type of Allocate *NMI* Requests with a *ServiceOrderStatus* of "Not Completed".	M/N

Field	Format	Definition	All Responses
NMIChecksum	CHAR(1)	*NMI* Checksum (as used by MSATS).	O
ServiceOrder Address	ADDRESS	Site/Service Point address in a structured format where available, otherwise unstructured. For details of the ADDRESS structure, refer B2B Procedure Technical Specification. This field is Mandatory if the *NMI* is not provided in the Response.	M/N
ServiceOrderStatus	VARCHAR(20)	Indicates status of Service Order. Completed =Completed Partially Completed =Partially Completed (primary work done, but not all aspects of the request were completed – see relevant *ExceptionCodes*). Not Completed =Not completed (primary work not done - see relevant *ExceptionCodes*). Note: “Primary work” means the activity described by the *ServiceOrderType* field. The *SpecialNotes* field must be used if a *ServiceOrderStatus* of “Partially Completed” or “Not Completed” is used.	M
ExceptionCode	VARCHAR(80)	Note: this field is Mandatory if *ServiceOrderStatus* is “Not Completed” or “Partially Completed” (refer 2.92.92.9.a). The following exception codes are used where the *ServiceOrderStatus* is “‘Not Completed”. “Unable To Access“ “No Supply“ “Unsafe“ “Initiator Cancellation“ “Cancellation“ “Other“ “Unknown Load” “Documentation Not Provided” “Request Submitted By Another Initiator” “De-energisation Not Completed Due To A Re-energisation” “Tariff Change Not Approved” “Inadequate Infrastructure” “Life Support” “No Comms”	M/R

Field	Format	Definition	All Responses
		"Unknown Connection Status" "Site Already Energised" "Shared Supply Point" "Metering not compatible with proposed Tariff Change" The following codes are specific to De-energisation Service Orders where the *ServiceOrderStatus* is "Not Completed": "Customer Prevented" "Customer On-Site" "New Customer On-Site" "Sensitive Load" The following exception codes are used where the *ServiceOrderStatus* is "Partially Completed ": "Metering Problem" "Reading Problem" "Other" "Meter Not Retrieved" The following exception code is used where the *ServiceOrderStatus* is "Completed ": "Meter Reading Only Undertaken Due To Prior Re-energisation"	
ActualDate AndTime	DATETIME	Actual date and time work was attempted or completed. Where the ServiceOrderRequest is not attempted (for example when it is cancelled), this field must be populated with the date and time of the cancellation in the Recipient's system.	M
SpecialNotes	VARCHAR(240)	Any special notes related to the Request and fieldwork that the Recipient wishes to make the Initiator aware of. This field is Mandatory if an *ExceptionCode* value of "Other", "Recipient Cancellation", or "Documentation Not Provided" is provided, or a *ServiceOrderStatus* of "Partially Completed" or "Not Completed" is used.	O

Field	Format	Definition	All Responses
RecipientContact Name	PERSON NAME	Contact name of Recipient, to be provided where Initiator needs to contact the Recipient.	O
RecipientContact TelephoneNumber	TELEPHONE	Contact telephone number of Recipient. This is mandatory where the *RecipientContactName* is populated. A maximum of three telephone numbers can be provided.	O
RecipientReference	VARCHAR(15)	Recipient defined reference, used for reference and tracking. Not necessarily unique. This field is for information only and must not be used for validation of the Response.	R
ProductCode	VARCHAR(10)	Standard Codes: • "No Charge" = used where there is no fee for the service provided. • "Cost TBA" = Used where the Recipient needs to do further investigation to determine what work was attempted or completed at the Site. Refer section 2.92.92.9.c. • "As Quoted" = Used where the parties have previously agreed the price for the work. At least one *ProductCode* must be provided in all Jurisdictions. This field repeats to allow provision of details for multiple *Product Codes*.	M

COMMONLY REQUESTED DISTRIBUTION SERVICES – PRODUCT CODES

Guidelines	Description
Business Rule	• The following fee based and quoted services apply throughout Jemena Electricity Network (JEN) distribution area • Where a service charge is recorded as quoted, JEN provide a quote for the service • Business hours are between 7:30am--4pm during weekdays • After hours are those hours that are outside the business hours • JEN does not schedule distribution services during public holidays. Application of Fixed Prices for After Hours Services The fixed prices for after hours service vehicle visits apply to services that are performed after hours without an appointment. Generally the work is scheduled with other planned work. When a customer requires the work to be performed after hours requiring workers to be 'called out' - because no other planned work has been scheduled or the customer has requested the work to be undertaken at a specific time made by appointment - JEN apply the quoted service process for *After hours service truck by appointment*. Where an *After hours service truck by appointment* is cancelled with or without notice after 3pm: **a)** either on the day scheduled for the service provision, if that day is a business day, or **b)** on the preceding business day, when the work is scheduled for a weekend day. JEN charge the customer the quoted service charge less any material cost included in the quote.
Service Levels	• Service Levels are dependent on the type of work that Jemena is performing. Refer to the applicable B2B transaction for Jemena's Service Level.
Market Obligations	All rates are approved by the Australian Energy Regulator, and are published on an annual basis.

Guidelines	Description
General	The fixed prices for after hours service vehicle visits apply to services that are performed after hours without an appointment. Generally the work is scheduled with other planned work. When a customer requires the work to be performed after hours requiring workers to be 'called out' - because no other planned work has been scheduled or the customer has requested the work to be undertaken at a specific time made by appointment - JEN apply the quoted service process for 'After hours service truck by appointment'.

