



B2B PROCEDURE

SERVICE ORDER PROCESS

PREPARED BY: Regulation, Pricing and Economic Analysis
DOCUMENT NO.: D2011/384638
VERSION NO.: 2.0
EFFECTIVE DATE:
DRAFT

Contents

| | |
|---|----|
| 1. Introduction | 3 |
| 1.1. Purpose..... | 3 |
| 1.2. Scope..... | 3 |
| 1.3. Inclusions and Exclusions | 3 |
| 1.4. Terminology | 3 |
| 2. Overview of Service Orders | 4 |
| 3. Agreements and Regulatory Instruments | 6 |
| 3.1. Electricity Retail Supply Code..... | 6 |
| 3.2. Customer Charter..... | 6 |
| 3.3. Network Access Agreements between PWC (Power Networks) and Retailers..... | 7 |
| 3.3.1. Service Establishment – New Connection | 7 |
| 3.3.2. Reconnections..... | 7 |
| 3.3.3. Disconnections | 7 |
| 3.4. Minimum Performance Standards associated with the Network Access Agreement between PWC (Power Networks) and Retailers | 8 |
| 4. Business Process | 10 |
| 4.1. Process overview | 10 |
| 4.2. Common business practices..... | 10 |
| 4.2.1. General..... | 10 |
| 4.2.2. Specific business rules | 10 |
| 5. Timing Requirements | 13 |
| 6. Transactions..... | 14 |

1. Introduction

1.1. Purpose

The purpose of this document is to define the service order process (the Process) and transaction data requirements to be adopted by Power and Water Corporation (PWC) and other participants in the Northern Territory electricity industry.

The Process enables Retailers to request defined services (Service Orders) from the Service Provider using consistently understood process and transactions.

1.2. Scope

Within the context of the Process, all Service Orders are raised by Retailers and fulfilled by the Service Provider.

The service order requests covered by the Process are:

- Customer disconnection;
- Customer reconnection;
- Special meter reads;
- Installing a new meter (i.e. service establishment); and
- Exchange or replace of a meter.

However, it is intended that the Process will evolve over time to include a broader array of service order requests as full retail contestability becomes more embedded.

1.3. Inclusions and Exclusions

The Process describes the high-level process and transaction data requirements for the service order types listed above.

The Process excludes:

- Processes for unmetered supplies;
- Requests for network augmentation or changes to the network to support installation modifications;
- The technical infrastructure and delivery mechanism allowing participants to send and receive service order transactions; and
- The reporting of faults and emergencies.

1.4. Terminology

In the Process:

- The term "Retailer" is used to refer to a current retailer, previous retailer, or prospective retailer.
- The term "Service Provider" is used to refer to PWC (Power Networks) as the network provider. It can also refer to the Full Retail Contestability (FRC) Function in PWC.
- The term "Network Provider" refers to PWC (Power Networks).

2. Overview of Service Orders

The table below describes the service order types and details the business context for each.

Table 1: Service Order Types, Descriptions and Causes

| Service Order Type | Description | Typical Causes |
|--|---|---|
| Service Establishment – New Connection | <p>There are two components to service establishment:</p> <ol style="list-style-type: none"> 1. An electrician contacts Power Networks. The Customer Connections Officer receives a certificate of compliance from the electrician and raises a work order for meter installation. 2. The customer contacts the Retailer. The new customer requests power. The Retailer then sends a service request to the Service Provider to fuse the meter. | <p>A new connection can arise in the following instances:</p> <ul style="list-style-type: none"> • A customer moving into a new premise which currently does not receive an electricity supply; or • A builder wishes to provide temporary or permanent supply to new properties under construction. |
| Exchange or Replace a Meter | <p>A Service Order Request to exchange or replace the meter is raised by the Retailer or meter reader depending on the reason for it to be exchanged or replaced.</p> | <p>This arises for a number of reasons:</p> <ul style="list-style-type: none"> • Customer requests the upgrade of a meter e.g. from a prepayment meter to a credit meter, single phase to 3 phase, or 3 phase to a CT meter; or • Meter requires replacement after a General Meter Inspection, Special Meter Test or Tamper Meter Inspection reveals the equipment is faulty or has been tampered with. |
| Reconnection | <p>Retailer requests a Service Provider to arrange for a supply point to be reconnected.</p> <p>Includes a meter reading.</p> | <p>A need to reconnect a supply point arises where a customer:</p> <ul style="list-style-type: none"> • Has previously requested that a supply be temporarily disconnected and now wishes the supply to be restored; • Is moving into a premise where the supply has previously been disconnected; or • Has been disconnected after failure to pay and now requires reconnection. |

