Metering Services Centre

User Task Manual

westernpower

November 2019 November 2006

DOCUMENT RELEASE INFORMATION

Client	
Project Name	
Document Number	<u>50192053</u>
Document Title	Metering Services Centre UTM
Revision Status	Final

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Table of Contents

1	WHAT'S NEW IN METERING SERVICE CENTRE RELEASE 2.0			
2	MET	ERING SERVICE CENTRE BASICS	2	
	2.1	Terminology	2	
	2.2	Obtaining Access to the Metering Service Centre	8	
	2.3	Accessing the Metering Service Centre	8	
	2.4	Navigating around the Metering Service Centre	14	
3	NMI	DISCOVERY	23	
	3.1	What is a NMI?	23	
	3.2	Searching by Meter Number	23	
	3.3	Searching by Address	24	
4	STA	NDING DATA DETAILS	28	
	4.1	What is Standing Data?	28	
	4.2	Viewing Standing Data	28	
	4.3	Navigating in the Standing Data Details page	30	
	4.4	Raising a Service Order Request from the Standing Data Details page	30	
	4.5	Viewing Service Order details from the Standing Data Details page	32	
	4.6	Viewing Customer Transfer details from the Standing Data Details page	33	
	4.7	Printing Standing Data	34	
	4.8	Exporting Standing Data Details	35	
	4.9	Exporting the Service Orders list	37	
	4.10	Exporting the Customer Transfers list	38	
5	CUS	TOMER TRANSFERS	41	
	5.1	Raising a New Customer Transfer Request	41	
	5.2	Searching the Inbound Transfer list	44	
	5.3	Sorting the Inbound Transfer List	47	
	5.4	Exporting the Inbound Transfer List	48	
	5.5	Raising an Erroneous Transfer	49	
	5.6	Withdrawing a Customer Transfer Request	52	
6	MET	ER DATA HISTORY	55	
7	SERVICE ORDERS			



	7.1 Service Order Types and Sub Types	58
	7.2 Viewing and searching for existing Service Orders	60
	7.3 Sorting the Service Orders List	63
	7.4 Creating a Service Order	64
	7.5 Cancelling and Replacing Service Orders	69
8	CUSTOMER AND SITE DETAILS	73
	8.1 Requesting Customer and Site Changes	73
9	METER DATA VERIFY	77
10	VIEW MESSAGES	81
	10.1 Downloading and Viewing Messages	81
	10.2 Acknowledging Messages	83
	10.3 Deleting Messages	84
11	TRANSACTION STATUS	85
12	OTHER FORMS	88
13	APPENDICES	90
	13.1 Service Order Page Generation	90
	13.2 Service Order Status	91
	13.3 Environment Colours	92



1 What's New In Metering Service Centre Release 2.0

Most Retailers are currently using Release 1.0 of the Metering Service Centre. Version 1.0 contained the following functionality;

- NMI Discovery
- Meter History
- Standing Data
- Customer Transfers
- View Messages

Release 2.0 of the Metering Service Centre includes all of the functionality of Release 1.0 listed above as well as the following new features and functions.

- Standing Data now also displays service orders and customer transfers related to the NMI
- Customer Transfers now also displays the current customer transfers list
- Service Orders New*
- Customer and Site Details New*
- Meter Data Verify New*
- Transaction Status New
- A new look and feel

* These three new functions combined replace the previous MASO form.

Note: The screenshots in this user guide where taken from the training version of the Metering Service Centre as such the colour scheme is green, the production version of the Metering Service Centre available to Retailers has an orange colour scheme. The functionality is identical, see page 92 for more details.



2 Metering Service Centre Basics

2.1 Terminology

Ack

Stands for Acknowledgement. When the Retailer via the Metering Service Centre forwards a request, Metering Services has the ability to Accept or Reject the request. Accepting the request sends an Ack (Acknowledgement) back to the Retailer. The opposite response to a Nack (See **Nack** on page 5). Note: The acknowledgement is not visible in the Metering Service Centre, it is a transaction performed behind the scenes between the Metering Service Centre and MBS.

Adds & Alts

A service order type raised to instigate the process of installing a meter, exchanging a meter, or removing a meter. Service orders can be raised in the Metering Service Centre (See **Metering Service Centre** on page 5)

AMI Meter

A meter with an activated communications link and capability for two-way communication between the meter and the Network Operator for the upload and download of data, commands and the provision of metering services from a remote locality.

B2B

Stands for Business to Business. Refers to the electronic communication between electricity Retailers (market participants) systems and Metering Services internal system - MBS (See **MBS** on page 4).

Basic Meter

A device complying with Australian Standards containing a measurement device(s), which records the accumulated quantity of electricity flowing through a connection to the electricity network. This device may be electronically or mechanically driven. Unlike an interval meter (See **Interval Meter** on page 4) this type of meter does not record readings every 15 or 30 minutes. Also referred to as an accumulation meter.

Connection Point

See Supply Point on page 8.

Contestable Customer

A Customer whom is free to choose a Retailer and must have an annual electricity consumption of greater than 50,000kWh (5.7kW demand) per year.

CSV



Stands for Comma Separated Values. An electronic, plain text file that contains data separated by a comma. When these files are opened in the appropriate programme (for example – Microsoft Excel), the data between the commas are converted into columns. These files contain the data that is downloaded when using the Export List function in the Metering Service Centre.

CTR

Stands for Customer Transfer Request. A request made by a Retailer to transfer a contestable customer from another Retailer for the purpose of supplying the customer with electricity services.

Customer Transfer Requests have various statuses reflecting the stage at which the transfer is progressing:

- Requested
- Pending
- Completed
- Cancelled
- Pending Validation

For details on how to perform a CTR, see Raising a New Customer Transfer Request on page 41.

Customer Transfer Code

The gazetted rules relating to a customer changing from one Retailer to another.

De-energisation

A service order type raised to instigate the process of disconnecting a customer from the electricity network. A De-energisation service order request is raised to remove the ability of energy to flow through a meter. This may be achieved by removing the meter's fuse or temporarily interrupting electricity flow remotely via an AMI meter. Service orders can be raised in the Metering Service Centre (See Metering Service Centre on page 5)

Embedded network

A privately owned electricity supply network within a site that usually has just one or two connections to the external electricity supply network, such as in a large shopping centre or an airport.

Estimation

An electricity meter reading that is calculated by Metering Services based on possible electricity use by the customer in the future. This is used by Metering Services where an actual reading of the meter may not be possible.

Explicit informed consent



This is the method by which a customer's consent is formalised to a Retailer to indicate that the Retailer has been granted responsibility by that customer to supply them with electricity.

Franchise Customer

A customer with consumption of less that 50,000Kwh (5.7KW demand) per year who cannot be supplied through the Western Power electricity supply network by Retailers other than Synergy Energy or Horizon Power. Also known as a Non-Contestable Customer. (See **Non-Contestable Customer** on page 6).

FRMP

Stands for Financially Responsible Market Participant. The Retailer who is accountable for any access charges relating to a NMI. See also **Retailer** on page 7.

Interval Meter

A device complying with Australian Standards containing a measurement device(s), which records the accumulated quantity of electricity flowing through a connection to the electricity network. This type of electricity meter records readings continuously every 15 or 30 minutes. These meters can be read manually by a meter reader or remotely via a telecommunications link.

MBS

Stands for Metering Business System. The system used by Metering Services internally to record all data relating to electricity meters, sites and NMI's. This is the system with which the Metering Service Centre interacts with to obtain its data. When you search for meter, site or NMI details in the Metering Service Centre, the search results are retrieved from MBS.

MDFF

Stands for Meter Data File Format. An electronic file containing meter readings that is transmitted as part of the MDN process. See **MDN** on page 4.

MDH

Stands for Meter Data History. A request made through the Metering Service Centre by Retailers to request electricity consumption history for a meter.

MDN

Stands for Meter Data Notification. Usually an automatic electronic transaction that is performed daily to transfer updated meter readings from MBS to Retailers metering systems. This can also be performed manually by Metering Services.

MDV

Stands for Meter Data Verify. A request made through the Metering Service Centre by a Retailer to query readings provided previously.

Meter Status



Reflects the electrical status of a meter and whether electricity is flowing through the meter. A meter can have a status of Active, Inactive or Not Energised.

Meter Install Code

A Meter Install Code is applied to every installed meter, the code is expressed as a particular type. The <u>Meter Install Code and is used to type</u> determines whether the meter is interval or basic, whether it has remote communications and or <u>AMI</u> capabilities as well as the consumption ratingannualthe annual energy throughput level. For example: A Type 1 COMMS1 meter is an Interval Meter with communications with a rating an annual throughput level of 1000 GWh and above., a Type 7 meter refers to un-metered supplies such as street lights. The Meter Install Code can be viewed in the Standing Data Details page in the Metering Services Centre. See Viewing Standing Data on page 28.

Metering Point

In MBS the Metering Point relates the NMI(s) associated with a meter.

Metering Service Centre

A web portal accessible over the internet supplied by Western Power Networks for the purpose of interaction with Metering Services internal software systems. It is the main source of interaction between Retailers and Metering Services for requesting work to be performed. The Metering Service Centre allows the raising of service orders, submitting customer and site details notifications and meter data history requests. Also known as the Retailer and Generator Portal.

Metering Services

A section within Western Power Networks who manage the reading of meters, creation of new electricity supplies and maintenance of the meters on the Western Power electricity supply network. Any request raised through the Metering Service Centre is received by Metering Services.

Nack

Stands for Negative Acknowledgement. When the Retailer via the Metering Service Centre forwards a request, Metering Services has the ability to Accept or Reject the request. Rejecting the request sends a Nack (Negative Acknowledgement) back to the Retailer. The opposite response to an Ack (See **Ack** on page 2). Note: The negative acknowledgement is not visible in the Metering Service Centre, it is a transaction performed behind the scenes between the Metering Service Centre and MBS.

NEM

Stands for National Electricity Market. The wholesale electricity market that allows generators and larger electricity customers to trade according to the rules in the National Electricity Code. Currently encompasses South Australia, Victoria, New South Wales, Queensland and the Australia Capital Territory. Commenced on December 13, 1998.

NEM12



This is the electronic file that contains readings from interval meters that is transmitted to Retailers through MBS.

NEM13

This is the electronic file that contains readings from basic meters that is transmitted to Retailers through MBS.

NEMMCO

Stands for National Electricity Market Management Company. The organisation that manages the electricity market in the eastern states.

Networks – Portal Site

The initial web page that appears when accessing the Metering Service Centre. This page allows you to log into the Metering Service Centre, change your password and log out.

Network tariff code

A nominated code, which represents the network tariff charged by Western Power Networks for network services to Retailers.

NMI

National Metering Identifier. A 10 digit unique number assigned to an electricity network connection point for the purpose of identifying it. A NMI has an additional checksum digit added to the end making a total of 11 digits. (Pronounced "Nimi")

NMI checksum

A number, 1 digit in length, which is used to validate a NMI. When using the Metering Service Centre both the NMI and checksum must be entered into any field that requests a NMI.

NMI discovery

A process performed in the Metering Service Centre where the Retailer supplies either a meter number or a site address and the Metering Service Centre returns the related NMI. The NMI can then be used for all other activities performed in the Metering Service Centre. See Searching by Meter Number on page 23.

NMI Status Code

A code that identifies the status of a NMI, such as Active, Extinct, GreenField Site and Not Energised .

Non-Contestable Customer

Customer other than a contestable customer. These customers are not free to choose a Retailer and their electricity Retailer is Synergy Energy or Horizon Power. See also **Franchise Customer** on page 4.

NSRD

Stands for Next Scheduled Read Date. The date a meter is scheduled to be read next.

Reading Schedule

A schedule created by Metering Services that specifies the days on which meters are scheduled to be read.

Re-energisation

A service order type raised to instigate the process of reconnecting a customer to the electricity network. A Re-energisation service order request is raised to restore the ability of energy to flow through a meter. This may be achieved by replacing the meter's fuse or remotely via an AMI meter. Service orders can be raised in the Metering Service Centre (See Metering Service Centre on page 5)

Retailer

The organisation or company that bills the customer for the use of electricity. Also known as the FRMP (See **FRMP** on page 4).

Retailer and Generator Portal

See Metering Service Centre on page 5.

Service Order Request

A Service Order request is raised through the Metering Service Centre by Retailers to request Metering Services to perform work on or for a specified site, supply point or meter. There are a number of different types of service orders, which relate to various activities Metering Services can perform. See Service Order Types and Sub Types on page 58 for further details.

Site Address

The physical location (street address) of a connection point (supply point) on the electricity supply network.

Special Read

A service order type raised to instigate a reading to be performed outside of the usual reading cycle for the meter. A special read service order request is commonly raised by a Retailer to check or verify the reading supplied by a customer or when a customer moves in or out of a property to obtain a final reading. Service orders can be raised in the Metering Service Centre (See **Metering Service Centre** on page 5)

Standing Data

A set of data relating to a site and its meters such as site location, meter numbers and NMI status code. This data is updated less regularly than meter readings and customer consumption data, hence the term standing.

When standing data changes, Retailers are informed of these changes via a Standing Data Notification. The Standing Data Notification does not include any metering data or other details of a customer's consumption.



Standing Data Notification

An electronic transaction performed by MBS, which transmits changes to a sites standing data to a Retailer. The Standing Data Notification is usually instigated when Metering Services changes the supply point details in MBS.

Supply Point

The logical construction that indicates one or more physical attachments (if of the same voltage)to the external electricity network. This construction may be an entry or exit point on the external electricity network. A single site may have multiple supply points. Also known as a Connection Point and is the identified by using a NMI.

Web Portal

See Metering Service Centre on page 5.

XML

A plain text file format that contains only the structure of data not its formatting. (E.g. the data and its column headings not the colour or fonts applied). A standard file format used for the transmission of data between non-compatible computer systems. The Metering Service Centre uses XML files internally to transmit request information to and from MBS.

2.2 Obtaining Access to the Metering Service Centre

Information stored in the Metering Service Centre is confidential. Therefore to login, Western Power must grant access and an account be set up for the Retailer.

To register a request to access the portal, perform one of the following;

- Contact Western Power via telephone on 131087
- Email Western Power via the Contact Us link on the Networks Portal Site page
- Click on the **Click here to register** link on the Networks Portal Site page

When a Retailer registers, an Account Manager is assigned to the Retailer at Western Power. They are the central point for all queries the Retailer may have regarding the Metering Service Centre.

Once the account set up has been completed, an email will be sent with the appropriate username and password as well as the web address of the Metering Service Centre. Accessing the Metering Service Centre is listed in the following pages.

2.3 Accessing the Metering Service Centre

2.3.1 Accessing the Metering Service Centre directly

1. Open a web browser (e.g. Internet Explorer).



- 2. Click in the address bar and type in <u>https://services.westernpower.com.au/online/nbu</u>.
- **3.** Press **Enter** to bring up the Online Portal page. This page is used as the login point for the Metering Service Centre.

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- 4. Click into the User ID: field and type in the user id supplied by Western Power.
- 5. Click into the **Password:** field and type in the password supplied by Western Power.
- 6. Click the Log In button to login to the portal.



7. If this is the first time logging into the Metering Service Centre, then a page will appear asking for the password to be changed. If the page below does not appear jump to step 11.

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- 8. Click into the **new password:** field and type in a new password to be used for logging into the Metering Service Centre.
- 9. Click into the **confirm password:** field and type in the same password again.
- **10.** Click on the <u>Change Password</u> button. An email will arrive shortly confirming the fact the password has been changed.
- 11. Click on the Home button.

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12. A page will appear showing the services available. Note you may have access to more than one service or environment (such as training), see page 92 for more details.

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Services	
Services	
Welcome Brenton Tonkin.	
The following online services are available:	
<u>Metering Service Centre - Retailer Gateway</u>	
Gateway to retailer services provided by Western Power Metering Services	

- 13. Click on the Metering Service Centre Retailer Gateway link.
- **14.** A new window will open displaying the Metering Service Centre welcome page.



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Customer & Site Details Notify Western Power of changes to customer or site details.	Customer Transfer Create and track requests to transfer a customer.	Reter Data Verify Quary a single reading or a consumption period.	
Request the mater history for a NML.	View Messages View and manage messages sent to you by Western Power.	Transaction Status View the status of transactions submitted to Western Power.	
teterarks Customer Services : 13 10 97			© 2005 Western Pewer
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15. From here the various functions available to the Retailer can be accessed easily.

2.3.2 Accessing the Metering Service Centre via the Western Power webpage

- 1. Open a web browser (e.g. Internet Explorer).
- 2. Click in the address bar and type in <u>www.westernpower.com.au</u>.
- **3.** Press **Enter** to bring up the Western Power Home Page.



4. Click on the <u>Generators & Retailers</u> link under the <u>Information for</u>: heading on the right of the page.

5. A new page will appear dedicated to Generators & Retailers, scroll down the page and click on the Retailer and Generator Portal heading.

Retailer and Generator Portal

Retailers and Generators already using Western Power's network can obtain contestability and metering data, check invoices and churn customers through our portal (user name and password required).

- **6.** A new page will appear detailing access to the Retailer and Generator Portal (Metering Service Centre).
- 7. Click on the → Enter the Retailer & Generator Portal link.
- 8. The Online Portal page will appear.

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	 → Registration Want to sign up? Click <u>here to register</u>. → Contact Us 	Log In		
	You can <u>contact us</u> regarding any queries you may have with the Networks Online Portal.			
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- 9. Click into the User ID: field and type in the user id supplied by Western Power.
- **10.** Click into the **Password:** field and type in the password supplied by Western Power.
- **11.** Click the Log In button to login to the portal.



12. If this is the first time logging into the Metering Service Centre, then a page will appear asking for the password to be changed. If the page below does not appear then jump to step 16.

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- **13.** Click into the **new password:** field and type in a new password to be used for logging into the Metering Service Centre.
- 14. Click into the **confirm password:** field and type in the same password again.
- **15.** Click on the <u>Change Password</u> button. An email will arrive shortly confirming the fact the password has been changed.
- 16. Click on the Home button.

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17. A page will appear showing the services available. Note you may have access to more than one service or environment (such as training), see page 92 for more details.

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Services				
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The following online services are available:				
<u>Metering Service Centre - Retailer Gateway</u>				
Gateway to retailer services provided by Western Power Metering Services				

- 18. Click on the Metering Service Centre Retailer Gateway link.
- **19.** A new window will open displaying the Metering Service Centre welcome page.



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20. From here the various functions available to the Retailer can be accessed easily.

2.4 Navigating around the Metering Service Centre

The Metering Service Centre is a web page; therefore much like any other web page navigation is simply a matter of clicking on the appropriate link.

The Metering Service Centre consists of a number of functions represented by navigation tabs that run along the top of the page. To move from one function to another simply left click once on the appropriate tab.

The Metering Service Centre also provides a number of navigation icons on the home page that allow you to navigate to the various functions available. The navigation icons represent the same functions as the navigation tabs along the top of the page. To move to a function simply left click once on the appropriate navigation icon. Note that once you move away from this home page the navigation icons will no longer be visible and you will need to use the navigation tabs along the top of the page to navigate.

You can use either the navigation tabs along the top of the page or the navigation icons in the middle of the page to navigate to the various functions available. These functions are covered in detail in the subsequent sections of this user guide.



	Navigatio	on Tabs	
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Customer & Site Details Notify Western Power of changes to customer ar site details.	Customer Transfer Create and track requests to transfer a customer.	Peter Data Verify Query a single reading or a consumption period.	
Request the meter history for a NML.	View Messages View and manage messages sent to you by Western Power.	Transaction Status View the status of transactions submitted to Western Power.	
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2.4.1 Using the Calendar

Many functions within the Metering Service Centre will require a date to be selected. Whilst the day, month and year can be typed in, it is usually easier to use the calendar to select a date.

When you see the calendar icon **m**, if you click on it you will see the calendar appear. Below is a list of the functions available in the calendar.





Previous Month

Click here to advance the calendar to the previous month, click and hold to show a menu to select the month.

0

Current Month Bar

Displays the current month and year, click and hold here to move the calendar around on the page.

B Next Month

Click here to advance the calendar to the next month, to show a menu to select the month.



Close

westernpower

Click here to close the calendar.

6 Next Year

Click here to advance the calendar to the next year, to show a menu to select the year.

6 **Day Selector**

Click on the day to select the appropriate date. This will cause the calendar to disappear and the day, month and year fields to be completed.

0

Previous Year

Click here to advance the calendar to the previous year, click and hold to show a menu to select the year.

8 About the Calendar

Click on this icon to find out details about the calendar.

2.4.2 Changing the login password

- 1. Open Internet Explorer.
- 2. Click in the address bar and type in <u>https://services.westernpower.com.au/online/nbu</u>.
- **3.** Press **Enter** to bring up the Networks Portal site.





- 4. Click into the User ID: field and type in your current user id.
- 5. Click into the **Password:** field and type in your current password.
- 6. Click on the Log In button.
- 7. Click on the Change password button on the top toolbar.