FEE BASED SERVICES

Fee based services are those services for which costs are generally similar and do not vary significantly among customers. The fees represent JEN's average cost of providing the service. The fees for services have been approved by the Australian Energy Regulator (AER). Rates for Fee Based services can be obtained from Jemena Electricity Networks (Vic) Ltd (JEN) Commonly Requested Distribution Services.

QUOTED SERVICES

Quoted services are those services for which the costs vary significantly depending on the particulars of the service being provided. For quoted services, the AER has placed a cap on the applicable labour rates (inclusive of margins and all overheads). AER approved rates for Quoted services can be obtained from Jemena Electricity Networks (Vic) Ltd (JEN) Commonly Requested Distribution Services. Materials used for Quoted services are recovered at cost.

PUBLIC LIGHTING OPERATION, MAINTENANCE & REPAIR (OMR)

Charges for Public lighting OMR can be obtained from Jemena Electricity Networks (Vic) Ltd (JEN) Commonly Requested Distribution Services.

The following table outlines Jemena's Business Hours and After Hours product codes. Current rates and product codes can be obtained from Jemena Electricity Networks (Vic) Ltd (JEN) Commonly Requested Distribution Services.

Distribution Service	Business Hours Product Code	After Hours Product Code
Routine New Connections Where JEN is Responsible for Metering Customers < 100 amps		
Connection – single phase service	ND1PBH	ND1PAH
Connection – three phase service with direct connected metering	ND3PBH	ND3PAH
Connection – three phase service greater than 100 amps requiring current transformer (CT) metering	Quoted	Quoted
Routine New Connections Where JEN is not Responsible for Metering Customers < 100 amps		
Connection – single phase service	NDEXBH	NDEXAH
Connection – three phase service with direct connected metering	NCEXBH	NCEXAH
Connection – three phase service greater than 100 amps requiring current transformer (CT) metering.	Quoted	Quoted
Temporary Supply		
Single-Phase Temporary supply – overhead supply with coincident abolishment	BTSOBH	BTSOAH
Three-Phase Temporary supply – overhead supply with coincident abolishment	BTSPBH	BTSPAH
Field Officer Visits		
Manual energisation of new premises (fuse insert)	RENPBH	RENPAH
Manual re-energisation of existing premises (fuse insert)	REENBH	REENAH

Distribution Service	Business Hours Product Code	After Hours Product Code
Manual de-energisation of existing premises (fuse removal)	DEENBH	DEENAH
Temporary disconnect – reconnect for non-payment	RCADBH	RCADAH
Manual special meter read	SPRDBH	Not Applicable
Field Officer Visits		
Service vehicle visit	SVTKBH	SVTKAH
Wasted service vehicle visit (not JEN's fault)	WSVRBH	WSVRAH
Fault response (not JEN's fault)	FRNJBH	FRNJAH
After hours service truck by appointment	Not Applicable	Quoted
Meter Installation Test		
Retest of types 5 and 6 metering installations for first tier customers	MTALBH	MTALAH
Miscellaneous Distribution Services		
Temporary covering of low voltage mains and service lines	Quoted	Quoted
Elective undergrounding where an existing overhead service exists	Quoted	Quoted
High load escorts—lifting of overhead lines	Quoted	Quoted
Restoration of overhead service cables pulled down by transport vehicles transporting high loads	Quoted	Quoted
Supply abolishment	Quoted	Quoted
Rearrangement of network assets at customer request, excluding alteration and	Quoted	Quoted

Distribution Service	Business Hours Product Code	After Hours Product Code
relocation of existing public lighting services		
Reserve Feeder		
Reserve feeder - $/kW per annum	See Jemena Electricity Networks (Vic) Ltd (JEN) Commonly Requested Distribution Services for pricing.	Not Applicable
Meter Data Services		
Type 7 metering (meter data service)	MDCH	Not Applicable
Metering Charges (p.a.) for Customers Consuming >160mwh per year		
3 phase direct connected meter provision	3DCG	Not Applicable
3 phase CT meter provision	3CTG	Not Applicable
Monthly read meter	MDMG	Not Applicable
Quarterly read meter	MDQG	Not Applicable
Remote AMI Metering Services		
Remote meter re-configuration	See Jemena Electricity Networks (Vic) Ltd (JEN) Commonly Requested Distribution Services for pricing.	Not Applicable
Remote de-energisation	See Jemena Electricity Networks (Vic) Ltd (JEN) Commonly Requested Distribution Services for pricing.	Not Applicable
Remote re-energisation	See Jemena Electricity Networks (Vic) Ltd (JEN) Commonly Requested Distribution Services for pricing.	Not Applicable
Remote Special Meter Read	See Jemena Electricity Networks (Vic) Ltd (JEN) Commonly Requested Distribution Services for pricing.	Not Applicable
AMI Metering Exit Fees		
Single Phase	See Jemena Electricity Networks (Vic) Ltd (JEN) Commonly Requested Distribution Services for pricing.	Not Applicable

Distribution Service	Business Hours Product Code	After Hours Product Code
Single Phase, Two element	See Jemena Electricity Networks (Vic) Ltd (JEN) Commonly Requested Distribution Services for pricing.	Not Applicable
Three Phase Direct Connect	See Jemena Electricity Networks (Vic) Ltd (JEN) Commonly Requested Distribution Services for pricing.	Not Applicable
Three Phase CT	See Jemena Electricity Networks (Vic) Ltd (JEN) Commonly Requested Distribution Services for pricing.	Not Applicable