| | | |
|---------------------------|---|---|
| <p>Disconnection</p> | <p>Retailer requires Service Provider to arrange for a supply point to be disconnected.</p> <p>Includes a meter reading.</p> <p>Methods of disconnection include:</p> <ul style="list-style-type: none"> • Remove fuse • Turn off main switch • Meter disconnection • Disconnection at pole or pillar | <p>A need to disconnect a supply point can arise in these situations:</p> <ul style="list-style-type: none"> • Where the Retailer has grounds to proceed with a disconnection for non-payment (where the customer has failed to meet their obligations under jurisdictional rules); • The customer requires a temporary disconnection of a supply because the site is to be left vacant for a time or for planned works; • The customer is moving out of a premise; or • Where Power Network considers that disconnection should occur for reasons of safety. |
| <p>Special Meter Read</p> | <p>Retailer requests a Service Provider to perform a Special Read of a meter.</p> <p>This is a reading not associated with a reconnection or disconnection.</p> | <p>A need to obtain a special read (rather than a scheduled read) arises where an out of cycle reading is required. Examples would be:</p> <ul style="list-style-type: none"> • A customer queries a reading and requests a special read; or • Alterations are made to a supply point and a special read is required. |

3. Agreements and Regulatory Instruments

A number of existing agreements and regulatory instruments are relevant to the Process. These are listed below:

- Northern Territory of Australia Electricity Retail Supply Code (the Code);
- *Electricity Networks (Third Party Access) Act* (NT);
- PWC Customer Charter;
- PWC Customer Contract; and
- Network Access Agreements between PWC (Power Networks) and Retailers.

The requirements as they relate to the specified service order requests are as follows:

3.1. Electricity Retail Supply Code

In accordance with section 7 of the Electricity Retail Supply Code:

- A Retailer may request the network provider to provide specified business-to-business services by submitting a Service Order Request in accordance with Service Order Procedures established by the network provider; and
- The network provider must use best endeavours to provide the requested business-to-business service within the time frames stipulated in the Service Order Procedures.

Annexures 1 – 3 of the Code provide the forms to be used by Retailers to request standing data, historical consumption data, and customer transfers.

3.2. Customer Charter

The Customer Charter is set out in the following link:

http://www.powerwater.com.au/my_account/customer_charter

It is relevant to the Process since it specifies that:

- PWC will respond to written customer enquiries within 5 days;
- Meter tests will be arranged within 5 days of the customer's request;
- Supply disconnection – PWC will provide 5 days written warning when disconnecting due to failure to pay accounts; and
- Special health needs - PWC will provide 5 days advance notice of any planned interruptions.

It further states that:

- PWC will re-connect electricity to existing supply properties within 24 hours in major urban centres (Darwin, Palmerston, Katherine, Tennant Creek, Alice Springs and Yulara).
- PWC will give 2 days advance notice for planned interruptions via newspaper advertising or letterbox notice.

3.3. Network Access Agreements between PWC (Power Networks) and Retailers

3.3.1. Service Establishment – New Connection

As noted in Table 1, the procedure for service establishment has two parts. The Customer Connections Officer within Power Networks receives a certificate of compliance from the electrician (acting on behalf of the customer) and raises a work order for meter installation.