🗿 📰 NBU Portal - Change password 📰 - Microsoft Internet Explorer provided by Technology Group			
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Address 🙆 https://napptest/online/nbu/do/restricted/ChangePassword	•	è60	Links
Westernpower Online Portal Currently logged in as metron_brenton			
Home Contact Us Change password Register/De-register Logout About			
Change Password			
new password :			
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- 8. Click into the new password: field and type in the new password.
- 9. Click into the confirm password: field and type the same password again.
- **10.** Click on the Change Password button.



11. A confirmation page will appear indicating that an email has been sent confirming the fact the password has been changed.

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Image Contact Us Change password Register/De-register Logout About Our password has been changed. Tou will receive an email shortly with the new details for your records. Tou will receive an email shortly with the new details for your records.	Online Port	ton		
© Dome	Home ContactUs Change password Register/De-register Logout About			
Your password has been changed. You will receive an email shortly with the new details for your records.	Change Password	- 1		
	Your password has been changed. You will receive an email shortly with the new details for your records.			
Done				
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	a) Done	🗄 Local intra	inet	

12. Click on the **Home** link to return to the login page.

2.4.3 Resetting the login password

I

- 1. Open Internet Explorer.
- 2. Click in the address bar and type in https://services.westernpower.com.au/online/nbu.
- **3.** Press **Enter** to bring up the Online Portal page.

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Agaress 🧶 http	s://napptest/online/nbu/do/restricted/Home] (~ 60	LINKS
	western power	Online Porta			
	Login Contact Us Register/De-register Password Reset				
	Log In				
	For security reasons, your session will automatically expire after it has been idle for 10 minutes. In the event of such a time-out, you will be asked to login again.	User ID : Password :			
	→ Registration Want to sign up? Click here to register.	Log In			
77	→ Contact Us				
/-/	You can <u>contact us</u> regarding any queries you may have with the Networks Online Portal.		-		
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4. Click on the Password Reset button.

🚰 ::: NBU Portal - Reset password ::: - Microsoft Internet Explorer provided by Technology Group			_	
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Address 🕘 https://napptest/online/nbu/do/ResetPassword		-	@Go	Links
	Online Po	rtal		
Login Contact Us Register/De-register Password Reset				
Password Reset		- 1		
To obtain a new password, enter your user ID below.				
User ID :				
Send Request For New Password				
Should you have any queries, please feel free to contact us on 13-10-87.				
		_		
		🔠 Local intr	anet	

- 5. Click into the User ID: field and type in the User ID to reset the password for.
- 6. Click on the <u>Send Request For New Password</u> button. A confirmation page will appear. A representative will contact you with password details.

🎒 ::: NBU Portal	- Change password ::: - Microsoft Internet Explorer provided by Technology Group			. D ×
Eile Edit Vie	w Favorites Iools Help			8
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A <u>d</u> dress 🕘 http	s://napptest/online/nbu/do/ResetPassword5ubmit		▼ ∂∞	Links
		Online Portal rrently logged in as metron_brenton		
	Nome Contact Us Change password Register/De-register Logout About		-	
	Password Reset			
	Your request for resetting your password has been received.			
	We will contact you shortly. Should you have any queries, please feel free to contact us on .			
7/				
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🕘 Done			cal intranet	//

2.4.4 De-registering an existing user

I

- 1. Open Internet Explorer.
- 2. Click in the address bar and type in <u>https://services.westernpower.com.au/online/nbu</u>.

- 3. Click on the Register/De-register button.
- **4.** A message will appear stating the ways a user can be registered or deregistered.

🛃 ::: NBU Portal - Registration ::: - Microsoft Internet Explore	r provided by Technology Group		
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Address 🕘 https://napptest/online/nbu/do/Register		<u>▼</u> ∂∞	Links
	Online Portal Currently logged in as metron_brenton		
Home Contact Us Change passwor	rd Register/De-register Logout About		
Registration/De-regist	ration		
→ Registration Due to the sensitivity of data stored with if you would like to become a registered	in, access through the Western Power Online Portal is restricted. Please contact us, user of this site.		
→ De-registration			
If you don't want to be a registered use	r of this web site anymore, please contact us.		
Our phone number is: 13-10-87			
Alternatively, you can send us an email	via the <u>contact us</u> page.		
			-
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2.4.5 Logging out of the Metering Service Centre

- 1. Click the X button in the top right hand corner of the screen to close the Metering Service Centre window.
- 2. The Online Portal page will appear. Click the Logout button to logout.
- **3.** A confirmation page will appear.

::: NBU Portal - Logout ::: - Microsoft Internet Explorer provided by Technology Group		_	
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Address (a) https://napptest/online/nbu/do/Logout		<u>-</u> ?~	Links
	Online Portal		
Login Contact Us Register/De-register Password Reset			
Logged out			
You have logged out of the Online Portal.			
7 /			
Done	A 🕮 local	intranet	



4. Click the ≤ button in the top right hand corner of the screen to close the Networks – Portal Site window.



3 NMI Discovery

3.1 What is a NMI?

NMI stands for National Metering Identifier. The NMI is a 10 digit unique number used to identify a point of connection to the electricity supply network. An example might be a residential property with a single meter installed, this property may have a single unique NMI so that the connection point to the electricity network can be identified. A site can contain more than one NMI, an example might be a large industrial site such as a mine site.

A NMI can have more than one meter attached.

A NMI has a checksum that is an additional digit used as a check or validation to make sure the NMI entered is correct. Therefore the NMI and Checksum together make 11 digits. The combined 11-digit number must be entered into any field that asks for a NMI in the Metering Service Centre.

3.1.1 The NMI Discovery function

The NMI Discovery Function allows a Retailer to search for a NMI using a site address or meter number, so they can retrieve details for a connection point on the electricity network. Once the NMI and NMI Checksum are known this also allows the Retailer to make other requests in the Metering Service Centre e.g. Standing Data Requests, Meter History Requests and Customer Transfer Requests.

Before beginning...

- Ensure that Internet Access is available
- Ensure that a User ID has been obtained. If a User ID has not been obtained, select the Click here to register link on the Log In page. The telephone number (08) 9411 7338 is provided to users to apply for a User Account or alternatively email Western Power Networks by clicking on the Contact Us link on the same Log In page.
- Ensure that either full details of the site address or meter number of the site for the NMI required has been obtained.

3.2 Searching by Meter Number

Note: If you are a 2nd tier retailer the NMI Discovery function will only return contestable NMI's. That is NMI's relating to customers who are free to choose their electricity Retailer.

- 1. Log into the Metering Service Centre as shown previously.
- 2. From the home page select the NMI Discovery navigation tab at the top of the page.
- 3. The NMI Discovery page is displayed.



Metering Service Centre - Microsoft Internet Explorer provided by Technology Group	_ 5
	g service centre application version 1.5.34
NHT Standing Customer Meter Service Customeré Meter View Transaction Other Biscovery Sold Transfer Hollery Onder Sie Databi	Home
Logged in as metron_brenton	
nmi discovery	
Search by Meter	
Meter No	Search by Meter No
Or:	
Search by Address	
Lot No Unit/Flat Type - Number Y Street No Location No Street Suburb	Search by Address
Caldellines Yp # A meter runnaber or address can be entered to perform NME discovery. Tp # Please note when searching by address the street name and suburb are mandatory. To minimise response times enter a street number where available. Tp # P Please note when entering the street details, only the name should be entered ie. Yomba Street should be entered as Yomba and Epsom Ave should be entered if Not address search will only return contestable NMEs. Tp 5 An address search will return a maximum of 90 NMEs.	j as Epsom.
Networks Customer Services : 13 10 87	© 2006 Western Power

- 4. Click into the Meter No field and type in the meter number required to locate the NMI.
- 5. Click on the Search by Meter No button.
- 6. As a meter can only be related to one NMI, a list of possible NMI matches will not appear; the standing data will appear automatically.

tering Service Centre - Mic	rosoft Internet Explorer provided by Techn	ology Group			
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				inc	application version :
			1 1 1		
NMI Standing (overy Data					
d in as metron_brento	in				
nding data d	letails				
NMI Overview					
4I and Checksum	80010001159				
MI Class Code	>1MW - Large - (9-446Wh pa)	Substation	WUNK - TNI not known		
4I Status Code	A - Active	DLF Code	WRT2 - Anytime Energy Busines	5	
ltage	HV - High Votage				
Site Location					
Ideass	Lot 45 Leath Rd	Jurisdiction	WA - Western Australia		
101033	Kwinana Beach WA 6167	Distance to Substation	Not available		
leter Number Meter	r Install Code	Next Sche	duled Read Date Read Frequenc	y Meter Status Netw	ork Tariff
098000018 COMM	IS3 - Type 3 Meter Installation with Cor	munications Not availa	ble Not available	C - Current HVME) - High Voltage Metered Demand
ort File 🧀			< B	ack Print Request	Action
Service Orders					
equest Id	Service Order Type	Submitted !	.ast Modified	Scheduled	Status
560	Miscellaneous	10/10/2006	.2/10/2006 01:48 PM	26/10/2006	Completed
633503	Special Read	10/10/2006	2/10/2006 08:54 AM	22/10/2006	Not Completed
xport List 🔗					
Customer Transfer	rs				
					A 🕅 I oral intranel

3.3 Searching by Address

1. Log into the Metering Service Centre as shown previously.

- 2. From the home page select the NMI Discovery navigation tab at the top of the page.
- 3. The NMI Discovery page is displayed.
- 4. Depending on the structure of the address being used, different fields may need to be completed. Complete at least one of the fields as follows.

				metering service cer application version
		1 1 1		
NMI Standing Customer Discovery Data Transfer				
Logged in as metron_brenton				
nmi discovery				
Search by Meter				
Meter No		•		Search by Meter I
	Ψ	ų		
Or:		1		
Let No	Unit/Elat Tunn - N	umbar		Coards by Addre
Street No	Location No	umber I		Search by Abule
Street	Suburb			
Guidennes To 1 A meter number or address can Tip 2 Please note when searching by a Tip 3 Please note when entering the st Tip 4 HMI discovery will only return con Tip 5 An address search will return a m	ed to perform NAI discovery. diversion to perform NAI discovery. diversion to perform NAI discovery. reet details, only the name should be enter testable NAIs. asimum of 99 NAIs.	datory. To minamisa response ta ed ie. Yomba Street should be e	nes enter a street number where an ntered as Yomba and Epsom Ave	available. should be entered as Epsem .
Networks Customer Services : 13 10 87				© 2006 Wester

Lot No

Type in a lot number if the site is referenced by a lot number.



Unit/Flat Type – Number

Click the appropriate unit or flat type then click into the field to the right and type in the number of the flat, or unit or floor number.



I

Street No

Type in a street number, if the site is referenced by a street number.



Street

Type in the name of the street the site is located on. Do not type anything in here other than the street name. E.g. For Albany Highway type in Albany.



4

Suburb

Type in the name of the suburb.

6

Location Number

If known type in the location number.

Note: You must fill in at least the suburb and either a street name or location number in order to perform a search by address.

- 5. Click on the Search by Address button located on the right of the page.
- 6. Depending on what information you entered on the search page; you may see more than one result of the search.

wester	npower	metering service centre application version 1.5.34
NMI Stand	ang Customer Heter Service Customer & Meter View Transaction Other Transfer History Order Site Datalic Data Verdy Messages Status Forms	Home
ged in as metron_	brenton	
mi discove	ery	
Search by M	leter	
Meter No		Search by Meter No
05		
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Search by A	adress	
Lot No	Unit/Flat Type - Number	
Street No	Location No	
Street Jalba	suburb consisten	
lana	(an ingloir	
		Search by Address
cults Returned		
MI	Site Address	
1010043826	1429 Albany Hwy - Cannington WA 6107	
0010044057	Lot 703 Albany Hwy - Cannington WA 6107	
0010065112	Lot 62 1297 Albany Hwy - Cannington WA 6107	
0010095728	Lot 2 1342 Albany Hwy - Cannington WA 6107	
0010096387	Lot 702 1419 Albany Hwy - Cannington WA 6107	
0010168482	U A Lot 42 1499 Albany Hwy - Cannington WA 6107	
0010169762	U 28 Lot 100 1240 Albany Hwy - Cannington WA 6107	
301017000+	Lot 41 1251 Albany Hwy - Cannington WA 6107	
0010141283	Lot 42 1247 Albany Hwy - Cannington WA 6107	
0010170044	Lot 166 1286 Albany Hwy - Cannington WA 6107	
		Page Down 3
works Custamer Se	ervices : 13 10 87	හු 2006 Western Powe

7. Review the results returned and if the site appears in the list, click on the **NMI** to display the Standing Data Details. If the required site is not shown you may need to refine the search by entering more details in the Search by Address section.

Note: If a single match was made the Standing Data details are automatically displayed, i.e. it will not display a list of matches.



1

Metering Service Centre - M	ficrosoft Internet Explorer provided by Technolo	gy Group				_ 6
	wer				metering	service centre
NM1 Standing Discovery Data	Customer Meter Service Customer Transfer History Order Site Deta	r & Meter View iils Data Verify Messages	Transaction Other Status Forms			Home
standing data	^{ton} details					
NMI Overview						
NMI and Checksum	80010044057 >5.7KW - Small - (50-160MWh pa)	Eukstation	WUNK - TNI not know	vn.		
NMI Status Code	A - Active	DLF Code	WRT2 - Anytime Ener	gy Business		
Voltage	LV - Low Voltage					
Site Location						
Address	Lot 703 Albany Hwy	Jurisdiction	WA - Western Austra	lia		
	Cannington WA 6107	Distance to Substation	Not available			
Meter Standing [Data					
Meter Number	Meter Install Code	Next Scheduled Rea	d Date I	Read Frequency	Meter Status	Network Tariff
410M176461	BASIC - Basic Meter Installation	Not available	r	vot available	C - Current	WRT2 - WRT2
Export File 🔗				< Back Pr	int Request Action	×
Service Orders						
No records found that	match your search criteria.					
Customer Transf	ers					
No records round chac	matur your search chtena.					
Networks Customer Service:	s: 13 10 87					© 2006 Western Power
e) Done						🔒 🎊 Local intranet

Note: If you input a meter number for a NMI that is non contestable or invalid, or you input a street address that does not exist, the Metering Service Centre will respond with an error like the one below.

Metering Service Centre - Microsoft Internet Explorer provided by Technology Group	×
	metering service centre application version 1.5.34
NHI Standing Customer Heler Service Customer & Heler View Transation Other Discovery Sola Transfer History Solar Sta Debit Data Viety Messager Stand Power	Home
Logged in as metron. Urrefor nmi discovery	
No match found The search criteria you specified did not match any records in the database. This may be due to: The address entered could not be found. Flease check your details. The mater number entered could not be found. Flease check your details. The details entered were not for a contestable site therefore a NMI cannot be returned (NOTE - this does not apply to Synergy or your Account Hanager.	e B C
Search by Meter Meter Ne E50072045	Search by Meter No
Or: Search by Address	
Lot No Unit/Flot Type - Number	Search by Address
Guidelines Tip 1 A meter number or address can be entered to perform NAIL discovery. The 2 Please note when searching by address the street name and suburb are mandatory. To minimise response times enter a street nu	mber where available.
To a Please note when entering the street details, only the name should be entered ie. Yemba Street should be entered as Yemba an To 4 NMt discovery will only return contestable MMs.	d Epsom Ave should be entered as Epsom.
Tip 5	A With consistences



4 Standing Data Details

4.1 What is Standing Data?

A set of data relating to a site and its meters such as site location, meter numbers and NMI status code. This data is updated less regularly than meter readings and customer consumption data, hence the term standing. Standing Data does not include meter readings or customer consumption data.

The Standing Data Request page allows a Retailer to view Standing Data details for a NMI, to enable the Retailer to prepare a quote for the Customer with the aim of winning that Customer's business.

This page also allows a retailer to view the status of all Service Orders and Customer Transfer Requests raised for a particular NMI. Once the Standing Data Detail is displayed the Retailer can navigate to other requests relating to that NMI in the Metering Service Centre e.g. Meter History Requests and Customer Transfer Requests.

Before beginning...

- Ensure that Internet Access is available
- Ensure that a User ID has been obtained. If a User ID has not been obtained, select the Click here to register link on the Log In page. The telephone number (08) 9411 7338 is provided to users to apply for a User Account or alternatively email Western Power Networks by clicking on the Contact Us link on the same Log In page.
- Ensure that a NMI has been obtained relating to the Standing Data to be retrieved. If the NMI has not been obtained refer to The NMI Discovery function on page 23 for information on how to obtain it.

4.2 Viewing Standing Data

- 1. Log into the Metering Service Centre as shown previously.
- 2. Click on the Standing Data navigation tab at the top of the page.
- 3. The Standing Data NMI Selection page is displayed.
- **4.** Click into the NMI field and type in the NMI and NMI Checksum. There should be 11 numbers in this field.

Metering Service Centre - Microsoft Internet Explorer provided by Technology Group	X
	ervice centre application version 1.5.34
Nett Standing Customer Meter Service Customer & Meter View Transacton Other Discovery Data Transfer Hester Occa Stat Detail Data Serviry Messages Transacton Perm	Home
Lagged in as metron_brenton	
standing data nmi selection	
NMI Selection	
NMI 80010001159	Next >
Guidelines Tip 1 It is mandatory to enter a NMI and checksum. All NMI's comprise of 10 digits, plus the checksum. The NMI and checksum should be entered as one continuous number i Tip 2 If the NMI is unknown, use <u>NMI Discovers</u> to obtain the NMI using address or meter number.	.e. 80010099999.
Networks Customer Services : 13 10 87	© 2006 Western Power

- **5.** Click on the Next \gg button located on the right of the page.
- 6. The Standing Data Detail for the NMI will appear. This page now shows all Service Orders and Customer Transfer Requests raised for this particular NMI. To view these scroll down the page.

Metering Service Centre - N	ticrosoft Internet Explorer provided by Techno	logy Group					_6
-# western po	wer				m	eterina service ce	ntre
-						application versio	1.5.34
		1	1 1	1			Home
NMI Standing Discovery Data	Customer Meter Service Custom Transfer History Order Site De	er & Meter Vie Itails Data Verify Message					
Logged in as metron_bren	iton						
standing data	details						
NMI Overview							
NMI and Checksum	80010001159						
NMI Class Code	>1MW - Large - (9-44GWh pa)	Substation	WUNK - TNE no	t known			
NMI Status Code	A - Active	DLF Code	WRT2 - Anytim	e Energy Business			
Voltage	HV - High Votage						
Site Location							
	Lot 45 Leath Pd	A	WA - Western	Australia			
Address	Kwinana Beach WA 6167	Distance to Substation	Not available				
Meter Number Num	er Install Code MNS3 - Type 3 Meter Installation with Con	Next Sche munications Not availab	duled Read Date	Read Frequency	Meter Status Ne G - Current Hit	twork Tariff MD - High Voltage Metered Demai	nd
00000000				not oronable	e contrate in	no ngri bicage necci ca bena	
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							_
Service Orders							
Request Id	Service Order Type	Submitted L	ast Modified		Scheduled	Status	
5560	Miscellaneous	10/10/2006 1	2/10/2006 01:48 PI	И	26/10/2006	Completed	
0633503	Special Read	10/10/2006 1	2/10/2006 08:54 AI	4	22/10/2006	Not Completed	_
Export List							
Customer Transf	fers						
Done						🔒 🚉 Local intra	vət .



4.3 Navigating in the Standing Data Details page

Once Standing Data details are displayed it is possible to view current Service Orders and Customer Transfer Requests raised by the Retailer by scrolling down the page.

Service Order and Customer Transfer requests can be raised in the Standing Data Details page, by scrolling down to the Service Orders list, clicking the raised in the Request Action field and selecting the appropriate function.

If you select a function from the Request Action field, the function will relate directly to the standing data details displayed. For example if you select an Adds and Alts Svc Order this will take you to the service order page with the Standing Data Details already completed.

letering Service Centre - Mic	rosoft Internet Explorer provided by Techno	ogy Group					6
	rer					metering service of	entre
NMI Standing (Sustomer Meter Service Custom Transfer History Order Site De	er & Meter 1 ails Data Verify Mess	view Transaction	Other 'orms			Home
gged in as metron_brento	n						
tanding data d	etails						
NMI Overview							
NMI and Checksum	80010001159						
NMI Class Code	>1MW - Large - (9-44GWh pa)	Substation	WUNK - TNI no	t known			
NMI Status Code	A - Active	DLF Code	WRT2 - Anytim	e Energy Business			
Voltage	HV - High Votage						
Site Location							
Address	Lot 45 Leath Rd	Jurisdiction	WA - Western	Australia			
	Kwinana Beach WA 6167	Distance to Substation	Not available				
Meter Number Meter	Install Code 53 - Type 3 Meter Installation with Com	Next So munications Not ava	heduled Read Date lable	Read Frequency Not available	Meter Status C - Current	Network Tariff HVMD - High Voltage Metered Dem	hand
Export File 🛃				< Ba	k Print Re	quest Action	
Service Orders					Me CL Me	ouest Action iter History istomer Transfer ater Data Verify idate Customer/Site Details	Î
Request Id	Service Order Type	Submitted	Last Modified		Schedul Ac	lds And Alts Svc Order -energisation Svc Order	- 11
5560 0633503	Miscellaneous Special Read	10/10/2006	12/10/2006 01:48 P	M M	26/10/20 22/10/20	ater Investigation Svc Order	
Export List	ohere user	10/20/2000	16/10/2000 00.34 H	*5	Re	scellaneous Svc Order -energisation Svc Order	-
Customer Transfer	'5						
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4.4 Raising a Service Order Request from the Standing Data Details page

1. Display the standing data details as listed on page 28.

Metering Service Centre - Mic	rosoft Internet Explorer provided by Technol	ogy Group				. 6)
	/er			met	ering service centr application version 1.5.	e 34
NMI Standing Discovery Data	Customer Meter Service Custome Transfer History Order Site Det	r & Mater View ails Data Verify Messages	Transaction Other Status Forms		Hon	ie I
standing data d	etails					
NMI Overview NMI and Checksum NMI Closs Code NMI Status Code Voltage	80010001159 >1MW - Large - (9-44GWh pa) A - Active HV - High Votage	Substation DLF Code	WUNK - ThE not known WRT2 - Anytime Energy Business			
Site Location	Lot 45 Leath Rd Kwinana Beach WA 6167	Jurisdiction Distance to Substation	WA - Western Australia Not available			
Meter Standing De Meter Number Meter 0098000018 COMM	ta Install Code IS3 - Type 3 Meter Installation with Comm	Next Sched nunications Not available	uled Read Dote Read Frequency Not available	Meter Status Netw C - Current HVMD	rork Toriff - High Voltage Motered Demand	
Export File 🝰				ck Print Request	Action	I
Service Orders						
Request Id	Service Order Type	<u>Submitted</u> La	st Modified	Scheduled	Status	11
5560 0633503 Export List 👏	Miscellaneous Special Read	10/10/2006 12 10/10/2006 12	/10/2006 01:48 PM /10/2006 08:54 AM	26/10/2006 22/10/2006	Completed Not Completed	
Customer Transfe	rs					

- 2. Scroll down the Standing Data Details page so the Request Action field is visible.
- 3. Click the request Action... field and choose the service order request you wish to raise.
- **4.** As soon as you have clicked the appropriate action, the first page of the service order request process will appear. Note that the standing data details listed for this service order are the same as the standing data details listed on the previous page.

Metering Service Centre - Microsoft Internet Explorer provided by Technology Group	X
	metering service centre application version 1.5.34
NHT Standing Customer Meter Service Customer & Meter View Transdom Other Discovery Customer Transfer History Beneration Other State Details Und Verty Messages Status: Parms	Home
Logged in as metron_brenton Service Order	: Service Order List <u>Service Order Request</u>
service order request	*indicates required field
NMI Overview	
NMI 80010001159 Site Address Lot 45 Leath Rd Kwinana Beach WA 6167	
Meter Number (s) ([r] - removed [d] - not energized)	
C 0096000018 (COMMS3) C All Meters	
Request Details	
Service Order Type Meter Investigation Scheduled Date *	
Service Order Sub-type Retailer Request Id	
Custamer Consultation No Special Instructions	
Contact Details	
Retailer Name	
Retailer Phone Customer Phone	
Site Information	
Access Details * Hozard Type(s)	
dogs 🗆 Beware of trains 🗆 Electric	
fence 🗋 General hazard 🗖 Slippery	



4.5 Viewing Service Order details from the Standing Data Details page

- 1. Display the standing data details as listed on page 28.
- 2. Scroll down the Standing Data Details page so the Service Orders section is visible. This page does not show all service orders for the Retailer, only the most current. To view all service orders see Viewing and searching for existing Service Orders on page 58.

tering Service Centre - Mic	rosoft Internet Explorer provided by Technol	ology Group			
westernpow	ver			me	tering service cent
					application version 1.5
covery Data	Transfer History Order Site D	etails Data Verify Messag	es Status Forms		
ed in as metron_brento	in				
inding data d	letails				
NMI Overview					
MI and Checksum	80010001159				
MI Class Code	>1MW - Large - (9-44GWh pa)	Substation	WUNK - TNI not known		
MI Status Code	A - Active	DLF Code	WRT2 - Anytime Energy Busine:	15	
oltage	HV - High Votage				
Site Location					
idress	Lot 45 Leath Rd	Jurisdiction	WA - Western Australia		
	Kwinana Beach WA 6167	Distance to Substation	Not available		
leter Number Meter 098000018 COMM	Install Code IS3 - Type 3 Meter Installation with Con	Next Sch munications Not availa	duled Read Date Read Frequence	y Meter Status Net C - Current HVM	vork Tariff D - High Voltage Metered Demand
ort File 🐣			<	Back Print Request	Action
Service Orders					
equest Id	Service Order Type	Submitted !	.ast Modified	Scheduled	<u>Status</u>
560	Miscellaneous	10/10/2006	L2/10/2006 01:48 PM	26/10/2006	Completed
633503	Special Read	10/10/2006	L2/10/2006 08:54 AM	22/10/2006	Not Completed
Export List 📩					
Export List 📩 Customer Transfe	15				

- 3. To view the details of the service order click on the service order's Request Id.
- 4. The Service Order Request Details page will appear displaying details specific to that Service Order.


Metering Service Centre - Micros	oft Internet Explor	er provided by Technology Group		
	r			metering service centre application version 1.5.34
NMI Standing Custe Discovery Data Trai		Service Customer & Order Site Details De		Home
Logged in as metron_brenton				Service Order: Service Order List Service Order Request
service order req	uest deta	ils		Not Completed 💅
Details				
Request ID	0633503			
Submit Date	10/10/2006	Last Modified	12/10/2006 08:54	
Exception Code	0 -	Product Code	CAN1 - Cancel Metro	
Service Provider Contact		Service Provider Phone No		
Service Provider Reference	1922318	Actual Time and Date	12/10/2006 08:54	
Service Provider Notes				
NMI Overview				
NMI inc Checksum	80010001159	3		
Site Address	Lot 45 Leath I Kwinana Bead	Rd :h WA 6167		
Meter Number(s)	0098000018			
Request Details				
Service Order Type	Special Read	Scheduled Date	22/10/2006	
Service Order Sub-type	Check Read	Retailer Request Id	0633503	
Customer Consultation Req'd?	No	Special Instructions		
Contact Details				
Retailer Name	Custom	er Name		
Retailer Phone	Custom	er Phone		
Site Information				

Note: For more details on raising Service Order Requests see page 64.

4.6 Viewing Customer Transfer details from the Standing Data Details page

- 1. Display the standing data details as listed on page 28.
- 2. Scroll down the Standing Data Details page so the Customer Transfers section is visible.

ged in as metron_br	enton	nistory	Order	Site Details	Data verity	messages	Status	orms						
anding data	detaile													
anung uata	uetalis													
NMI Overview														
MI and Checksum	80010	1005397												
MI Class Code	>1MW	- Large -	(9-44GW)	npa) g	Substation		WALB - Albany							
MI Status Code	A - Ac	tive		I.	DLF Code		WRT7 - High Vo Maximum Dema	iltage Contr Ind	act					
oltage	HV - H	igh Votaç	je											
Site Location														
ddress	Loon S	5216A Set	tlement R	d g	Jurisdiction		WA - Western A	Australia						
					Dictanco to Ful	bstation	19.81 km							
Meter Standing eter Number Me 104000247 CO	NARRI J Data ter Install Code MMS3 - Type 3 M	KUP WA 6	allation wi	th Communic	Next ations Not a	Scheduled R wailable	tead Date Read Not av	Frequency	Meter Stat C - Current	is Netwo HVCMD	'k Tariff - High Ve	oltage Co	ntract Maxi	num Demar
Meter Standing leter Number Me 104000247 CO	NARRI J Data ter Install Gode MMS3 - Type 3 M	KUP WA 6	allation wi	th Communic	Next	Scheduled R vailable	tead Date Read Not an	Frequency	Meter Stat C - Current	is Netwo HVCMD	rk Tariff - High Ve	oltage Co	ntract Maxi	num Demar
Meter Standing leter Number Me 104000247 CO nort File 🚖	NARRI g Data ter Install Code MMS3 - Type 3 M	kUP wA é	allation wi	th Communic	Next cations Not a	Scheduled R vailable	tead Date Read Not a	Frequency	Meter Stat C - Current	IS Netwo HVCMD Print Re	rk Tariff - High Vi equest A	oltage Co ction	ntract Maxi	num Demar
Meter Standing leter Number Mei 104000247 Coi sort File 👩 Service Orders	NARRI J Data ter Install Code MMS3 - Type 3 M	leter Inst	allation wit	th Communic	Next	Scheduled R wailable	lead Date Read Not an	Frequency	Meter Stat C - Current	is Netwo HVCMD Print Re	rk Tariff - High Vi	oltage Co ction	ntract Maxi	num Demar
Meter Standing leter Number Met 104000247 CO sort File 5 Service Orders o records found that	NARRI J Data ter Install Code MMS3 - Type 3 M MMS3 - Type 3 M at match your se	leter Inst	allation wit	th Communic	Next	Scheduled R vailable	tead Date Read Not a	Frequency	Meter Stat C - Current C Back	is Netwo HVCMD Print Re	rk Tariff - High Vi equest A	oltage Co	ntract Maxi	num Demar
Meter Standing feter Number Met 104000247 Col Sort File Service Orders o records found the Customer Tran	NARRI J Data ter Install Code MMS3 - Type 3 M MMS3 - Type 3 M at match your se sfers	leter Inst	allation wi	th Communic	Next	Scheduled R rvailable	lead Date Read Not an	Frequency	Meter Stat C - Current	IS Netwo HVCMD Print Re	rk Tariff - High Vi	oltage Co	ntract: Maxi	num Demar
Meter Standing leter Number Me 104000247 Col sort File Service Orders or records found the Customer Tran exercise Id	NARRJ J Data Ler Install Code MMS3 - Type 3 M MMS3 - Type 3 M at match your se sfors Ironsfer I y	leter Inst	allation wi	th Communic	Next cations Not a Submitted	Scheduled R	tead Date Read Not an Transfer Date	Frequency	Meter Stat C - Current C Back	IS Netwo HVCMD Print R	-k Tariff - High Vi	oltage Co	ntract Maxi	num Demar
Mater Standing leter Number Me 104000247 Col wort File 5 Service Orders o records found the Customer Trans excessE1d 22	NARRJ J Data Ler Install Code MMS3 - Type 3 M MMS3 - Type 3 M at match your se sfors Liconsfore Ty New custom	ieter Inst arch crite er transfé	allation wi	th Communic	Next ations Not a Submitted 10/10/2006	Scheduled R vrailable	Transfer Date 01/11/2006	Frequency	Meter Stat C - Current & Back [Last Modifi 10/10/2000	IS Netwo HVCMD Print Re 2d 02:51 PM	rk Tariff - High Ve equest A	oltage Co	ntract Maxis Stotus Withdra	num Deman
Meter Standing feter Number Met 10000247 CCO Service Orders Service Orders Service Orders Service Orders Service Orders Service Orders Service Orders Service Orders Service Orders	NARRJ J Dete	eter Inst arch crite er transfe	allation wi	th Communic	Next cations Not a Submitted 10/10/2006	Schoduled R vailable	iead Date Read Not av Tronsfer Date D1/11/2006	Frequency ailable	Meter Stat C - Current Back [Last Medif 10/10/2000	IS Netwo HVCMD Print Re 20 2251 PM	rk Tariff - High Vi Iquest A	oltage Co	ntract Maxi Stotus Withdra	num Demar

- **3.** To view the details of the customer transfer request click on the Customer Transfer's Request Id.
- 4. The Customer Transfer Request Details page will appear.

Metering Service Centre - Microso	aft Internet Explorer provided by Techno	ology Group		
			me	tering service centre application version 1.5.34
NMI Standing Custo Discovery Data Tran	amer Meter Service Custom asfer History Order Site Dr	er 8. Meter View stails Data Verify Messages	Transaction Other Status Forms	Home
Logged in as metron_brenton			Customer Transfer: Customer Transf	er List Customer Transfer Request
customer transfer	r request details			Withdrawn 🗹
Details				
Request Transaction ID	CTR0633569	MBS Request ID	222	
NMI inc Checksum	80010005397	Transfer Date	01/11/2006	
Site Address	Loon 5216A Settlement Rd NARRIKUP WA 6326	Customer Transfer Type	New customer transfer	
Proposed Tariff Service Provider Notes	Time of Use Energy (Large)	Last Modified	10/10/2006 14:51	
Meter Information				
Meter changes requested	0104000247(COMMS3)	Est. Annual Consumption	250 kWh	
		Contracted Max. Demand	3	
Access Contract Deta	ils			
Contract Name	1555	Contract Date	01/08/2006	
				< Back Print
Networks Customer Services : 13	10 87			© 2006 Western Power
e) Done				🔒 🚉 Local intranet

4.7 Printing Standing Data

I

- 1. Display the standing data details as listed on page 28.
- 2. Select the **Print** button on the lower right hand side of the Standing Data Details page.

Exercise Description Return Line Returned and a details Image: Control of the second and th	etering Service Centre - Micro	osoft Internet Explorer provided by Techno	logy Group			
Note: Note: <th< th=""><th>ett westernpow</th><th>er</th><th></th><th></th><th>meterir</th><th>application version 1.5.34</th></th<>	ett western pow	er			meterir	application version 1.5.34
edd 0 as method, breaken. Sanding data details Sindi Gebraid Mill Overview Mill Class Cede Sindi Class Cede Mill Class Cede A - Active DLF Cede WRT7 - High Votage Contract Maximum Demand Mill Class Cede Mill Class Ce	NM1 Standing C	ustomer Meter Service Custom Transfer History Order Site De	er & Mater View tails Data Verify Message	v Transaction Other s Status Forms		Home
And org data details • Nul overview Nul detektam 00010005997 Nul fact detektam 00010005997 Nul fact detektam 00010005997 Nul fact detektam 00110005997 Nul fact detektam 0011000597 Nul fact detektam 0011000597 Nul fact detektam 0011000597 Nul fact detektam 0111000007 State detektam Nul Fact detektam Mater Standing Data	ged in as metron_brenton					
 MII Overview MII Overview	anding data de	etails				
Watt and Checksum 000100039797 Witt Cless Code > 510 W - Lug le - (9-440 Wh Pu)a Substatten WALB - Abainy Witt Statts Code A - Active DLF Code WALB - Abainy Wattes W- High Votage WALB - Abainy Mainmain Bensand Wattes W- High Votage WALB - Abainy Mainmain Bensand Wattes W Western Australia W Western Australia Address Loon 5216A Settement Rd Jurisdiction W Western Australia Nater Standing Data	NMI Overview					
NMI Class Code >1.1WV - Lurge - (9-440Wh Pa) Substation WAL & - Abary NMI Status Code A - Adrive DLF Code Watannum Benand Watage H - High Votage H - High Votage H - High Votage	NMI and Checksum	80010005397				
MI Status Code A - Active DLF Code WAT'r - High Voltage Contract Masimum Demand eitage HV - High Voltage Masimum Demand eitage Loon 5216A Settiment Rd NARBIXUP WA 6326 Jurisdiction WA - Western Australia eitage Loon 5216A Settiment Rd NARBIXUP WA 6326 Jurisdiction WA - Western Australia eitage Loon 5216A Settiment Rd NARBIXUP WA 6326 Jurisdiction 19.81 km eitage Next Scheideld Read Date Read Frequescy Mater Status Network Taniff 1104002247 COMG3 - Type 3 Meter Installation with Communications Not available Not available C - Current HVCM0 - High Voltage Contract Maximum Demand part File CS Image: Status Network Taniff Setter Status Network Taniff Setter Status Network Taniff 1104002247 COMG3 - Type 3 Meter Installation with Communications Not available Not available C - Current HVCM0 - High Voltage Contract Maximum Demand part File CS Image: Status Network Taniff Setter Status Network Taniff Setter Status Network Taniff cationary Transfer Image: Status Network Taniff Setter Status Network Taniff Setter Status Network Taniff cationary Transfer Image: Status Network Taniff Setter Status Network Taniff Setter Status Network Taniff cationary Transfer Image: Status Network Network Taniff Setter Status Network Ne	MI Class Code	>1MW - Large - (9-44GWh pa)	Substation	WALB - Albany		
entege MV - High Votage steel Loo 52164 Settlement Rd NAPRIVD VA 6326 steel Standing Data term Randing Datat term Randin	MI Status Code	A - Active	DLF Code	WRT7 - High Voltage Co Maximum Demand	ntract	
Bite Location adress Loo 5216A Settlement Rd NAPR/LOP WA 6326 Distance to Substation WA - Western Australia 19.81 km Meter Randing Data	oltage	HV - High Votage				
Address Lons 52166 Settlement Rd NABRIND [®] VAG 6326 Datalitizie Distance to Substation WA. Western Australia 19.81 km Meter Statuding Data Meter Statuding Odd	Site Location					
NARRIUP VIA 6326 Distance to Subjection 39.81 km Matter Standing Data	ddress	Locn 5216A Settlement Rd	Jurisdiction	WA - Western Australia		
Meter Randing Dato Veter Randing Dato Net Scheduled Read Date Read Frequency Meter Status Network Tariff 10400247 COMR3 - Type 3 Meter Installation with Communications Not available Not available C - Current HVCMO - High Voitage Contract Maximum Demain DOT File Col Image: Status Not available Not available C - Current HVCMO - High Voitage Contract Maximum Demain DOT File Col Image: Status Not available Not available C - Current HVCMO - High Voitage Contract Maximum Demain DOT File Col Image: Status Image: St		NARRIKUP WA 6326	Distance to Substation	19.81 km		
Vetter Number Metter Statul Code Next Scheduled Read Date Read Frequency Metter Status Network Tariff 1004000247 COMMS3 - Type 3 Meter Installation with Communications Not available Not available C - Current MCCMD - High Voitage Contract Maximum Demand peer File S	Meter Standing Dat	a				
104000247 COMHS3 - Type 3 Meter Installation with Communications Not available Not available C - Current HVCMD - High Voitage Contract Maximum Demand Service Orders	teter Number Meter Ir	istall Code	Next Scheduled	Read Date Read Frequenc	y Meter Status Network Tariff	
Service Orders Service Orders or records found that match your search ortens. Service Orders Customer Transfers Settimized Transfer Date Last Medilied Status 22 New customer transfer 10/10/2006 0/1/1/2006 10/19/0006 02:51 PM Withdrawn	104000247 COMMS3	- Type 3 Meter Installation with Comm	nunications Not available	Not available	C - Current HVCMD - High Voltage	e Contract Maximum Demand
Sarvice Orders Each Print Pequest Action Sarvice Orders Service Orders						
Service Orders or records found that match your search orderia. Customer Transfer: Extenses Lid Transfer: Transfer: Extenses Lid Transfer: Date Lid Lid Lid Lid Lid Lid Lid Lid	port File 🝰				C Back Print Request Action	
Service Orders						
o records trund trute match your search ordena. Customer Transfer Zeginal M Transfer Transfer Transfer Transfer Oxfe Last Madillad Status 22 New customer transfer 10/10/2006 01/11/2006 11//12/006 02:51 PM Withdrawn	service Orders					
Coulomer Fransfers tequest 1/d Transfer Date Lest Madified Status 22 New customer transfer 10/10/2006 01/11/2006 10/10/2006 02:51 PM Withdrawn	o records round that ma	con your search chteña.				
Interster Submitted Transfer Date Last Modified Status 22 New customer transfer 10/10/2006 01/11/2006 10/10/2006 02:51 PM Withdrawn	Customer Transfer	5				
22 New customer transfer 10/10/2006 01/11/2006 10/10/2006 02:51 PM Withdrawn	tequest Id 1	ransfer Type	Submitted	<u>Transfer Date</u>	Last Modified	<u>Status</u>
	22 N	lew customer transfer	10/10/2006	01/11/2006	10/10/2006 02:51 PM	Withdrawn
	ingroup cause C/					

3. The Print Dialog box will appear, choose the printer you wish to print to and click the <u>Print</u> button.

🗳 Print	<u>?×</u>
General Options Advanced Paper/Quality	Finishing Destination
Select Printer	
	🍝 💒 🛓
PTR1789 on PTR1904 on PTR1944 of HO HO HO	n PTR2022 on PTR2063 on HO HO HO
	•
Status: Ready Location: 11 West Head Office	Print to <u>fi</u> le
Comment:	Fin <u>d</u> Printer
Page Range	Number of copies:
C Selection C Current Page	
O Pages: 1	
Enter either a single page number or a single page range. For example, 5-12	
	Print Cancel Apply

4. All of the data on the page including all of the Service Orders and Customer Transfers will be printed to the printer selected.