The Retailer must inform the Service Provider as soon as possible, but in any event no later than the next business day after receiving a request from a customer to arrange for the connection of a supply address which has not been connected to the electricity network or a new connect for a supply address which is already connected to the electricity network.

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

- When requested, update the Retailer concerning that connection; and
- Give the Retailer at least 3 business days notice of the date on which the Service Provider expects that the connection will be completed.

3.3.2. Reconnections

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

- Forward all relevant information to Power Networks so as to allow Power Networks to determine whether it requires any preconditions to be satisfied by that customer before reconnection can take place. This information pertains to the customer and the meter (i.e. customer name, contact details, customer identification number, the site of the meter and the meter details);
- Advise that customer of any preconditions that must be satisfied before the reconnection can take place (including without limitation the payment of Power Networks' charges for reconnection); and
- Liaise with that customer on behalf of Power Networks (if requested by that customer) concerning that reconnection.

Power Networks will advise the Retailer of any preconditions it requires the customer to satisfy before reconnection can take place. Once all preconditions have been satisfied, Power Networks must reconnect that customer's connection point in accordance with the requirements of the Network Connection Technical Code.

3.3.3. Disconnections

If Power Networks does not disconnect the customer within such timeframes as may otherwise be agreed (or subsequently agreed) between Power Networks and the Retailer on behalf of the customer, Power Networks will, from that

time, not include the related network tariffs in any statement of charges provided that:

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

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

Power Networks may refuse to disconnect a customer’s connection point or supply address where:

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

In each case, Power Networks must notify the Retailer, without delay, of the reason for its refusal to disconnect.

Where Power Networks is required by law to disconnect a customer’s connection point it must send a notice to the Retailer of that disconnection within 24 hours after the disconnection.

3.4 Minimum Performance Standards associated with the Network Access Agreement between PWC (Power Networks) and Retailers

The service level agreement specifies the minimum performance standards expected from the connection and metering services associated with the service orders. The relevant standards as they relate to the service order requests are outlined below:

Table 2: Minimum Performance Standards for Metering and Connection Services

| Service Category | Description | Minimum Performance Standards |
|-------------------------|---|---|
| Connection Services | <ul style="list-style-type: none"> • Service connection • Operating and maintaining connection assets | <p>New connections in major urban areas within 5 business days.</p> <p>New connections in rural areas within 10 business days*.</p> <p>Reconnection of electricity to existing supply properties in major urban centres within 24</p> |

| | | hours of the customer contacting the Retailer |
|-------------------|---|---|
| Metering Services | <ul style="list-style-type: none"> • Scheduled meter reading • Commissioning of metering and load control equipment • Maintaining and repairing meters and control equipment | <ul style="list-style-type: none"> • All connections to be measured on the difference between the schedule date and the works completion date, with 95% of connections to be completed within the specified timeframe. • Meter reading data to be provided within 2 business days of the scheduled read date. • Meters may be read between 1 business day ahead of and up to 2 business days after the scheduled read date. • A meter reading will always be provided, substituted and estimated readings will be identified as such. • Any bulk estimations of readings will be in consultation with Retail. • Data accuracy will be 99.5%. • Decision to repair or replace a meter to be made within 1 business day of a fault being detected. |

* New connection to a property in a rural area (excluding connections requiring network extension or augmentation) is within 10 business days of receipt and verification of electrical certificate of compliance, or as otherwise agreed by the customer.

4. Business Process

This section sets out the high level requirements in the service order process.

4.1. Process overview

1. A service order request is raised by the Retailer in response to a customer request, or alternatively directly at the Retailer's own request.
2. The Service Provider then attempts to complete the work.
3. Upon successful, or unsuccessful completion of the work, the Service Provider sends a response to the retailer with details of the status of the request.
4. If the requested work is incomplete, the Retailer must raise a new service order request if they still require the work completed.
5. Both the Retailer and Service Provider close the service order.

4.2. Common business practices

4.2.1. General

Charges may apply for any cancelled service order request if it is underway or completed when cancelled.