4.8 Exporting Standing Data Details

I

- 1. Display the standing data details as listed on page 28.
- 2. Scroll down the Standing Data Details page and click on the Export File 🛃 button.
- 3. A dialog box will appear asking whether to save or open the file.



I

File Down	load	×					
?	Some files can harm your computer. If the file information below looks suspicious, or you do not fully trust the source, do not open or save this file.						
	File name:	SD80010001159.csv					
	File type:	Microsoft Excel Comma Separated Values File					
	From:	napptest					
	Would you like t	o open the file or save it to your computer?					
	<u>O</u> pen	Cancel <u>M</u> ore Info					
	🔽 Al <u>w</u> ays ask	before opening this type of file					

4. Click on the save button, another dialog box will appear asking you for a location to save the file.

Save As		?×
Save jn:	: 🚺 Desktop 💽 🔶 🛗 🖬 🗸	
History Desktop My Computer My Network P	Wy Computer	
	File <u>n</u> ame: SD80010001159.csv 💌	ave
	Save as type: Microsoft Excel Comma Separated Values File 💌 Ca	ncel

- 5. Navigate to the drive and folder you wish to save the file in and click the button.
- 6. Open the saved file in Microsoft Excel or an equivalent spreadsheet program.
- 7. The Standing Data Details will be displayed in a columnar format; you may need to widen the columns to see all of the data.



I

₩ Microsoft Excel - 5000010001159[1].csv								
빈	Si Eile Edit View Insert Format Iools Data Window Help							
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1	Delivery Details		ç	6	L	<u> </u>		
2	Denvery Derand	From	Western Power Networks (WPNT/WRKS)					
3		To	Alinta (WPNTWRKS)					
4		Message ID	WPNTWRKSMSG-2390335					
5		Message Date	2006-08-04T14:31:17.000+08:00					
6		Transaction Group	NMID					
7		Priority	Medium					
8		Security Context						
9		Market	WAELEC					
10								
11		-						
12	Transaction Header	Transaction Date	Transaction ID					
13	Transaction	2006-08-04T14:31:17.000+08:00	WPNTWRKS-0000a-1886862					
14	NMI Checksum	9						
15	NIME THE EXCLUSION	NIMI	huis disting On da	Initialization Cardo Effective Date	NR4IOL	NERGINE		
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21		0001000110	0000010					
22	Register Heading	NMI	Meter Serial No	RegisterID	Status	Status Eff		
23	Register	8001000115	98000018	1				
24	Register	8001000115	98000018	2				
25	Register	8001000115	98000018	3				
26	Register	8001000115	98000018	4				
27	Register	8001000115	98000018	5				
28	Register	8001000115	98000018	6				
29	Register	8001000115	98000018	7				
30	Register	8001000115	98000018	8				
31	Register	8001000115	98000018	9				
32	Register	8001000115	98000018	10				
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Rea	ady				NUM			

4.9 Exporting the Service Orders list

This function exports details for all Service Orders raised through the Metering Service Centre by the Retailer.

- 1. Display the Standing Data Details as listed on page 28.
- 2. Scroll down the Standing Data Details page to the bottom of the Service Orders section and click on the Export List button.
- 3. A dialog box will appear asking whether to save or open the file.

File Down	nload X					
?	Some files can harm your computer. If the file information below looks suspicious, or you do not fully trust the source, do not open or save this file.					
	File name: Export.csv					
	File type: Microsoft Excel Comma Separated Values File					
	From: napptest					
	Would you like to open the file or save it to your computer?					
	<u>Open</u> <u>Save</u> Cancel <u>M</u> ore Info					
	Always ask before opening this type of file					

4. Click on the <u>Save</u> button, another dialog box will appear asking you for a location to save the file.



Save As					<u>? ×</u>
Save in:	🛃 Desktop		• • •	-111 📩	
History Desktop My Computer	🤤 My Computer	aces			
	File <u>n</u> ame:	Export.csv		•	<u>S</u> ave
	Save as <u>t</u> ype:	Microsoft Excel Comma Sepa	rated Values File	•	Cancel

- 5. Navigate to the drive and folder you wish to save the file in and click the <u>save</u> button.
- 6. Open the saved file in Microsoft Excel or an equivalent spreadsheet program.
- 7. The Service Order details will be displayed in a columnar format; you may need to widen the columns to see all of the data.

	∭Microsoft Excel - Export.csv							
	File Edit View	Insert Format I	ools <u>D</u> ata <u>W</u> indow <u>H</u> elp					_ 8 ×
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	A1 💌	= Requ	est ld					19
	Α	B	C	D	E	F	G	
1	Request Id	NMI	Service Order Type	Site Address	Submitted L	_ast Modified	Scheduled	Status
2	60896	80010001174	Meter Investigation	Lot 45 17 Leath Rd Kwinana Beach WA 6167	8/08/2006	8/08/2006 10:59	8/08/2006	Requested
3	688	3	New Connection	DUP 3 22 Lot 86 Duyfken Rd Jindalee WA 6036	8/08/2006	8/08/2006 9:51	8/08/2006	Requested
4	60484)	New Connection	Lot 140 Dunn St. Salmon Gums WA 6445	31/07/2006	7/08/2006 17:08	3/08/2006	Cancellation Req
5	124500)	New Connection	60 Lot 112 Bay St Albany WA 6330	2/08/2006	7/08/2006 16:56	2/08/2006	Cancellation Req
6	70606	1	New Connection	26 Lot 56 Spindrift St. Jindalee WA 6036	7/08/2006	7/08/2006 16:49	7/08/2006	Cancellation Req
7	8879	6	New Connection	8 a Bennett St Exmouth WA 6707	7/08/2006	7/08/2006 13:56	7/08/2006	Requested
8	60825	5 80010001159	Meter Investigation	Lot 45 17 Leath Rd Kwinana Beach WA 6167	7/08/2006	7/08/2006 12:52	7/08/2006	Requested
9	60819	80010005356	Special Read	Lot 213 330 Pinjarra Rd Mandurah WA 6210	7/08/2006	7/08/2006 12:39	1/09/2006	Cancellation Req
10	60710	8 80010213452	Adds And Alts	Lot 1415 6 Ormes Way Port Kennedy WA 6172	4/08/2006	4/08/2006 14:44	29/08/2006	Cancelled
11	60605	3	New Connection	41 Bay St Albany WA 6330	2/08/2006	2/08/2006 15:54	7/08/2006	Rejected 🛛 🛒
12	60244	8 80010001174	Meter Investigation	Lot 45 Leath Rd Kwinana Beach WA 6167	25/07/2006	2/08/2006 10:48	25/07/2006	Cancellation Req
13	60395	80010001174	Meter Investigation	Lot 45 17 Leath Rd Kwinana Beach WA 6167	27/07/2006	2/08/2006 10:47	27/07/2006	Cancellation Req
14	60528	\$ 80010020041	Meter Investigation	U 7 Lot 19 209 Jones St. Balcatta WA 6021	1/08/2006	2/08/2006 10:44	1/08/2006	Cancellation Req
15	60491	6 80010020041	Meter Investigation	U 7 Lot 19 209 Jones St. Balcatta WA 6021	31/07/2006	31/07/2006 14:24	31/07/2006	Requested
16	60490	6 80010020041	Special Read	U 7 Lot 19 209 Jones St Balcatta WA 6021	31/07/2006	31/07/2006 14:23	31/07/2006	Requested
17	774890)	New Connection	Lot 114 Clayton Rd Treeton WA 6284	31/07/2006	31/07/2006 10:10	31/07/2006	Requested
18	60439	4 80010211432	Re-energisation	Lot 352 15 Baddesley Way Canning Vale WA 6155	28/07/2006	28/07/2006 15:49	28/07/2006	Requested
19	AD 1001	80010001159	De-energisation	Lot 45 17 Leath Rd Kwinana Beach WA 6167	28/07/2006	28/07/2006 15:40	31/07/2006	Requested
20	112233	6 80010211432	Miscellaneous	Lot 352 15 Baddesley Way Canning Vale WA 6155	27/07/2006	27/07/2006 16:15	1/08/2006	Completed
21	225588	80010000465	Re-energisation	U 43 Lot 1 Samson St White Gum Valley WA 6162	27/07/2006	27/07/2006 15:51	27/07/2006	Rejected
22	60365	3 80010217627	Adds And Alts	U 3 Lot 72 45 C Lawley St Tuart Hill WA 6060	27/07/2006	27/07/2006 11:38	31/07/2006	Completed
23	270706	9	New Connection	50 Bay St. Albany WA 6330	26/07/2006	26/07/2006 17:08	31/07/2006	Requested
24	60257	80010200956	Adds And Alts	Lot 23 2 Robin Ave Sorrento WA 6020	25/07/2006	25/07/2006 13:55	27/07/2006	Requested
25	60257	8 80010200956	Adds And Alts	Lot 23 2 Robin Ave Sorrento WA 6020	25/07/2006	25/07/2006 13:53	27/07/2006	Rejected
26	60256	80010200956	Adds And Alts	Lot 23 2 Robin Ave Sorrento WA 6020	25/07/2006	25/07/2006 13:52	27/07/2006	Rejected
27	60200	80010001174	Special Read	Lot 45 Leath Rd Kwinana Beach WA 6167	24/07/2006	24/07/2006 9:35	24/07/2006	Requested
28	601993	8 80010200237	Special Read	Lot 2667 Humphreys St. Muchea WA 6501	24/07/2006	24/07/2006 9:32	24/07/2006	Rejected
29	60197	5	New Connection	41 Bay St Albany WA 6330	24/07/2006	24/07/2006 9:28	27/07/2006	Requested
30	60196	5	New Connection	41 Bay St. Albany WA 6330	24/07/2006	24/07/2006 9:27	27/07/2006	Rejected
31	60196	1	New Connection	41 Bay St Albany WA 6330	24/07/2006	24/07/2006 9:26	27/07/2006	Rejected
32	AC-h-5010-000	80010200809	Adds And Alts	U 3 Lot 102 113 Royal St East Perth WA 6004	22/07/2006	22/07/2006 13:53	26/07/2006	Requested 👻
4	Export	/		[+[
Dg	aw • 🗟 🕝 A	ytoShapes 🔹 🔨	× 🗆 O 🔛 🖪 🗵] 💩 • 🚄 • 📥 • 🚍 📰 🚍 🔂 🖉 🗸				
Rea	ady						N	JM

Note: For details on how to raise Service Order Requests see page 64.

4.10 Exporting the Customer Transfers list

This function exports details for all Customer Transfers raised through the Metering Service Centre to a CSV (Comma Separated Values) file.

- 1. Display the standing data details as listed on page 28.
- 2. Scroll down the Standing Data Details page to the bottom of the Customer Transfers section and click on the Export List 💪 button.

I

3. A dialog box will appear asking whether to save or open the file.

File Dowr	nload		×			
?	Some files can harm your computer. If the file information below looks suspicious, or you do not fully trust the source, do not open or save this file.					
	File name:	Export.csv				
	File type:	Microsoft Excel Comma Separated	Values File			
	From:	napptest				
	Would you like I	to open the file or save it to your co	nputer?			
	<u>O</u> pen	Save Cancel	<u>M</u> ore Info			
	☑ Al <u>w</u> ays ask	before opening this type of file				

4. Click on the <u>Save</u> button, another dialog box will appear asking you for a location to save the file.

Save As					? ×
Save jn:	🚮 Desktop		• • •	- 🖆 🔳	
History History Desktop My Computer	Wy Computer	aces			
	File <u>n</u> ame:	Export.csv		•	<u>S</u> ave
	Save as <u>t</u> ype:	Microsoft Excel Comma Sepa	rated Values File	•	Cancel

- 5. Navigate to the drive and folder you wish to save the file in and click the save button.
- 6. Open the saved file in Microsoft Excel or an equivalent spreadsheet program.
- 7. The Customer Transfer details will be displayed in a columnar format; you may need to widen the columns to see all of the data.



I

Mi	icrosoft Exc	el - Export.csv						. <u>8 ×</u>
B (Ejle Edit Vie	w Insert Form	at Tools Data Window !	jelp				- 181 ×
D	🛩 🖬 (e	ð 🖪 🖤 👗	Ba 🛍 💅 🖬 • 🖂	🝓 Σ 📌 ĝ↓ Ž↓ 🛍 🎻 100% → 🕅 🗸			2	and the second
Arial		• 10 •	B / U ≣ ≣ ≣	国 \$ %,% ポ 律 律 Ⅲ,参,▲,			Ĩ.	
	A1	• = F	Request Id				14	di l
	Α	В	C	D	E	F	G	-
1	Request Id,	NMI	Transfer Type	Site Address	Submitted	Transfer Date	Last Modified	Staf
2	272	80010005356	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	7/08/2006	1/09/2006	7/08/2006 10:50	Pen
3	271	80010005356	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	7/08/2006	14/08/2006	7/08/2006 10:42	2 Witl
4		80010005356	New customer transfer	Lot 213 330 Pinjarra Rd Mandurah WA 6210	7/08/2006	14/08/2006	7/08/2006 9:12	. Rej∈
5		80010001159	Erroneous transfer	Lot 45 17 Leath Rd Kwinana Beach WA 6167	7/08/2006	1/09/2006	7/08/2006 8:58	i Reji
6	265	80010214063	New customer transfer	Lot 383 Isaba Pkwy SEVILLE GROVE WA 6112	4/08/2006	15/08/2006	4/08/2006 13:48	Sen
7		80010005415	New customer transfer	Lot 275 108 St Georges Tce Perth WA 6000	4/08/2006	10/08/2006	4/08/2006 11:29	Rej∈
8	262	80010214063	New customer transfer	Lot 383 Isaba Pkwy SEVILLE GROVE WA 6112	3/08/2006	14/09/2006	3/08/2006 12:59	Rej∈
9		80010005415	New customer transfer	Lot 275 108 St Georges Tce Perth WA 6000	3/08/2006	20/08/2006	3/08/2006 12:35	iRej∈
10	260	80010206052	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	3/08/2006	18/09/2006	3/08/2006 12:29	Pen
11	255	80010005415	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	3/08/2006	10/08/2006	3/08/2006 12:19	Pen
12	258	80010214055	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	3/08/2006	14/08/2006	3/08/2006 11:25	Pen
13		80010214055	New customer transfer	Lot 51 11 Chaudiere View Australind WA 6233	3/08/2006	13/08/2006	3/08/2006 11:20	Rej
14		80010214055	New customer transfer	Lot 51 11 Chaudiere View Australind WA 6233	3/08/2006	12/08/2006	3/08/2006 11:20	Reje
15		80010005415	New customer transfer	Lot 275 108 St Georges Tce Perth WA 6000	3/08/2006	10/08/2006	3/08/2006 11:04	Reje
16	228	80010020100	New customer transfer	Lot 57116 Sappers Rd Karakin WA 6044	2/08/2006	9/08/2006	3/08/2006 10:13	Rej
17	227	80010020100	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	2/08/2006	16/08/2006	2/08/2006 9:52	Witt
18	48	80010002229	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	28/07/2006	26/07/2006	28/07/2006 11:33	Pen
19		80010001174	Erroneous transfer	Lot 45 17 Leath Rd Kwinana Beach WA 6167	27/07/2006	31/07/2006	27/07/2006 11:55	Rej
20		80010001174	Erroneous transfer	Lot 45 17 Leath Rd Kwinana Beach WA 6167	27/07/2006	31/07/2006	27/07/2006 11:55	Rei
21		80010001174	Erroneous transfer	Lot 45 17 Leath Rd Kwinana Beach WA 6167	27/07/2006	31/07/2006	27/07/2006 11:54	Reje
22		80010001174	Erroneous transfer	Lot 45 17 Leath Rd Kwinana Beach WA 6167	27/07/2006	31/07/2006	27/07/2006 11:35	Rej
23	27	80014264708	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	20/07/2006	18/07/2006	20/07/2006 11:15	Con
24		80010001159	New customer transfer	Lot 45 Leath Rd Kwinana Beach WA 6167	19/07/2006	25/07/2006	19/07/2006 17:01	Rej
25	26	80010001174	New customer transfer	Lot 45 Leath Rd Kwinana Beach WA 6167	27/06/2006	4/07/2006	18/07/2006 11:23	Witt
26		80010001159	New customer transfer	Lot 45 Leath Rd Kwinana Beach WA 6167	18/07/2006	25/07/2006	18/07/2006 10:09	Rej
27		80010009168	New customer transfer	Lot 10 Shale Rd Cardup WA 6122	18/07/2006	25/07/2006	18/07/2006 10:01	Reje
28	5	80010009168	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	17/07/2006	24/07/2006	17/07/2006 15:20	Pen
29		80010009168	New customer transfer	Lot 10 Shale Rd. Cardup WA 6122	17/07/2006	24/07/2006	17/07/2006 14:34	Rei
30		80010009168	New customer transfer	Lot 10 Shale Rd Cardup WA 6122	17/07/2006	24/07/2006	17/07/2006 14:30	Rej
31		80010009168	New customer transfer	Lot 10 Shale Rd Cardup WA 6122	17/07/2006	24/07/2006	17/07/2006 14:29	Rej
32		80010009168	New customer transfer	Lot 10 Shale Rd Cardup WA 6122	17/07/2006	24/07/2006	17/07/2006 14:25	Rei
4 4	Expo	rt /						∎ FÍC
Dran	n = 🔓 Ġ	AutoShapes +	\ \□○፼4	① ▲ · ▲ · = = = = = □ ● .				×1
Read	tγ						NUM	

Note: For more details on Customer Transfers refer to page 41 of this user guide.



5 Customer Transfers

A Retailer through the Metering Service Centre raises a Customer Transfer Request for a Contestable Customer who wishes to move their electricity supply services from one Retailer to another. The Retailer whom the customer is transferring to raises the Customer Transfer Request not the Retailer whom the customer is transferring from.

Before beginning...

- Ensure that the Customer Transfer code has been complied with in regards to Customer Transfers.
- Ensure that Internet Access is available
- Ensure that a User ID has been obtained. If a User ID has not been obtained, select the **Click here to register** link on the Log In page. The telephone number (08) 9411 7338 is provided to users to apply for a User Account or alternatively email Western Power Networks by clicking on the Contact Us link on the same Log In page.
- Ensure that a NMI has been obtained relating to the Customer Transfer to be requested. If the NMI has not been obtained refer to The NMI Discovery function on page 23 on how to obtain it.

5.1 Raising a New Customer Transfer Request

- 1. Log into the Metering Service Centre.
- 2. Click on the Customer Transfer navigation tab.

	estern oower					metering s	ervice centr
						metering st	application version 1.5.
NMI	Standing Customer	Meter Service Custome	r 6. Neter View	Transaction Other			Horr
ged in as m	aetron_brenton	manay order and be	and Card Venty Hessages	CL	ustomer Transfer: <u>Cus</u>	<u>tomer Transfer List</u> Cust	omer Transfer Reque
bound	d transfer list						
						NMI	Go
Searc	h						
ransfer 1	Гуре		•	Status			•
ransfer [Date (From)			Transfer Date (To)			
ast Modi	fied (From)			Last Modified (To)			
						Se	arch Clear
quest Id	NMI	<u>Transfer Type</u>	Site Address	Submitted	Transfer Date	Last Modified	<u>Status</u>
2	80010005397	New customer transfer	Locn 5216A Settlement Rd NARRIKUP WA 6326	10/10/2006	01/11/2006	10/10/2006 02:51 PM	Withdrawn
2	80010006109	New customer transfer	Lot 903 Roberts Rd Subiaco WA 6008	10/10/2006	01/11/2006	10/10/2006 02:42 PM	Sent to MBS
	80010001159	New customer transfer	Lot 45 Leath Rd Kwinana Beach WA 6167	10/10/2006	01/11/2006	10/10/2006 02:08 PM	Rejected
)3	80010020041	New customer transfer	11 Lot 19 Jones St Balcatta WA 6007	03/10/2006	11/10/2006	03/10/2006 04:36 PM	Pending
11	80010023191	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	03/10/2006	06/10/2006	03/10/2006 10:03 AM	Pending
	80010033950	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	27/09/2006	10/10/2006	27/09/2006 01:35 PM	Pending
	80010118827	New customer transfer	7 Pavetta Crescent Forrestfield WA 6059	27/09/2006	30/09/2006	27/09/2006 01:30 PM	Pending
2	80010010110	New customer transfer	7 Pavetta Crescent Forrestfield W& 6059	26/09/2006	05/10/2006	26/09/2006 03:09 PM	Pending
	80010034603	New customer transfer	7 Pavetta Crescent	26/09/2006	05/10/2006	26/09/2006 02:24 PM	Pending
2	80010121426	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	05/10/2006	26/09/2006 02:06 PM	Pending
port List	8						Page 1 of 3 Next
orks Cust	omer Services : 13 10 87						© 2006 Western Pov
							Cocal intranet

- 3. Click on the Customer Transfer Request link on the right.
- 4. The Customer Transfer Request page is displayed.



Metering Service Centre - Microsoft Internet Explorer provided by Technology Group	_5×
	service centre application version 1.5.34
Mtt Standing Customer Heter Service Customer's Meter View Transaction Other Discovery Louis Transfer History Order Ste Densis Custo Verify Hessages	Home
Logged in as metron_brenton Customer Transfer: Customer Transfer List C	ustomer Transfer Request
customer transfer nmi selection	
MI Selection	
NMI	Next >
Guidelines Tip 1 It is mandatory to enter a NMI and checksum. All NMI's comprise of 10 digits, plus the checksum. The NMI and checksum should be entered as one continuous number Tip 2 If the NMI is unknown, use <u>NMI Discovery</u> to obtain the NMI using address or meter number.	ari.e. 80010099999.
Networks Customer Services : 13 10 87	© 2006 Western Power
in the second	<u>×</u>

- 5. Click into the NMI field and type in the NMI and NMI Checksum (this will be a total of 11 numbers).
- 6. Click on the Next > button located on the right of the page.
- 7. The Customer Transfer Request page will be displayed with the NMI and Site Address populated and will display the data to be completed to submit a transfer request.
- 8. Review the NMI and Site Address to ensure that you have the correct site.
- 9. Enter the following information.

- E Westerno	ower		metering service cent
	01101		application version 1
	1 1		
NMI Standing Discovery Data	Customer Meter Transfer History	Service Customer & Meter Order Site Details Data Verify	
Logged in as metron_bre	enton		Customer Transfer: Customer Transfer List Customer Transfer Reg
customer trai	osfer request		
customer trai	ister request		Ψ
Transfer Detail	s		
NMI and Checksum	80010006109	Transfer Type *	New customer transfer
Site Address	Lot 903 Roberts Rd	Nominated Transfer Date *	4 💌 Dec 💌 2006
	SUDIACO WA 6008	Pref. Network Tariff	Time of Lice Research (Licens)
			Time of Ose chergy (Large)
Meter Informat	ion		
Meters to be chang	ed		
₽ 0221000088 (CC	MMS3)		← − − −
Est. Annual Consum	ption 230	kWh Contracted Max	c. Demand 15 kW 💌
Est. Annual Consum	ption 230	kWh Contracted Max	c. Demand 15
Est. Annual Consum	ption 230	kWh Contracted Max	L. Demand 15 KW ¥
Est. Annual Consum	ption 230	kWh Contracted Max	2 • Oct • 2006
Est. Annual Consum	ption 230	kWh Contracted Max	2 9 Oct 9 2006
Est. Annual Consum	ption 230 t Detoils AR1223	kWh Contracted Max	2 Domand 15 RW 9
Est. Annual Consum	ption 230 ct Dotails AR1223	kWh Contracted Max	2 Back Subm
Est. Annual Consum Access Control Contract Name	ption 230 ct Details AR1223 085 : 13 10 87	SWh Contracted Mar	c. Demand 15 KW X 2 X Oct X 2006 C Back Subm 0 2006 V C Subm 0 2006 V C Subm
Est. Annual Consum Access Control Contract Name	ption 230 ct Details AR1223 Des : 13 10 87	UV/h Centracted Ma	c. Demand 15 KW X 4
Est. Annual Consum Access Contract Contract Name	ption 230 t Details AR1223 ces : 13 10 07	SWA Contracted Ma	c. Demand 15 RW W A
Est. Annual Consum Access Contract Contract Name	ption 230 A Dotoils AR1223 285 : 13 10 07	Contract Date	c. Demand 15 KW W 🕊 🗲
Est. Annual Consum Access Contract Contract Name	220 2 Details AR1223 285 : 10 10 07	Centract Date	c. Demand 15 KW X 4
Est. Annual Consum Access Contract Contract Name	220 2 Dotails AR1223 285 : 13 10 07	Contract Date	c. Demand 15 RW W A



Transfer Type

Click the ransfer arrow next to the Transfer Type field and choose New Customer Transfer.

2 Nominated Transfer Date

Click the calendar icon **m** and choose the appropriate date for the transfer.

B Pref. Network Tariff

Click the ref arrow next to the Pref. Network Tariff field and choose the appropriate preferred network tariff.

4 Meters to be changed

If required tick the box next to any meter that needs to be changed as a result of the customer transfer.

5 Est. Annual Consumption

Type in the Estimated Annual Consumption for this customer.

6 Contract Max. Demand

Type in the Contracted Maximum Demand for this customer. This field is only required if a CMD network tariff is selected in the Pref. Network Tariff.

Contract Name

Contract Date

Type in the name of the access contract that applies to this transfer.

8

Click the calendar icon main and select the date the access contract commenced.



10. Click the Submit button.

11. Once the request has been successfully submitted a confirmation page will appear.

🚰 Metering Service Centre - Microsoft Internet Explorer provid	led by Technology Group	
		metering service centre application version 1.5.34
NMI Standing Customer Meter Servio Discovery Data Transfer History Orde	e Customer & Meter View Transaction Other er Site Details Data Verify Messages Status Forms	Home
Logged in as metron_brenton	Cust	omer Transfer: Customer Transfer List Customer Transfer Request
transfer request submitted		
Your request CTR0635513 has been received by MBS monitor the status of your request in the Customer T	s but has not yet been accepted. This may occur if manual intervention fransfer List.	is required prior to acceptance/rejection of the request. You can
Confirmation		
Request Transaction ID	CTR0635513	
For NMI	80010006109	Transfer Date 04/12/2006
Site Address	Lot 903 Roberts Rd Subiaco WA 6008	Date Submitted 07/11/2006
Your transfer request has been submitted to Wester Customer Transfer requested.	m Power Networks successfully. You can use the print button to save	the details of the
		< Back Print
Networks Customer Services : 13 10 87		© 2006 Western Power
(a) Done		🔒 🎯 Local intranet

- **12.** Review the Transfer Request details to ensure that they are correct.
- **13.** If you wish to print a copy of the confirmation page for your records, click on the Print button.

5.2 Searching the Inbound Transfer list

- 1. Log into the Metering Service Centre.
- 2. Click on the Customer Transfer navigation tab.
- **3.** The Inbound Transfer List page will be displayed.



Metering Servi	ice Centre - Microsoft In	ternet Explorer provided by Techno	logy Group				_ 5
- we	stern power					metering s	ervice centre application version 1.5.34
	Standing Customer Data Transfer		er & Meter View tails Data Verify Messages				
ogged in as m	etron_brenton			Cu	ustomer Transfer: <u>Cus</u>	tomer Transfer List Cus	tomer Transfer Request
inbound	l transfer lis	t					
Search						NMI	Go 🔰
Transfer T	ype			Status			*
Transfer D	ate (From)			Transfer Date (To)			
Last Modif	ied (From)			Last Modified (To)			
						Se	Clear
Request Id	NMI	<u>Transfer Type</u>	Site Address	Submitted	<u>Transfer Date</u>	Last Modified	<u>Status</u>
221	80010006109	New customer transfer	Lot 903 Roberts Rd Subiaco WA 6008	07/11/2006	04/12/2006	07/11/2006 D1:10 PM	Sent to MBS
222	80010005397	New customer transfer	Locn 5216A Settlement Rd NARRIKUP WA 6326	10/10/2006	01/11/2006	10/10/2006 02:51 PM	Withdrawn
223	80010006109	New customer transfer	Lot 903 Roberts Rd Subiaco WA 6008	10/10/2006	01/11/2006	10/10/2006 02:42 PM	Sent to MBS
TBA	80010001159	New customer transfer	Lot 45 Leath Rd Kwinana Beach WA 6167	10/10/2006	01/11/2006	10/10/2006 02:08 PM	Rejected
1803	80010020041	New customer transfer	11 Lot 19 Jones St Balcatta WA 6007	03/10/2006	11/10/2006	03/10/2006 04:36 PM	Pending
1501	80010023191	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	03/10/2006	06/10/2006	03/10/2006 10:03 AM	Pending
4	80010033950	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	27/09/2006	10/10/2006	27/09/2006 01:35 PM	Pending
<u>6</u>	80010118827	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	27/09/2006	30/09/2006	27/09/2006 01:30 PM	Pending
202	80010010110	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	05/10/2006	26/09/2006 03:09 PM	Pending
97	80010034603	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	05/10/2006	26/09/2006 02:24 PM	Pending
Export List g	5						Page 1 of 3 Next 📎
etworks Custo	mer Services : 13 10 8	7					© 2006 Western Power
							A Mill and internet

- **4.** The page has two sections; the top section allows you to search for a particular inbound transfer whereas the bottom section lists all of the current inbound transfers and can be sorted by various columns.
- 5. To search for a particular transfer, enter data into at least one of the following fields.



Click the ransfer arrow and choose the Transfer Type you wish to find.

- Erroneous Transfers
- New Customer Transfer

2 Status

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Click the ransfers you wish to find.

Completed

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- Pending
- Rejected
- Requested
- Sent to MBS
- Withdrawal Requested
- Withdrawn

• Transfer Date (from)

Click the Calendar icon and choose the appropriate date for the earliest transfer date.

4 Transfer Date (to)

Click the Calendar icon and choose the appropriate date for the latest transfer date.

b Last Modified (from)

Click the Calendar icon and choose the appropriate date for the earliest date the transfer was changed or updated.

6 Last Modified (to)

Click the Calendar icon and choose the appropriate date for the latest date the transfer was changed or updated.

6. Click the Search button.

I

7. The results of the search will be returned in a table at the bottom of the page.



Metering Serv	rice Centre - Microsoft Inter	met Explorer provided by Technolog	y Group				X
- We	estern power					metering serv	/ice centre
NM1 Discovery	Standing Data Transfer	Meter Service Customer History Order Site Detail	6. Meter View T Is Data Verify Messages	ransaction Other Status Forms			Home
Logged in as m	etron_brenton			Cust	omer Transfer: <u>Custor</u>	<u>ner Transfer List</u> Custome	r Transfer Request
Inbound	i transfer list						
Search	h					NMI	Go >
Transfer T	Fype	New custome	er transfer 💌 St	atus		Rejected	×
Transfer E	Date (From)		Tr.	ansfer Date (To)		•	
Last Modif	fied (From)		La IIII	st Modified (To)			
						Search	Clear
Request Id	NMI	Transfer Type	Site Address	Submitted	<u>Transfer Date</u>	Last Modified	<u>Status</u>
<u>tba</u>	80010001159	New customer transfer	Lot 45 Leath Rd Kwinana Beach WA 6167	10/10/2006	01/11/2006	10/10/2006 02:08 PM	Rejected
1401	80010003105	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	25/09/2006	29/09/2006	25/09/2006 10:03 AM	Rejected
Export List	8						Page 1 of 1
Networks Custo	omer Services : 13 10 87					0	2006 Western Power
(e) Done							Local intranet

8. Click on the Request Id of the transfer you wish to view the details for.

fetering Service Centre - Microso	oft Internet Explorer provided by Technol	agy Group			_ 6
				metering s	ervice centre application version 1.5.34
NMI Standing Custe Discovery Data Tran	amer Meter Service Custome asfer History Order Site Det	r 8. Meter View ails Data Verify Messages	Transaction Other Status Forms		Home
igged in as metron_brenton	, normant dataile	_	Customer Transfe	: <u>Customer Transfer List</u> Cust	omer Transfer Request
Details	request details				
Request Transaction ID	CTR0633535	MBS Request ID	n/a		Rejected I
NMI inc Checksum	80010001159	Transfer Date	01/11/2006		
Site Address	Lot 45 Leath Rd Kwinana Beach WA 6167	Customer Transfer Type	New customer transfer		
Proposed Tariff	Time of Use Energy (Large)	Last Modified	10/10/2006 14:08		
Exception Code	202 - Participant already responsible for Metering Point (8001000115/Retailer = ALINTA)				
Service Provider Notes					
Meter Information					
Meter changes requested	0098000018(COMMS3)	Est. Annual Consumption	50 kWh		
		Contracted Max. Demand	2 KW		
Access Contract Deta	hils				
Contract Name	14455	Contract Date	01/08/2006		
					Back Print
works Customer Services : 13	10 87				© 2006 Western Power
one					🔒 📑 Local intranet

5.3 Sorting the Inbound Transfer List

1

Sorting the inbound transfer list is simply a matter of clicking on the appropriate column header in the table.

<u>Request Id</u> <u>NMI</u>	<u>Transfer Type</u>	<u>Site Address</u>	<u>Submitted</u>	<u>Transfer Date</u>	<u>Last Modified</u>	<u>Status</u>
			rnpower			

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5.4 Exporting the Inbound Transfer List

- 1. Log into the Metering Service Centre.
- 2. Click on the Customer Transfer navigation tab.
- 3. The Inbound Transfer List page will be displayed.

Metering Ser	vice Centre - Microsoft Ini	ternet Explorer provided by Technol	logy Group				_6
- 5	estern power					metering s	ervice centre application version 1.5.34
NM1 Discovery	Standing Customer Data Transfer	Meter Service Custom History Order Site De	er 8. Meter View tails Date Verify Messages	Transaction Other Status Forms			Home
Logged in as r	netron_brenton			Cu	ustomer Transfer: <u>Cus</u>	<u>tomer Transfer List</u> Cust	omer Transfer Request
inboun	d transfer list	t					
Searc	ħ					NMI	Go >
Transfer	Туре			Status			E.
Transfer	Date (From)			Transfer Date (To)			
Last Mod	ified (From)			Last Modified (To)			
						Se	arch Clear
Request Id	NMI	<u>Transfer Type</u>	Site Address	Submitted	<u>Transfer Date</u>	Last Modified	<u>Status</u>
221	80010006109	New customer transfer	Lot 903 Roberts Rd Subiaco WA 6008	07/11/2006	04/12/2006	07/11/2006 01:10 PM	Sent to MBS
222	80010005397	New customer transfer	Locn 5216A Settlement Rd NARRIKUP WA 6326	10/10/2006	01/11/2006	10/10/2006 02:51 PM	Withdrawn
223	80010006109	New customer transfer	Lot 903 Roberts Rd Subiaco WA 6008	10/10/2006	01/11/2006	10/10/2006 02:42 PM	Sent to MBS
TBA	80010001159	New customer transfer	Lot 45 Leath Rd Kwinana Beach WA 6167	10/10/2006	01/11/2006	10/10/2006 02:08 PM	Rejected
1803	80010020041	New customer transfer	11 Lot 19 Jones St Balcatta WA 6007	03/10/2006	11/10/2006	03/10/2006 04:36 PM	Pending
1501	80010023191	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	03/10/2006	06/10/2006	03/10/2006 10:03 AM	Pending
4	80010033950	New customer transfer	7 Pavetta Crescent	27/09/2006	10/10/2006	27/09/2006 01:35 PM	Pending
<u>6</u>	80010118827	New customer transfer	7 Pavetta Crescent	27/09/2006	30/09/2006	27/09/2006 01:30 PM	Pending
202	80010010110	New customer transfer	7 Pavetta Crescent	26/09/2006	05/10/2006	26/09/2006 03:09 PM	Pending
97	80010034603	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	05/10/2006	26/09/2006 02:24 PM	Pending
Export List	6						Page 1 of 3 Next 📎
Networks Cust	tomer Services : 13 10 87						© 2006 Western Power
Done							A Decal intranet

- **4.** The page has two sections; the top section allows you to search for particular inbound transfers whereas the bottom section lists all of the current inbound transfers and can be sorted by various columns.
- 5. Scroll down to the bottom of the page and click on the Export List 💪 button.
- 6. A dialog box will appear asking whether to save or open the file.

File Dowr	nload			×
?	Some files can ha looks suspicious, save this file.	arm your computer or you do not fully	r. If the file informat v trust the source, o	tion below do not open or
	File name:	Export.csv		
	File type:	Microsoft Excel Co	omma Separated V	/alues File
	From:	napptest		
	Would you like to	open the file or s	ave it to your comp	outer?
	<u>O</u> pen	(<u>S</u> ave	Cancel	<u>M</u> ore Info
	🔽 Al <u>w</u> ays ask b	efore opening this	type of file	



7. Click on the <u>save</u> button, another dialog box will appear asking you for a location to save the file.

Save As		<u>? ×</u>
Save jn:	n: 🚺 Desktop 💽 🔶 🖿	-
History Desktop My Computer	My Computer	
	File name: Export.csv 💌	<u>S</u> ave
	Save as type: Microsoft Excel Comma Separated Values File 💌	Cancel

- 8. Navigate to the drive and folder you wish to save the file in and click the save button.
- 9. Open the saved file in Microsoft Excel or an equivalent spreadsheet program.
- **10.** The Inbound Transfer List details will be displayed in a columnar format; you may need to widen the columns to see all of the data.

🔣 Mic	rosoft Excel - Export.csv	,										_ 5 >
6	e Edit View Insert For	mat Iools Data ∭indow	Help									_8>
	ê 🖬 🙆 🗟 🚏 👗	🖓 🛍 🍼 🔹 🖓	- 🍓 Σ 🖍 🛃 👬 🎒 🎝 100% 🔹 🗊 🗸									
Arial	• 10 •	BIU≣≣≣∃	■ 国 \$ %,% ぷ 律 律 🔛 • 効 • 🛆	· .								
		Request Id	D	F	F	G	н	1		K		M ⁴
1 🖻	equest Id NMI	Transfer Type	Site Address	Submitted	Transfer Date	Last Modified	Status		0	K		
2	223 8001000610	9 New customer transfer	Lot 903 Roberts Rd. Subjace WA 6008	10/10/2006	1/11/2006	10/10/2006 1	4:42 Sent to MBS					
3	222 8001000539	7 New customer transfer	Loca 5216A Settlement Rd, NARRIKUP WA 6326	10/10/2006	1/11/2006	10/10/2006 1	4:14 Sent to MBS					
4	8001000115	9 New customer transfer	Lot 45 Leath Rd, Kwinana Beach WA 6167	10/10/2006	1/11/2006	10/10/2006 1	4:08 Rejected					
5	1803 8001002004	1 New customer transfer	11 Lot 19 Jones St. Balcatta WA 6007	3/10/2006	11/10/2006	3/10/2006 1	5:36 Pending					
6	1501 8001002319	1 New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	3/10/2006	6/10/2006	3/10/2006 1	0.03 Pending					
7	4 8001003395	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	27/09/2006	10/10/2006	27/09/2006 1	3:35 Pending					
8	6 8001011882	7 New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	27/09/2006	30/09/2006	27/09/2006 1	3:30 Pending					
9	202 8001001011	D New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	5/10/2006	26/09/2006 1	5:09 Pending					
10	97 8001003460	3 New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	5/10/2006	26/09/2006 1	4:24 Pending					
11	105 8001012142	6 New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	5/10/2006	26/09/2006 1	4:06 Pending					
12	104 8001001144	6 New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	5/10/2006	26/09/2006 1	3:57 Pending					
13	98 8001013879	D New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	5/10/2006	26/09/2006 1	3:44 Pending					
14	44 8001001015	D New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	6/10/2006	26/09/2006 1	3:44 Pending					
15	187 8001001157	B New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	30/09/2006	26/09/2006 1	3:42 Pending					
16	100 8001016891	4 New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	5/10/2006	26/09/2006 1	3:39 Pending					
17	96 8001000903	5 New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	5/10/2006	26/09/2006 1	3:38 Pending					
18	106 8001012593	9 New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	5/10/2006	26/09/2006 1	3:37 Pending					
19	118 8001005844	4 New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	5/10/2006	26/09/2006 1	3:36 Pending					
20	102 8001016474	7 New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	5/10/2006	26/09/2006 1	3:34 Pending					
21	91 8001000953	9 New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	5/10/2006	26/09/2006	9:22 Pending					
22	90 8001006987	D New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	5/10/2006	26/09/2006	9:20 Pending					
23	89 8001005549	D New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	5/10/2006	26/09/2006	9:18 Pending					
24	93 8001013343	7 New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	5/10/2006	26/09/2006	9:11 Pending					
25	67 8001017426	7 New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	5/10/2006	26/09/2006	9:07 Pending					
26	1401 8001000310	5 New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	25/09/2006	29/09/2006	25/09/2006 1	D:03 Rejected					
27												
28												
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90												
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5.5 Raising an Erroneous Transfer

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An erroneous transfer is raised when a Retailer realises they made a mistake in transferring a customer. The original customer transfer has been completed therefore it is not possible for the Retailer to cancel it. The Retailer raises an erroneous transfer



against the completed customer transfer to return the customer to their original Retailer.

- 1. Log into the Metering Service Centre.
- 2. Click on the Customer Transfer navigation tab.