A service order request outside of business hours (including Saturdays) is likely to incur additional fees. Some service order requests may only be available during business hours.

4.2.2. Specific business rules

Disconnection

The service provider requires at least 3 business days notice to enact a disconnection. The Retailer will indicate what type of disconnection is required.

The Service Provider will take a final read when conducting any disconnection.

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

The Service Provider will contact the Retailer when access is denied. The retailer will decide whether to effect a pole or pillar disconnection.

The Service Provider will ensure that all impending service work is cancelled.

Disconnection for non-payment

If the disconnection is for non-payment, this should be specified in the service order request.

The Retailer must provide a contact name and number.

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

The network provider must include the reason for not completing the work in the response to the service order request.

By submitting the disconnection service order request to the network provider, the Retailer warrants that:

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

The network provider's disconnecting party cannot accept payment of any kind on behalf of a financially responsible market participant (FRMP). If payment is offered or discussion/dispute eventuates the disconnecting officer must contact the FRMP nominated contact for their direction whilst at the premises.

If the person on site states that they are a new customer, the officer for the network provider must contact the FRMP nominated contact to verify this before leaving the premises.

If the site is unoccupied at disconnection, the disconnecting network provider must leave correspondence at the premises to notify the customer of their actions, and provide their contact phone number.

Reconnection

The Service Provider must provide those services within 24 hours of the customer contacting the Retailer where the supply property is in major urban centres.

The customer should be advised by the Retailer that they will be contacted by the Service Provider within 1 business day if the reconnection cannot be done on the day requested.

The Service Provider will ensure that all impending service work is cancelled.

Service Establishment – New Connection

The network provider will advise the Retailer of the date for an appointment to complete a new connection and will give the Retailer at least 3 business days

notice of the date on which Power Networks expects that the connection will be completed.

Special Meter Read

The Service Provider requires at least 1 business day's notice to enact a special read.

5. Timing Requirements

Each stage of the Process must be completed within prescribed timing requirements. These requirements help ensure that activities are completed within regulated timeframes and also provide a reasonable opportunity for relevant participants to process and respond to transactions that may require some manual intervention.

Table 3 below sets out the timing requirements for the service order requests. These requirements depend upon the type of Service Order.

Table 3: Required Timeframes for Service Requests

| Service Request | Required Timeframe |
|--|--|
| Service Establishment – New Connection | 5 business days in urban areas 10 business days in rural areas* |
| Exchange or Replace Meter | 5 business days in urban areas 10 business days in rural areas |
| Reconnection (in major urban centres) | Within 24 hours of the customer contacting the Retailer |
| Disconnection | At least 3 business days notice |
| Special Meter Read | 24-48 hours |

* New connection to a property in a rural area (excluding connections requiring network extension or augmentation) is within 10 business days of receipt and verification of electrical certificate of compliance, or as otherwise agreed by the customer.

6. Transactions

Participants must ensure that each service order request is submitted using the template over the page. The template is available from PWC's website www.powerwater.com.au.

Service Order Request Form

This form is to be used by Retailers requesting a service order from the Power and Water Corporation's network provider (other than requests for standing data, customer transfer or historical consumption data which use separate forms). Retailers are required to provide the information contained in this form and email the request form to frcfunction@powerwater.com.au.

Retailer Name: _____

Retailer Identification Number: _____

Service Order Information

Service Type: _____

Service Description: _____

Customer Information

If the network provider **has** allocated a Unique Meter Identifier (UMI) for the exit point:

UMI: _____

If the network provider **has not** allocated a Unique Meter Identifier (UMI) for the exit point:

Lot Number: _____

Unit Number: _____

Street Number: _____

Street: _____

Suburb: _____

Post Code: _____

OR

Meter Serial Number: _____

More information

If you need assistance with using this form or for more information, please contact the FRC Function:

Email: frcfunction@powerwater.com.au

Phone: (08) 8985 8431