Metering Ser	rvice Centre - Microsoft In	ternet Explorer provided by Technol	ogy Group				_ 5
- s	estern power					metering s	ervice centre application version 1.5.34
NM1 Discovery	Standing Customer Data Transfer	Meter Service Custome History Order Site Det	r 8. Meter View ails Data Verify Messages	Transaction Other Status Forms			Home
logged in as i inboun	metron_brenton d transfer lis			Ci	ustomer Transfer: <u>Cus</u>	<u>stomer Transfer List</u> Cust	omer Transfer Request
Sear	et.					NMI	Go 📎
Transfer	Туре		×	Status			×
Transfer	Date (From)	×		Transfer Date (To)		• •	
Last Mod	lified (From)			Last Modified (To)			
						Se	Clear
Request Id	NMI	<u>Transfer Type</u>	Site Address	Submitted	<u>Transfer Date</u>	Last Modified	<u>Status</u>
221	80010006109	New customer transfer	Lot 903 Roberts Rd Subiaco WA 6008	07/11/2006	04/12/2006	07/11/2006 01:10 PM	Sent to MBS
222	80010005397	New customer transfer	Locn 5216A Settlement Rd NARRIKUP WA 6326	10/10/2006	01/11/2006	10/10/2006 02:51 PM	Withdrawn
223	80010006109	New customer transfer	Lot 903 Roberts Rd Subiaco WA 6008	10/10/2006	01/11/2006	10/10/2006 02:42 PM	Sent to MBS
TBA	80010001159	New customer transfer	Lot 45 Leath Rd Kwinana Beach WA 6167	10/10/2006	01/11/2006	10/10/2006 D2:08 PM	Rejected
1803	80010020041	New customer transfer	11 Lot 19 Jones St Balcatta WA 6007	03/10/2006	11/10/2006	03/10/2006 D4:36 PM	Pending
1501	80010023191	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	03/10/2006	06/10/2006	03/10/2006 10:03 AM	Pending
4	80010033950	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	27/09/2006	10/10/2006	27/09/2006 01:35 PM	Pending
<u>6</u>	80010118827	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	27/09/2006	30/09/2006	27/09/2006 D1:30 PM	Pending
202	80010010110	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	05/10/2006	26/09/2006 03:09 PM	Pending
97	80010034603	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	26/09/2006	05/10/2006	26/09/2006 02:24 PM	Pending
Export List	15						Page 1 of 3 Next 📎
letworks Cus	tomer Services : 13 10 8	r					© 2006 Western Power
Done							🔒 🚉 Local intranet

- 3. Click on the Customer Transfer Request link on the right.
- 4. The Customer Transfer Request page is displayed.

2 metering Service Centre - microsort Internet Explorer provided by Technology Group	
-et western power	metering service centre application version 1.5.34
NHI Standing Custamer Heter Service Customer & Heter View Transaction Other Discovery Data Transfer Heters Order Statute Data Verify Hessages Statute Perms	Home
Logged in as metron_brenton Customer Tran	ifer: Customer Transfer List <u>Customer Transfer Request</u>
customer transfer nmi selection	
NMI Selection	
NMI	Next 3
Guidelines Top 1 It is mandatory to enter a NMI and checksum. All NMI's comprise of 10 digits, plus the checksum. The NMI and checksum should be	entered as one continuous number i.e. 80010099999.
Tip 2 If the NMI is unknown, use <u>NMI Discovery</u> to obtain the NMI using address or meter number.	
Networks Custamer Services : 13 10 87	© 2006 Western Power
	-
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5. Click into the NMI field and type in the NMI and NMI Checksum (this will be a total of 11 numbers).



- 6. Click on the Next \gg button located on the right of the page.
- 7. The Customer Transfer Request page will be displayed with the NMI and Site Address populated and will display the data to be completed to submit a transfer request.
- 8. Review the NMI and Site Address to ensure that you have the correct site. If they are incorrect click on the Back button to return to the Customer Transfer NMI selection page.
- 9. Enter the following information.

Metering Service Centre - Microsoft Internet Explorer provided by Technology Group	_6×
	ering service centre application version 1.5.34
Mitt Standing Customer Meter Service Customers Mater View Torouton Other Cuscovery Custo Transfer Hidany Order See Cetable Custa Verify Messager Via Amma	Home
Lagged in as metron_brenton Customer Transfer: Customer Transfer:	List <u>Customer Transfer Request</u>
customer transfer request	
Transfer Details	
NMI and Checksum 80010006109 Transfer Type * Erroneous transfer 💌	2
Site Address Lot 903 Roberts Rd Nominated Transfer Date * 4 I Dec I 2006	Ŭ
Pref. Network Tariff	
Neter Information	
Mataer to he channed	
C 0221000088 (COMMS3)	
Est. Annual Consumption	
Access Contract Details	
Contract Name Contract Date	
	C Back Submit
Networks Customer Services : 13 10 87	© 2006 Western Power
	<u>×</u>
(b) Done	🔒 🎯 Local intranet

Transfer Type

Click the ransfer arrow next to the Transfer Type field and choose Erroneous Transfer.

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O

Nominated Transfer Date

Click the calendar icon **m** and choose the date the original transfer was requested for.

- **10.** Scroll down to the bottom of the page and click the **Submit** button.
- **11.** Once the request has been successfully submitted a confirmation page will appear.



12. If you wish to print a copy of the confirmation page for your records, click on the **Print** button.

5.6 Withdrawing a Customer Transfer Request

A Retailer can withdraw a customer transfer request whilst the request is in one of the following statuses.

- Sent to MBS
- Pending

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If the request is in any other status, a withdrawal cannot be requested. An erroneous transfer request can be raised for any customer transfer in a Completed status, see Raising an Erroneous Transfer on page 49.

- 1. Log into the Metering Service Centre.
- 2. Click on the Customer Transfer navigation tab.
- **3.** The Inbound Transfer List page will be displayed.

Metering Ser	vice Centre - Microsoft Inl	ernet Explorer provided by Techno	ology Group				_ 6 ×
- == W8	estern power					meterina s	ervice centre
							application version 1.5.34
							Home
Discovery	Data Transfer	History Order Site D	etails Data Verify Messages	Status Forms			
Logged in as m	netron_brenton			0	ustomer Transfer: <u>Cus</u>	i <u>tomer Transfer List</u> Cust	omer Transfer Request
inboun	d transfer list						
						NMI	Go S
Searc							
Transfer	Type		¥	Status			*
Transfer	Date (From)			Transfer Date (To)			
Last Mod	ified (From)			Last Modified (To)			
						se	arch Clear
Request Id	<u>NMI</u>	Transfer Type	Site Address	Submitted	<u>Transfer Date</u>	Last Modified	Status
221	80010006109	New customer transfer	Lot 903 Roberts Rd Subiaco WA 6008	07/11/2006	04/12/2006	07/11/2006 D1:10 PM	Sent to MBS
222	80010005397	New customer transfer	Locn 5216A Settlement Rd NARRJKUP WA 6326	10/10/2006	01/11/2006	10/10/2006 02:51 PM	Withdrawn
223	80010006109	New customer transfer	Lot 903 Roberts Rd Subiaco WA 6008	10/10/2006	01/11/2006	10/10/2006 02:42 PM	Sent to MBS
TBA	80010001159	New customer transfer	Lot 45 Leath Rd Kwinana Beach WA 6167	10/10/2006	01/11/2006	10/10/2006 02:08 PM	Rejected
1803	80010020041	New customer transfer	11 Lot 19 Jones St Balcatta WA 6007	03/10/2006	11/10/2006	03/10/2006 04:36 PM	Pending
1501	80010023191	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	03/10/2006	06/10/2006	03/10/2006 10:03 AM	Pending
4	80010033950	New customer transfer	7 Pavetta Crescent Forrestfield WA 6058	27/09/2006	10/10/2006	27/09/2006 01:35 PM	Pending
<u>6</u>	80010118827	New customer transfer	7 Pavetta Crescent Forrestfield WA 6059	27/09/2006	30/09/2006	27/09/2006 D1:30 PM	Pending
202	80010010110	New customer transfer	7 Pavetta Crescent Forrestfield WA 6059	26/09/2006	05/10/2006	26/09/2006 03:09 PM	Pending
97	80010034603	New customer transfer	7 Pavetta Crescent	26/09/2006	05/10/2006	26/09/2006 02:24 PM	Pending
			Forrestrield WA 6058				
Export List	6						Page 1 of 3 Next 📎
Networks Cust	tomer Services : 13 10 87						© 2006 Western Power
🐑 Done							Local intranet

- 4. The page has two sections; the top section allows you to search for a particular inbound transfer whereas the bottom section lists all of the current inbound transfers and can be sorted by various columns.
- 5. Click on the Request Id of the transfer you wish to withdraw. The transfer must be in a Sent to MBS or Pending status. The details of the transfer will appear.

1etering Service Centre - Microso	ift Internet Explorer provided by Tec	hnology Group			
			metering	g service centre application version 1.5.3	
NMI Standing Custo iscovery Data Tran	i mer Meter Service Cust Isfer History Order Site	omer & Meter View Details Data Verify Messages	Transaction Other Status Forms	Home	
ged in as metron_brenton		Customer Transfer:	Customer Transfer List	Customer Transfer Reques	
ustomer transfer	request details			Sent to MBS 👩	
Details					
Request Transaction ID	CTR0635513	MBS Request ID	221		
NMI inc Checksum	80010006109	Transfer Date	04/12/2006		
Site Address	Lot 903 Roberts Rd Subiaco WA 6008	Customer Transfer Type	New customer transfer		
Proposed Tariff	Time of Use Energy (Large)	Last Modified	07/11/2006 13:10	11/2006 13:10	
Service Provider Notes					
Meter Information					
Meter changes requested	0221000088(COMMS3)	Est. Annual Consumption	230 kWh		
		Contracted Max. Demand	15 KW		
Access Contract Deta	ils				
Contract Name	AR1223	Contract Date	02/10/2006		
			& Back Requ	uest Withdrawal Print	
one				Contract Contract	

6. Click on the Request Withdrawal button. A dialog box will appear asking you if you are sure you want to cancel this request.

Microsoft	: Internet Explorer
?	Are you sure you want to withdraw this Customer Transfer Request?
	OK Cancel

- **7.** Click on the $\overbrace{\circ}^{K}$ button to confirm the withdrawal of the transfer.
- 8. A confirmation page will appear.

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Metering Service Centre - Micros	oft Internet Explor	er provided	by Technology (Group				<u>_6)</u>
	r					r	neter	ing service centre application version 1.5.34
NMI Standing Cust Discovery Data Tra	omer Meter nsfer History	Service Order	Customer & Site Details	Meter Data Verify	View Messages	Transaction Status	Other Forms	Home
Logged in as metron_brenton				Custo	mer Transfer:	<u>Customer Tr</u>	ansfer Lis	<u>st</u> Customer Transfer Request
withdrawal reque	est submit	ted						
Confirmation								
	0700005540							
For NMI	8001000610	9						
Site Address	Lot 903 Robe Subiaco WA f	erts Rd 5008						
Your request to withdraw t as there may be manual st already been completed).	this transfer has teps required to	been subm confirm whe	itted. Please (ather withdray	note that the wal can occur i	customer tra (eg. where a	nsfer has not transfer is in f	been auto the field o	matically withdrawn r where it has
								Sack Print
letworks Customer Services : 13	10 87							© 2006 Western Power
Done								🔒 🎯 Local intranet



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9. If you wish to print a copy of the confirmation page for your records, click on the **Print** button.



6 Meter History

A Meter History Request is raised by a Retailer who requires historical electricity consumption data for a meter through the Metering Service Centre. To request Meter History the Retailer must have verifiable customer consent if they were not the FRMP for the time period the data is requested. A maximum of 12 months consumption history can be provided for the Meter History Request.

If the requested data can't be provided or the data doesn't exactly correlate to the request, a message will be displayed to explain the situation.

Remember: You can also access all of Metering Service Centre functions from the Standing Data Details page.

Before beginning...

- Ensure that verifiable customer consent has been obtained if the retailer was not the FRMP for the time period the data is to be requested.
- Ensure that Internet Access is available
- Ensure that a User ID has been obtained. If a User ID has not been obtained, select the Click here to register link on the Log In page. The telephone number (08) 9411 7338 is provided to users to apply for a User Account or alternatively email Western Power Networks by clicking on the Contact Us link on the same Log In page.
- Ensure that a NMI has been obtained relating to the Meter History to be retrieved. If the NMI has not been obtained refer to The NMI Discovery function on page 23 for information on how to obtain it.
- 1. Log into the Metering Service Centre if necessary.
- 2. Click on the Meter History navigation tab. The Meter History NMI selection page will appear.

Metering Service Centre - Microsoft Internet Explorer provided by Technology Group	×
-σ ∰ western ρower	metering service centre application version 1.5.34
Net Standing Customer Neter Service Customer & Meter View Transaction Other Data Transfer History Order Set Details Custowery Messages Status Porms	Hame
Logad in as metron_brenton meter history nmi selection	
NMI Selection	
NMI	Next >
Cuidelines Tip 1 It is mandatory to enter a NMI and checksum. All NMI's comprise of 10 digits, plus the checksum. The NMI and checksum s Tip 2 If the NMI is unknown, use <u>NMI Discovers</u> to obtain the NMI using address or meter number.	should be entered as one continuous number i.e. 80010099999.
Networks Customer Services : 13 10 87	© 2006 Western Power
A) Done	



- **3.** Click into the NMI field and type in the NMI and NMI Checksum. A total of 11 digits.
- **4.** Click on the Next > button to the right.
- **5.** The Meter History Request page will be displayed with the NMI and Site Address already populated.

Metering Service Centre - Microsoft Inter	met Explorer provided by Technology G	roup			_@×
				metering se	rvice centre
NMI Standing Customer Discovery Data Transfer	Meter Service Customer & History Order Site Details	Meter View Data Verify Message:	Transaction Other Status Forms		Home
Logged in as metron_brenton					
meter history reques	t				
Site Information					
NMI 8	0010163533	Site Address	Lot 55 622 Hay St		
Date (From)	1 💌 Oct 💌 2005 📖	Date (To)	30 • Sep • 2006		
-				< Back	Submit Request
Networks Customer Services : 13 10 87					© 2006 Western Power
Done					🔄 🚉 Local intranet

- 6. Review the NMI and Site Address to ensure that you have the correct site. Otherwise click the < Back button to return to the Meter History NMI Selection page.
- 7. Click the calendar icon in next to the Date (From) field and choose the starting date for the meter data you are requesting.
- 8. Click the calendar icon min next to the Date (To) field and choose the ending date for the meter data you are requesting.
- 9. Click on the Submit Request button.

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10. A message will be displayed confirming that the request has been submitted.



Metering Service Centre - Microsoft Internet Explorer provided by Technol	logy Group	
		motoring convice control
		application version 1.5.34
		Home
NMI Standing Customer Neter Service Custome Discovery Data Transfer History Order Site Def		
Logged in as metron_brenton		
meter history request submitted		
Your Meter History Request has been submitted successfully.		
NMI Information		
For NMI 80010163533		
Site Address Lot 55 622 Hay St Jolimont WA 6014		
Data Date Range 01/10/2005 - 30/09/2006		
The requested data will be sent to you shortly via your nominated therefore please allow up to the number of days specified in the for Total number of Meter History Requests submitted by the retailer to the network operator on the business day.	method of communication. Please note that in some circumstar lowing table. Request received by 3.00pm on a business day Data must be provided as soon as possible, but by no later th	ces, manual intervention is required to gather the data, Request received after 3.00pm on a business day an 5.00pm on the business day which is the specified number
Lin to 5	of business day(s) after the business day on which the Meter	History Request is submitted.
6 to 10	4	5
11 to 20	5	6
		Sack Print
letenoris Custamer Services : 13 10 87		© 2005 Western Power

- **11.** If you wish to print a copy of the confirmation page for your records, click on the **Print** button.
- **12.** Once the request has been fulfilled you can view the data by following the steps listed under Downloading and Viewing Messages on page 81.

Note: The Meter History Request is known as a Provide Meter Data request in the other build pack documents.



7 Service Orders

A Service Order request is raised through the Metering Service Centre by Retailers to request Metering Services to perform work on or for a specified site, supply point or meter. There are a number of different types of service orders, which relate to various activities Metering Services can perform.

7.1 Service Order Types and Sub Types

Based on the activities the Retailer wishes Metering Services to perform, the Retailer can select an appropriate type of service order request. As this is a request for a service order, the request must be verified by Metering Services and acknowledged before any work can proceed.

Service Orders can have subtypes, which further narrow down the type of activity the Retailer wishes Metering Services to perform.

Below is the complete list of all service order requests and service order request subtypes that can be raised in the Metering Service Centre. Note that some service order types have associated charges, see the price list published by Western Power Networks for details.

Adds and Alts – request when you require a meter to be installed, exchanged or removed.

Adds and Alts Subtypes

- Install request for a new meter to be installed at an existing site with an existing NMI
- Exchange request for an existing meter to be exchanged for a different type of meter, commonly used where the new meter is required to support a different retail tariff.
- Remove request for an existing meter to be removed from a site
- Blank request for an Adds and Alts where the sub type is ambiguous or unknown

De-energisation – request when you wish to remove power from a site altogether.

De-energisation Sub Types

- Remove Fuse request for the meter fuse to be removed essentially disconnecting power from the supply point. (This is not used for the removal of the meter itself)
- Remove Fuse (non-payment) request for the meter fuse to be removed essentially disconnecting power from the supply point. (This is not used for the removal of the meter itself). This is used exclusively for customer non-payment.
- Warning request for a De-energisation warning to be raised in MBS. This will
 result in Metering Services leaving a de-energisation warning card at the
 premises.
- Blank request for a De-energisation where the sub type is ambiguous or unknown. Special instructions must be added to service order to specify the reason for the de-energisation if the sub type is blank.



Meter Investigation - request when you want to investigate where a meter has been vandalised or damaged, an Electronic Meter displays an error message or the display is blank, or there is suspected meter tampering.

Meter Investigation Sub Types

- Inspect request for a meter to be inspected due to vandalism or damage to a meter
- Meter Test request for a meter to be tested where the meter may not be returning valid data or returning incomplete data. Special instructions need to be added to the service order to specify whether an onsite or lab test is required.
- Tamper request for a meter to be inspected where tampering with the supply of electricity to a site or meter is suspected
- Blank request for a meter to be inspected where the sub type is ambiguous or unknown

Meter Reconfiguration - request where you wish a meter to be reconfigured to support a new retail tariff. Contact your Access Services Account Manager prior to forwarding this type of request.

Meter Reconfiguration Sub Types

- Change Tariff request for a meter that supports a certain network tariff to be configured to use that network tariff.
- Blank request for a meter to be reconfigured where the sub type is ambiguous or unknown

Miscellaneous – request when you wish an activity that does not relate to one of the other types of service orders.

Miscellaneous Sub Types

 Blank – request for Metering Services activity that does not relate to any of the other service order types. Special comments need to be added to the service order to describe to Metering Services what the Retailer would like them to do.

New Connection – request when you want a new site connected to the electricity network.

New Connection Sub Types

- Permanent request for a permanent connection to the electricity network to be created for a new supply point
- Temporary request for a temporary connection to the electricity network to be created for a new supply point. This could be for a builder constructing a new house.
- Temporary in Permanent request for a temporary connection to the electricity network to be created in the position for a future permanent supply.



Re-energisation - request when you wish power to be restored to an existing site.

Re-energisation Sub Types

- After Disconnection For Non-Payment request for an existing meter to have the meter fuse inserted after the customer was disconnected for non-payment
- Blank request for an existing meter to have the meter fuse inserted where the subtype is ambiguous or unknown

Special Read – request when you want to obtain another reading outside of the normal read cycle.

Special Read Sub Types

- Check Read request for a meter to be read outside of its normal reading times to validate a reading or set of readings returned previously to the Retailer
- Final Read request for a meter to be read outside of its normal reading times for the purposes of closing a customers account
- Blank request for a meter to be read outside of its normal reading times where the subtype is ambiguous or unknown

Supply Abolishment – request when you want to have an electricity supply permanently removed.

Supply Abolishment Sub Types

• Blank

For further details on the service order process refer to the Process Descriptions and Guidelines that forms part of the Communication Build Pack.

Before beginning...

- Ensure that Internet Access is available
- Ensure that a User ID has been obtained. If a User ID has not been obtained, select the Click here to register link on the Log In page. The telephone number (08) 9411 7338 is provided to users to apply for a User Account or alternatively email Western Power Networks by clicking on the Contact Us link on the same Log In page.
- Ensure that a NMI has been obtained relating to the customer the service order will be raised against. If the NMI has not been obtained refer to The NMI Discovery function on page 23 for information on how to obtain it.

7.2 Viewing and searching for existing Service Orders

- 1. Login to the Metering Service Centre if necessary.
- 2. Click on the Service Order navigation tab. This page will show all existing service orders for all NMI's owned by the Retailer.



🚈 Metering Servi	ice Centre - Microsoft In	ternet Explorer provided by	Technology Group					1×
- == We	stern power					meter	ing service centre application version 1.5.34	4
NM1 Discovery	Standing Customer Data Transfer	Meter Service C History Order 3	Customer 8. Meter View Site Details Data Verify Message	Transaction Status F	Other orms			
Logged in as m	etron_brenton				Service (order: Service Ord	<u>ler List</u> Service Order Request	1
service	order list					Request ID	Go 📎	
Search	h							
NMI (inc	checksum)			Service Order 1	ype			
Scheduled	i Date (From)			Scheduled Date	(To)			
Last Modil	fied (From)			Last Modified (Γο)			
Status							Search Clear	
<u>Request Id</u>	<u>NMI</u>	Service Order Type	Site Address	Submitted	Last Modified	<u>Scheduled</u>	Status	
5560	80010001159	Miscellaneous	Lot 45 Leath Rd Kwinana Beach WA 6167	10/10/2006	12/10/2006 01:48 PM	26/10/2006	Completed	
0633503	80010001159	Special Read	Lot 45 Leath Rd Kwinana Beach WA 6167	10/10/2006	12/10/2006 08:54 AM	22/10/2006	Not Completed	
0631158		New Connection	1 Smith St Brookton WA 6306	26/09/2006	26/09/2006 09:02 AM	26/09/2006	Requested	
0629442	80010202407	Adds And Alts	Lot 169 17 Ezekiel Ave Canning Vale WA 6155	12/09/2006	13/09/2006 11:11 AM	12/09/2006	Cancellation Requested	
0629340	80010001174	Supply Abolishment	Lot 45 Leath Rd Kwinana Beach WA 6167	12/09/2006	12/09/2006 10:36 AM	12/09/2006	Requested	
0627407		New Connection	2 Hall Rd Boulder WA 6432	04/09/2006	09/09/2006 02:08 PM	04/09/2006	Cancelled	
0627377		New Connection	33 Ken St Wembley Downs WA 6019	04/09/2006	09/09/2006 02:05 PM	04/09/2006	Cancellation Requested	
0628940		New Connection	SHED 1 16 Lot 190 Action Pl Wangara WA 6065	09/09/2006	09/09/2006 09:21 AM	09/09/2006	Requested	
554789		New Connection	36 B Action PI Wangara WA 6065	08/09/2006	08/09/2006 11:39 AM	09/09/2006	Requested	
0055478		New Connection	Lot 250 Bay St Albany WA 6330	08/09/2006	08/09/2006 10:52 AM	08/09/2006	Rejected	
Export List	8						Page 1 of 3 Next 📎	
Networks Custo	tworks Customer Services : 13 10 87 © 2006 Western Power							
								<u></u>

3. To search for a service order, enter information into at least one of the following fields.





Type in the NMI and checksum you wish to narrow the search to.



Service Order Type

Click the rarrow and choose the service order type you wish to narrow the search to.



B **Scheduled Date (From)**

Click the calendar icon i and choose the appropriate date the service order was scheduled from.



Scheduled Date (To)

Click the calendar icon i and choose the appropriate date the service order was scheduled to.

6

Last Modified (From)

Click the calendar icon **m** and choose the appropriate date the service order was last modified from.

6

Last Modified (To)

Click the calendar icon i and choose the appropriate date the service order was last modified to.



Status

Click the row and choose the status you wish to narrow the search to. Refer to Service Order Status on page 91 for further details.

- 4. Click the Search button to start the search.
- 5. Once the results appear for your search in the table at the bottom of the page, click on the service order's Request Id to view the details.



Metering Service Centre - Mi	crosoft Internet Explo	rer provided by Technology Gro	up					
application version 1.5.3								
1 1	1 1		1 I	1.1	Home			
		Service Customer & Order Site Details						
Logged in as metron_brents	Lagged in as metron_brenton Service Order: Service Order List Service Order Request							
service order r	equest deta	ils			Completed 🛒			
Details								
Request ID	5560							
Submit Date	10/10/2006	Last Modified	12/10/2006 13:48					
Exception Code	0 -	Product Code	0 - 0					
Service Provider Conte	act	Service Provider Phone No						
Service Provider Reference	1922352	Actual Time and Date	12/10/2006 13:47					
Service Provider Note:	s Meter has be	een repaired						
NMI Overview								
NMI inc Checksum	8001000115	9						
Site Address	Lot 45 Leath Kwinana Bea	Rd ch WA 6167						
Meter Number(s)	0098000018							
Request Details								
Service Order Type	Miscellaneou:	s Scheduled Date	26/10/2005					
Retailer Request Id	5560							
Customer Consultation Reg'd?	No	Special Instructions Meter appears to be an	cing					
Contact Details								
Retailer Name	Custon	ner Name						
Retailer Phone	Custon	ner Phone						
Site Information								

7.3 Sorting the Service Orders List

Sorting the service orders list is simply a matter of clicking on the appropriate column header in the table.

<u>Request Id</u> <u>NMI</u> <u>Service Order Type</u> <u>Site Address</u> <u>Submitted</u> <u>Last Modified</u> <u>Scheduled</u> <u>Status</u>	Request Id	<u>NMI</u>	<u>Service Order Type</u> S	<u>ite Address</u>	<u>Submitted</u>	Last Modified	<u>Scheduled</u>	<u>Status</u>
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7.4 Creating a Service Order

- 1. Login to the Metering Service Centre if necessary.
- 2. Click on the Service Order navigation tab.

Performante properties proper	Metering Servic	e Centre - Microsoft In	ternet Explorer provided b	y Technology Group					۶Ľ
Market Water Water <t< th=""><th>-Wes</th><th>sternpower</th><th></th><th></th><th></th><th></th><th>meter</th><th>ring service centre application version 1.5.34</th><th>*</th></t<>	- Wes	stern power					meter	ring service centre application version 1.5.34	*
Service Order List Service Order Security Service Order List Service Order list Request ID Image: Second Deter Frage NMI (inc checksum) Image: Second Deter (From) Image: Second Deter (From) Image: Second Deter (From) Last Medified (From) Image: Second Deter (From) Image: Second Deter (From) Image: Second Deter (From) Last Medified (From) Image: Second Deter (From) Image: Second Deter (From) Image: Second Deter (From) Status Image: Second Deter (From) Image: Second Deter (From) Image: Second Deter (From) Status Image: Second Deter (From) Image: Second Deter (From) Image: Second Deter (From) Status Image: Second Deter (From) Image: Second Deter (From) Image: Second Deter (From) Status Image: Second Deter (From) Image: Second Deter (From) Image: Second Deter (From) Status Image: Second Deter (From) Image: Second Deter (From) Image: Second Deter (From) Status Image: Second Deter (From) Image: Second Deter (From) Image: Second Deter (From) Status Image: Second Deter (From) Image: Second Deter (From) Image: Second Deter (From) Status Image: Second Deter (From) Image: Second Deter (From) Image: Second Deter (From) Status Image: Second Deter (From) <td< th=""><th>NMI S Discovery</th><th>Standing Customer Data Transfer</th><th>Meter Service History Order</th><th>Customer & Meter Vie Site Details Data Verify Message</th><th>w Transaction (</th><th>Other</th><th></th><th>Home</th><th></th></td<>	NMI S Discovery	Standing Customer Data Transfer	Meter Service History Order	Customer & Meter Vie Site Details Data Verify Message	w Transaction (Other		Home	
service order list several Service Service Order Type Scheduled Date (From) Image:	Logged in as metron_brenton Service Order: Service Order List Service Order Request								i.
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Mill (inc chedsam)	Search								
Scheduled Date (Frem) Scheduled Date (Frem) Last Medified (Frem) Scheduled Date (Frem) Status New Concetton (Scheduled Date (Frem) Scheduled Date (Frem)	NMI (inc.	checksum)			Service Order T	ype		E.	
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0532503 B001001159 Special Raid Lot 45 Leach Hd 10/10/2006 12/10/2006 80:154 22/10/2006 Next Completed 0532503 B0010001159 Special Raid Lot 45 Leach Hd 26/09/2006 8/09/2006 8/09/2006 Requested 0522412 B0010202407 Adds And Ats Lot 101 T Excite Ass 12/09/2006 13/09/2006 13/09/2006 Requested 0522412 B0010202407 Adds And Ats Lot 101 T Excite Ass 12/09/2006 13/09/2006 Requested 0522924 B0010001174 Supply Abolishment Lot 451 Leach Hd 12/09/2006 12/09/2006 12/09/2006 Lot 470/07/2006 Cancellation Requested 0522927 New Connection 31 Kan 36 24/09/2006 09/09/2006 09/09/2006 Cancellation Requested 0522927 New Connection 31 Kan 36 40:00/2006 09/09/2006 09/09/2006 Cancellation Requested 0522927 New Connection 31 Kan 36 VM A0130 09/09/2006 09/09/2006 Requested 05529292 New Connection 14	5560	80010001159	Miscellaneous	Lot 45 Leath Rd Kwinana Beach WA 6167	10/10/2006	12/10/2006 01:48 PM	26/10/2006	Completed	
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0529442 00010202407 Adds And Afts Lot 91 17 Earliel Ands 12/09/2006 13/09/2006 12/09/2006 Cancellation Requested 0529240 0001001174 Supply Abdishment Lot 91 17 Earliel Ands 12/09/2006 12/09/2006 12/09/2006 12/09/2006 12/09/2006 Requested 0527402 New Connection 2 Hall Rd Boulder WA 6432 04/09/2006 09/09/2006 09/09/2006 Cancellation Requested 0522492 New Connection 31 Kan 96 Water MA 6432 04/09/2006 09/09/2006 09/09/2006 Cancellation Requested 0522923 New Connection 31 Kan 96 Water MA 6433 04/09/2006 09/09/2006 09/09/2006 Cancellation Requested 0522924 New Connection 31 Kan 96 Water MA 6055 09/09/2006 09/09/2006 09/09/2006 Requested 0525927 New Connection 31 B 87 MA 6055 09/09/2006 09/09/2006 Requested 0552928 New Connection 34 B 82 MA 6055 09/09/2006 09/09/2006 Requested 0552929 New Connection Abarry WA 6330 09/09/2006	0631158		New Connection	1 Smith St Brookton WA 6306	26/09/2006	26/09/2006 09:02 AM	26/09/2006	Requested	
2552340 80010001174 Supply Abolishment Lot 44 Lash Hd Kwanak Seale WA 6167 12/09/2006 12/09/2006 12/09/2006 Requested 0627407 New Connection 2 Hall Rd Bouder WA 6432 04/09/2006 09/09/2006 09/09/2006 04/09/2006 Cancelled 06272027 New Connection 33 Km 9t Wentbler Doms WA 6019 04/09/2006 09/09/2006 09/09/2006 Cancelled 0627217 New Connection 34 B Adm P 09/09/2006 09/09/2006 09/09/2006 Cancelled 0627217 New Connection 34 B Adm P 09/09/2006 09/09/2006 09/09/2006 Cancellation Requested 0525218 New Connection 34 B Adm P 09/09/2006 09/09/2006 09/09/2006 09/09/2006 Requested 0555178 New Connection 34 B Adm P of S30 09/09/2006 09/09/2006 09/09/2006 Requested 0555178 New Connection Abary WA 6330 09/09/2006 09/09/2006 Requested 0555178 New Connection Abary WA 6330 09/09/2006 09/09/2006 Requested	0629442	80010202407	Adds And Alts	Lot 169 17 Ezekiel Ave Canning Vale WA 6155	12/09/2006	13/09/2006 11:11 AM	12/09/2006	Cancellation Requested	
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0522327 New Connection 33 Km 92 Wendley Downs WA 6019 04/09/2006 09/09/2006 09/09/2006 Cancellation Requested 06282840 New Connection 5HED 1.16 L0.1190 Action PI 09/09/2006 09/09/2006 09/09/2006 09/09/2006 Requested 0525292 New Connection 318 Action PI 09/09/2006 08/09/2006 13:99 AM 09/09/2006 Requested 0255292 New Connection 318 Action PI 08/09/2006 08/09/2006 13:99 AM 09/09/2006 Requested 0255292 New Connection 12.65 / Rm 53 / Action PI 08/09/2006 08/09/2006 08/09/2006 Repuested 0255292 New Connection 12.65 / Rm 53 / Action PI 08/09/2006 08/09/2006 08/09/2006 Repuested 025547 New Connection 12.65 / Rm 53 / Action PI 08/09/2006 08/09/2006 Repuested Extended Scatterine Fervices : 13.10 87 State PI State PI State PI State PI	0627407		New Connection	2 Hall Rd Boulder WA 6432	04/09/2006	09/09/2006 02:08 PM	04/09/2006	Cancelled	
05282910 New Connection 0910 1 is List 100 Action PI 09/09/2006 09/09/2006 09/09/2006 Requested 554202 New Connection 368 Busine PI Albany WA 0050 08/09/2006 08/09/2006 08/09/2006 Requested 0255473 New Connection Lot 250 Bay St Albany WA 0330 08/09/2006 08/09/2006 08/09/2006 Rejected Execut List 55	0627377		New Connection	33 Ken St Wembley Downs WA 5019	04/09/2006	09/09/2006 02:05 PM	04/09/2006	Cancellation Requested	
Statistical New Connection Statistical Reduction OBJ09/2006 DBJ09/2006	0628940		New Connection	SHED 1 16 Lot 190 Action Pl Wangara WA 6055	09/09/2006	09/09/2006 09:21 AM	09/09/2006	Requested	
D255123 New Connection Lot 250 May St. Aburny Via 6330 08/09/2006 08/09/2006 08/09/2006 Rejected Export List columner Services : 13 10 87 02005 Western Power 02005 Western Power 02005 Western Power	554789		New Connection	36 B Action PI	08/09/2006	08/09/2006 11:39 AM	09/09/2006	Requested	
Page 1 of 3 Rest 3 Resort List 25 Networks Customer Services : 13 10 87 0 2005 Western Power	0055478		New Connection	Lot 250 Bay St	08/09/2006	08/09/2006 10:52 AM	08/09/2006	Rejected	
Export List 2 Page 1 of 3 Rest 3 Networks Customer Services : 13 10 87 O 2006 Western Power				Albany VIA 0330					
Networks Customer Services : 13 10 87 © 2006 Western Power	Export List	5						Page 1 of 3 Next >	
	Networks Custor	mer Services : 13 10 8	7					© 2006 Western Power	
A Milered at an	(Dame							A Mi and interest	-

3. Click on the Service Order Request link. The Service Order Request NMI selection page.

Metering Service Centre - Microsoft Internet Explorer provided by Technology Group	
-at western power	metering service centre application version 1.5.34
NHT Standing Cuttomer Meter Service Cuttomers Meter View Transaction Other Discovery Status Transfer History Broker Status Parts	Home
Lagged in as metron_brenton Service Order:	Service Order List <u>Service Order Request</u>
service order request nmi selection	*indicates required field
NMI Selection	
NMI * (inc checksum) OR NMI not yet created	
Service Order Type *	
	Next 3
Guidelines Tip I All MMIs comprise of 10 digits, plus the checksum. The NMI and checksum should be entered as one continuous number i.e. 80010099999.	
TIP 2 If the NMI is unknown, use <u>NMI Discoverv</u> to obtain the NMI using address or meter number.	
Tip 3 For New Connections, you must tick the 'NMI not created yet' checkbox. For all other service order types, you must supply a NMI.	
Networks Customer Services : 13 10 87	© 2006 Western Power
(a) Prose	A Milloral intranet

4. Click into the NMI field and type in the NMI and checksum. If this is a new site or if it does not have a NMI yet tick the box next to the NMI not yet created option.



All service order types except for New Connection require a NMI to be entered on this page.

- 5. Click the row next to the Service Order Type and choose the type of service order you wish to request.
- **6.** Click on the Next \gg button to progress to the second page.

Metering Service Centre - Microsoft Internet Explorer provided by Technology Group	×
-42 western power	metering service centre application version 1.5.34
NMI Standing Discovery Customer Data Neter Transfer Neter Hestory View Orda Transaction Other Discovery Data Verify Meter Messages Sabus Farms Farms	Home
Logged in as metron_brenton	Service Order: Service Order List Service Order Request
service order request	*Indicates required field
NMI Overview	
NMI 80010006109 Site Address Lot 903 Roberts Rd Subiaco WA 6008	
Meter Number (s) ([r] - renoved [d] - not energised	
C 0221000088 (COMMS3)	C All Meters
Request Details	
Service Order Type Adds And Alts Scheduled Date *	
Service Order Sub Retailer Request Id	
Customer Consultation No Special Instructions Required *	<u>×</u> ×
Contact Details	
Retailer Name Custamer Name	
Retailer Phone Customer Phone	-
Site Information	
Access Details * Hazard Type(s)	
Barbed Wire Fence D Beware of dogs D Beware of trains D Electric	
fence 🗌 General hazard 🗖 Slippery	-
e Done	💾 🛄 Local intranet

- 7. Click on the round radio button next to the meter that will be affected by this service order. If all meters are affected by this service order click on the round radio button next to All Meters.
- 8. Under the Request Details section enter the following information.



2 Service Order Sub-type

Click the arrow and choose the appropriate sub-type for the service order you are creating. A Blank subtype is applied if this field is either left unchanged or the three dots are selected.

B Customer Consultation Required

Click the rarrow and choose Yes or No. Choosing Yes will mean the customer will need to be contacted by Metering Services before carrying out the service order.

4 Scheduled Date

Click the calendar icon **m** and choose the date you wish to schedule the service order for.

5 Retailer Request Id

Type in your identification number/code so that you can track the request. If this field is left blank the system will automatically assign a code for you.

6

Special Instructions

Depending on the service order type, these instructions can describe what action the Retailer wishes Metering Services to perform or pertinent information they should know.

To enable Metering Services to attend to your service order faster, try to use the other fields on the form to detail your request rather than type details into the special instructions.



9. Under the Contact Details section enter the following information.





Retailer Name

Click the rarrow and choose the title for the contact.

Type in the first name of the Retailer's representative in the first text box.

Type in the last name of the Retailer's representative in the second text box.

2 Retailer Phone

Type in the area code for the telephone number of the Retailer requesting the service order in the first text box.

Type in the telephone number of the Retailer requesting the service order in the second text box.

B Customer Name

Click the rarrow and choose the title for the customer.

Type in the first name of the customer in the first text box.

Type in the last name of the customer in the second text box.

4

Customer Phone

Type in the phone number of the customer this service order will affect.

10. Under the Site Information section enter the following information.



I

Site Information		
Access Details *	Hazard Type(s) Beware of Dog Beware of Trains General Hazard Slippery Surface Toot Horn Watch Above Head Other	
		≪ Back Next ≫

Access Details

Type in the method/process used to access the meter onsite.



0

Tick the box or boxes that indicate the hazards present onsite. If the hazard is not listed then click in the Other text box and type in the hazard.

 Click the Next >> button. Depending on the service order type selected a second page may appear requiring further information be input. For a list of service orders and the number of pages they generate see Service Order Page Generation on page <u>909089</u>.

Metering Service Lentre - Microsoft Internet Explorer provided by Technology Group	<u> </u>
	ring service centre application version 1.5.34
NHT Standing Customer Heter Service Customers Meter View Transaction Other Discovery Desting Transfer Heters Stel Details Data Virth Hessages Status View	Home
Lagged in as metron_brenton Service Order: Service Order:	der List <u>Service Order Request</u>
service order request	
Customer Information	*indicates required field
Customer Type	
Load Details	
Contract Max Demand	
Off-peak Requirements *	
Installation Details	
Supply Phase * • Metering Required •	
Proposed Tariff Meter Install Code	
NMI Status *	
Switching Service 💌 Regd?	
	< Back Next >
Networks Custamer Services : 13 10 87	© 2006 Western Power
A	2
b Done	Local intranet

12. Input the required information and then click the Next \geq button.


13. A confirmation page will appear with the complete details of the request.

Metering Service Centre - Micros	It Internet Explorer provided by Technology Group	X
	meterin	g service centre application version 1.5.34
NMI Standing Custe Discovery Data Tran	mer Meter <mark>Service</mark> Cuttomer & Meter View Transaction Other Instan Statu Details Data Verify Messages Statu Forms	Home
Logged in as metron_brenton service order req	Service Order: Service Order t	ist <u>Service Order Request</u>
NMI Overview		
NMI (inc Checksum) Site Address Meter Number(s)	80010006109 Lot 903 Roberts Rd Subleco WA 6008	
0221000088		
Request Details		
Service Order Type Service Order Sub-type Customer Consultation Reg [*] d?	Adds And Alts Scheduled Date 01/12/2006 Exchange Neter Retailer Request Id No Special Instructions	
Contact Details		
Retailer Name Retailer Phone	Custemer Name Custemer Phone	
Site Information		
Access Details	? Hazard Type(s)	1
Customer Informatio	n	
Customer Type	Domestic	
Load Details		
Contract Max Demand	0 Average Daily Load 0	
Done		🔒 🚉 Local intranet

- **14.** Scroll to the bottom of the page and after you have reviewed all of the information click on the Submit button.
- **15.** A confirmation page will appear indicating the successful submission of the service order.
- **16.** It is advisable to print this page for your records, so you have a copy of the Transaction Id, which can be used to find the transaction in the Metering Service Centre later. Click the **Print** button to print a copy of the confirmation page.

7.5 Cancelling and Replacing Service Orders

Service Orders can be cancelled when they are in one of the following statuses.

- Sent to MBS
- Requested

Service Orders can be replaced when they are in one of the following statuses.

- Rejected
- 1. Display the Service Order list as shown on page 60.
- 2. Click on the Request Id of the Service Order in one of the statuses below.
- Sent to MBS
- Requested
- Rejected

3. The details of the service order will display, scroll down to the bottom of the page.

Metering Service Centre - Micro	soft Internet Explorer provid	led by Technology Group		<u>_6)></u>
Exception Code	1912 - Unable to per alternate date: 2006	orm the work within the -09-19	required timeframe,	-
NMI Overview				
NMI inc Checksum	80010001174			
Site Address	Lot 45 Leath Rd Kwinana Beach WA 6	167		
Meter Number(s)	All			
Request Details				
Service Order Type	Supply Abolishment	Scheduled Date	12/09/2006	
Retailer Request Id	0629340			
Customer Consultation Reg'd?	No	Special Instructions		
Contact Details				
Retailer Name	Customer Nam	e		
Retailer Phone	Customer Phor	ie		
Site Information				
Access Details aaa		Hazard Type(s)		
				Back Cancel Print
Networks Customer Services : 1	3 10 87			© 2006 Western Power
Done				

- **4.** Depending on the status either the **Replace** or the **Cancel** button will be displayed.
- 5. For a service order in Requested or Sent to MBS status click on the Cancel button. A dialog box will appear asking if you are sure you want to cancel the service order.

Microsoft Internet Explorer								
?	Are you sure you want to cancel this service order?							
	Cancel							

6. Click the button. A confirmation page will display.

Metering Service Centre - Microso	oft Internet Explo	rer provided	by Technology	Group						_ 6
						r	neter	ing se	ervice c	entre
NMI Standing Custo iscovery Data Tran	imer Meter Isfer History	Service Order	Customer & Site Details	Meter Data Verify	View Messages	Transaction Status	Other Forms			Home
ged in as metron_brenton ervice order can	cellation	reque	st submi	tted	Ser	vice Order: <u>Se</u>	rvice Orc	<u>ler List</u>	Service Orde	r Request
our request to cancel U629. icceptance/rejection of the r	340 nas been re request. You car	aceived by f n monitor th	MBS out has n he status of yo	ot yet been ac our request in f	cepted. This the Service C	may occur if n Irder List.	hanual int	ervention (s required pri	or to
Retailer Request ID Service for which Cancellation Requested	0629340 Supply Abolis	shment								
For NMI	8001000117	4								
Site Address	Lot 45 Leath Kwinana Bea	Rd ich WA 616	7							
Your request to cancel this there may be manual steps already been completed).	service order ha required to cor	as been sul Ifirm wheth	omitted. Pleas er cancellatior	e note that the n can occur (eg	e service ordı I. where a se	er has not be rrvice order is	en autom in the fiel	atically can d or where	celled as it has	
									Sack	Print
works Customer Services : 13	10 87								© 2006 Wes	tern Powe
one									🔒 🔠 Local in	ntranet

- 7. If you wish to print the page for your records click the **Print** button.
- 8. For Service Orders in a Rejected status click on the Replace button.

1etering Service Centre - Micros	oft Internet Explorer provided by Technology Group	
Contact Details		
Retailer Name	Customer Name	
Retailer Phone	Customer Phone	
Site Information		
Access Details none	Hazard Type(s)	
Customer Informatic	n	
Network Parent Name	0 Customer Type Commercial	
Load Details		
Contract Max Demand	0 Average Daily Load 80	
Off-peak Requirements nil		
Installation Details		
Supply Phase	Other Multi-phase Metering Required	
Proposed Tariff	Low Voltage Contract Maximum Demand	
NMI Status	G Installation Type	Underground
		Back Replace Print
tworks Customer Services : 13	10 87	© 2006 Western Power
lone		🔒 🕅 Local intranet

9. The Service Order Request page will appear with the NMI and Site Address already populated, this information is taken from the service order that was rejected.

🚰 Metering Service Centre - Microso	oft Internet Explorer provided	by Technology Group			
				meteri	ng service centre application version 1.5.34
NMI Standing Custo Discovery Data Tran	mer Meter Service Isfer History Order	Customer & Mete Site Details Data Verif	er View y Messages	Transaction Other Status Forms	Home
Logged in as metron_brenton			Servic	e Order: Service Orde	r List <u>Service Order Request</u>
service order rea	uest				*indicates required field
Site Address					
Unit/Flat Type		Unit/Flat No			
Lot No	250	Loc. No			
House No / Suffix					
Street Name *	Bay	Street Type	* / Suffix	Street 🗾	-
Suburb *	Albany	Postcode *		6330	1
Request Details					
Service Order Type	New Connection	Scheduled D	ate *	8 💌 Sep	2006
Service Order Sub- type *	Permanent	 Retailer Req 	uest Id		
Document Reference					
Customer Consultation Required *	No	Special Inst	ructions	0055478 SO;	is replaced by this 🔺
Done					🔒 🎯 Local intranet

10. Complete the service order as listed on page 64.



8 Customer and Site Details

A Customer and Site Details Notification is used where access details for a site have changed (For example: now there is a dog on-site). The Retailer must notify Metering Services of the change in Site Access Details within 1 Business day of the change.

If Metering Services changes the Site Access Details, the Retailer is notified via a Standing Data Notification. A Standing Data Notification is an electronic transaction performed by MBS, which transmits changes to a sites standing data to a Retailer.

Before beginning...

- Ensure that Internet Access is available
- Ensure that a User ID has been obtained. If a User ID has not been obtained, select the Click here to register link on the Log In page. The telephone number (08) 9411 7338 is provided to users to apply for a User Account or alternatively email Western Power Networks by clicking on the Contact Us link on the same Log In page.
- Ensure that a NMI has been obtained relating to the site that the details will be changed for. If the NMI has not been obtained refer to The NMI Discovery function on page 23 for information on how to obtain it.

8.1 Requesting Customer and Site Changes

- 1. Log into the Metering Service Centre if necessary.
- 2. Click on the Customer & Site Details navigation tab.

Metering Service Centre - Microsoft Internet Explorer provided by Technology Group	_ 6 ×
- ∠e ∰ western power	metering service centre application version 1.5.34
HII Standing Customer Neter Service Code Set Veter Neter State Press	Home
Cospect maximutina_breaken customer & site notifications nmi selection	
MMI Selection	
NMI	Next 3
Guidelines Top 1 It is mandatory to enter a NMI and checksum. All NMI's comprise of 10 slights, plus the checksum. The NMI and checksum should be entered as on	e continuous number i.e. 80010099999.
Tip 2 If the HMI is unknown, use <u>HMI Discovery</u> to obtain the NMI using address or meter number.	
Networks Customer Services : 13 10 87	© 2006 Western Power
(a) Done	🕒 🎯 Local intranet

- **3.** Click into the NMI field and type in the NMI of the site you wish to change the details for.
- **4.** Click the Next > button. The Customer & Site Notification Entry page will appear.

Metering Se	rvice Centre -	Microsoft Int	ernet Explo	rer provider	i by Technology I	Group					×
- == W	restern p	ower								metering service centre application version 1.5.34	-
NMI Discovery	Standing Data	Customer Transfer	Meter History	Service Order	Customer & Site Details	Meter Data Verify	View Messages	Transaction Status	Other Forms	Home	
Logged in as	metron_bre	nton									
custon	ner & si	ite noti	ficatio	n enti	ry					*indicates required field	
NMI	Overview										
NMI		80	01010350	B							
Site Add	ress	3 C For	Carolyn Wa mestfield V	YA 6058							
Char	nge Reques	st									
Transact	tion ID										
Char	nge Details										
💠 Cust	omer Detail	s									
💠 Site	Access										
💠 Site	Address										
Networks Cur	stomer Servic	es : 13 10 87								© 2006 Western Power	
.										1	•

- 5. Under the Change Request section, you will notice a field labelled Transaction ID. If you leave this field blank the system will automatically apply a transaction id to your request. If you are sending a Customer Details Notification in response to a previous Customer Details Request, type in the transaction id of the previous Customer Details Request.
- 6. Click the 🛟 next to Customer Details to show the available fields.
- 7. Complete the fields as appropriate. The Movement Type, Effective Date and the Sensitive Load fields are mandatory and must be completed. It is also required by the Metering Code to supply all known customer information e.g. if the customer has a lot number attached to their property this must be entered.

		Toup			
Change Details					
ustomer Details					
WARNING - you must supp	oly all known customer details. This noti	fication does not sup	port partial updates (eg. updating a s	ingle phone number).	
fovement Type*			Effective Date *		
tesidential Customer		OR	Business Customer		
itte			Title		
aiven Name			Given Name		
amily Name			Family Name		
Name Suffix			Name Suffix	💌	
			Business Name		
Phone			Other Phone		
Sensitive Load *					
ostal Address					
ostal Delivery Type	💌		Postal Delivery No		
Jnit/Flat Type			Unit/Flat No		
.ot No			Loc. No		
louse No / Suffix			Street Name		
Street Type / Suffix	🗵 🗵		Suburb		
20stcode			State	Western Australia	
Site Access					
Site Address					
				< Back	Submit
s Customer Services : 13 10	87			© 2004	ó Western Pc

8. Click the 🛟 next to Site Access to show the available fields.

ø	Meter	ring Service Centre - Microso	oft Internet Explorer provided by Technology G	iroup		_ 8 ×
		Phone		Other Phone		
		Sensitive Load *				
		Postal Address Postal Delivery Type		Postal Delivery No		
		Unit/Flat Type		Unit/Flat No		
		Lot No		Loc. No		
		House No / Suffix		Street Name		
		Street Type / Suffix	···· · · ·	Suburb		
		Postcode		State	Western Australia 💌	
	-	Site Access				
		Effective Date *		Hazard Type(s) *		
			×	General Hazard L Slippery Surface Toot Horn Watch Above Head		
			v	Other		
	¢	Site Address				
					Submit	>
N	letwor	ks Customer Services : 13	10 87		© 2006 Western P	ower 💌
2	Done				📋 🧱 Local intranet	

- 9. Complete all fields for Site Access, as these are mandatory.
- **10.** Click the 🕂 next to Site Address to show the available fields.

Ø,	Metering Service Centre - Micros	oft Internet Explorer provided by Technology C	īroup		_8>
	Lot No		Loc. No		
	House No / Suffix		Street Name		
	Street Type / Suffix		Suburb		
	Postcode		State	Western Australia 💌	
	🗢 Site Access				
	Effective Date *		Hazard Type(s) *		
	Access Details *		General Hazard 🗖 Slippery Surface	3	
		*	🗖 Toot Horn 🗖 Watch Above Head		
		v	Other		
	🗢 Site Address				
	Effective Date *				
	Unit/Flat Type		Unit/Flat No		
	Lot No		Loc. No		
	House No / Suffix				
	Street Name *		Street Type * / Suffix	× ×	
	Suburb *		Postcode *		
	Delivery Point Id				
				Back Submit	8
					-
N	letworks Customer Services : 13	10 87		© 2006 Western P	ower
e	Done			🔒 🔐 Local intranet	

- **11.** Complete the fields as necessary. The Effective Date, Street Name, Suburb and Street Type are mandatory and must be completed.
- **12.** Click on the <u>Submit</u> button.

I

13. A confirmation page will appear indicating the changes have been submitted.

Metering Service Centre - Microsoft Internet Explorer provided by Technology Group	_ 6 ×
	ering service centre
	application version 1.5.34
NHT Standing Customer Heter Service Customer & Meter View Transaction Other Discovery Interfeature Content Status Forms	Home
Logged in as metron_brenton	
customer/site notifications submitted	
Your site Address Notification SAD0635593 has been received by M85 but has not yet been accepted. This may occur if manual intervention is required prior notification. You can monitor the status of your request in the Transaction Status' page.	to acceptance/rejection of the
Confirmation	
For NMI 80010103508	
Site Address 3 Carolyn Way Forrestfield WA 6058	
Your notification has been submitted.	
	Back Print
Networks Custamer Services : 13 10 87	© 2006 Western Power
An	<u>-</u>

14. If you wish to print a copy of the confirmation page for your records, click on the **Print** button.

Note: Only expand the section you need to complete. For example if you don't need to change the Site Access details don't click the plus sign to expand it, otherwise you will be required to complete those fields.



9 Meter Data Verify

The Meter Data Verification transaction is used when a Retailer has a query or dispute relating to a meter reading or readings.

Examples include when a Retailer believes the MDFF data (a file containing readings from the meters the Retailer owns) received from Metering Services is wrong or the response to a previous request has not solved their query.

Upon receiving a Meter Data Verify request Metering Services can:

Accept the request and correct the erroneous reading;

Or

 Reject the request, which will send a negative acknowledgment back to the Retailer.

Before beginning...

- Ensure that Internet Access is available
- Ensure that a User ID has been obtained. If a User ID has not been obtained, select the Click here to register link on the Log In page. The telephone number (08) 9411 7338 is provided to users to apply for a User Account or alternatively email Western Power Networks by clicking on the Contact Us link on the same Log In page.
- Ensure that a NMI has been obtained relating to the meter the details will be retrieved for. If the NMI has not been obtained refer to The NMI Discovery function on page 23 for information on how to obtain it.
- 1. Login to the Metering Service Centre if necessary.
- 2. Click on the Meter Data Verify navigation tab.

⊿≜ western power	metering service centre application version 1.5.34
NHT Standing Customer Meter Service Customer & Neter View Transaction Other Customery Data Venty Messages Status Porms	Hame
pad as metron_brenton neter data verify nmi selection	
- NMI Selection	
NMI	Next »
Guidelines To a It is manufactory to enter a IMI and checksum. All IMI's comprise of 10 digits, plus the checksum. The IMI and checksum should	be entered as one continuous number i.e. 80010099999,
Tip 2 If the NMI is unknown, use <u>NMI Discovery</u> to obtain the NMI using address or meter number.	
works Customer Services : 13 10 87	© 2006 Western Power

- **3.** Click into the NMI field and type in the NMI and checksum you wish to verify the meter data for.
- **4.** Click on the Next > button on the right.
- 5. Enter the following information.

neter data ve	rify request			
Site Details				
NMI and Checksum	80010122893	Selected Meter *	0111005016	•
Site Address	Lot 64 21 Pilbara St Welshpool WA 6106	Investigation Code *		•
Investigation De	tails			
Description *	•			
Consumption Pe	riod			
Start Read Date *		End Read Date	x x	
Register Informa	ation			
Register ID		Disputed Reading		_ ←
		Disputed		

Selected Meter

Click the \blacksquare arrow next to the field and choose the meter you wish to verify the data from.

0

I

Investigation Code

Click the arrow and choose a code relating to reason for raising the Meter Data History Request. For a detailed list of Investigation Codes and their descriptions refer to the List of Codes and Events document that forms part of the Build Pack.



B Description

Type a description of what and why the meter investigation is required.

4 Start Read Date

Click on the calendar icon **m** and choose the start date for the readings to be verified from.

5 End Read Date

Click on the calendar icon **m** and choose the end date for the readings to be verified to.

6 Register ID

If applicable type in the number of the specific register on the meter.



Date of Read

If applicable click on the calendar icon **m** and choose the date for the reading you wish to verify.

B Disputed Consumption

If applicable type in the consumption in dispute.

O Disputed Reading

If applicable type in the reading that is in dispute.

6. Click the Submit button.

I

7. A confirmation page will appear.



Metering Service Centre - Microsol	ft Internet Explorer provi	led by Technology	Group						8 ×
					r	neteri	ng service	e centre	1
NMI Standing Custor Discovery Data Trans	mer Meter Servic sfer History Orde	Customer & Site Details	Meter Data Verify	View Messages	Transaction Status	Other Forms		Home	
meter data verify	request subr	nitted							
Your request MSC-MDV06356 acceptance/rejection of the re	35 has been received t equest. You can monito	y MBS but has r r the status of y	iot yet been acc our request in t	epted. This i he 'Transact	may occur if m ion Status' tal	anual inter).	rvention is require	d prior to	
Confirmation									
For NMI	80010122893								
Transaction ID	MSC-MDV0635635								
Site Address	Lot 64 21 Pilbara St Welshpool WA 6106								
Investigation Code	Customer Away								
Meter No.	0111005016								
Your Meter Data Verify requ	est has been submitter								
							Ba	ck Print	
Networks Customer Services : 13 1	10 87						© 2006	Western Power	
Done								ocal intranet	<u> </u>

- 8. If you wish to print a copy for your records, click on the **Print** button.
- **9.** Once the request has been fulfilled you can view the data by following the steps listed under Downloading and Viewing Messages on page 81.



10 View Messages

The View Messages function contains a record of all data requested by the Retailer through the Metering Service Centre. This includes data like Meter Data History requests, Standing Data requests and Meter Data Verify requests.

10.1 Downloading and Viewing Messages

- 1. Log into the Metering Service Centre if necessary.
- 2. Click on the View Messages navigation tab.
- 3. Click the rarrow next to Trans Type field and choose the appropriate transaction type you wish to view the messages for.

Metering Service Centre	 Microsoft Internet Explorer provided by T 	echnology Group				
-= western	lower				meterina se	rvice centre
						epplication version 1.5.3
						Hom
NMI Standing Discovery Data	Customer Meter Service Cus Transfer History Order Sit	stomer & Meter View 1 e Details Data Verify Messages	ransaction Other Status Forms			
Logged in as metron-sys	nergy					
market trans	action list				Directory: /syne	rgy/out/ Refresh
						Trans Type
Participant: Synergy					All Transactions	•
File / Directory	Name	Transaction Type	NMI	Priority	Message Received	Actions
Directory	archive					
File	sordlsor80019826550	Service Order Response	80019826550	L	12/10/2006	۹,
File	sordlsor80019826502	Service Order Response	80019826502	L	12/10/2006	S (0)
File	sordlsor80019826510	Service Order Response	80019826510	L	12/10/2006	 ≤ ∅
File	sordlsor80019826492	Service Order Response	80019826492	L	12/10/2006	a 📀
File	sordlsor80019826476	Service Order Response	80019826476	L	12/10/2006	 Q
File	sordlsor80019826469	Service Order Response	80019826469	L	12/10/2006	a 🎯
File	sord/sor80019826435	Service Order Response	80019826435	L	12/10/2006	 Q
File	sordlsor80019826451	Service Order Response	80019826451	L	12/10/2006	9. 0
File	sord/sor80019826427	Service Order Response	80019826427	L	12/10/2006	S. Ø.
File	sordlsor80019826443	Service Order Response	80019826443	L	12/10/2006	Q Ø
File	sordlsor80019826336	Service Order Response	80019826336	L	11/10/2006	 < ∅;
File	sordlsor80019826411	Service Order Response	80019826411	L	11/10/2006	a 🎯
File	sordlsor80019826393	Service Order Response	80019826393	L	11/10/2006	 Q Ø
File	sordlsor80019826403	Service Order Response	80019826403	L	11/10/2006	9, Ø,
File	sordlsor80019826385	Service Order Response	80019826385	L	11/10/2006	 ≤ ∅
File	sord/sor80019826377	Service Order Response	80019826377	L	11/10/2006	a 💿
File	sordlsor80019826360	Service Order Response	80019826360	L	10/10/2006	 Q
File	sord/sor80019826352	Service Order Response	80019826352	L	10/10/2006	a 🛛
File	sordlsor80019826344	Service Order Response	80019826344	L	10/10/2006	۹. 🕹
File	sordisor80019826328	Service Order Response	80019826328	L	10/10/2006	a 🛛
File	sordisor0_2006100600	Service Order Response	n/a	L	zi/0./0032	۹. 🕹
File	sordisor0 2006100600	Service Order Response	n/a	L	zi/8./0030	a 🛛
File	nmidmtransack1042431	Unknown Type	n/a	м	1t/49/2176	۹. 🚳
File	nmidmtransack1046411	Unknown Type	n/a	М	21/99/2176	0.0

- **4.** In the Actions column click on the magnifying glass (icon. This will download the message as a CSV file to your computer.
- 5. A dialog box will appear asking whether to save or open the file.



File Dowr	nload		X								
?	Some files can harm your o looks suspicious, or you do save this file.	Some files can harm your computer. If the file information below looks suspicious, or you do not fully trust the source, do not open or save this file.									
	File name:1089_1 File type: Microsoft From: napptest	442592123181[1].xml.csv Excel Comma Separated \	Values File								
	Would you like to open the penSav ☑ Always ask before ope	e file or save it to your com <u> /e Cancel</u> ming this type of file	puter? <u>M</u> ore Info								

6. Click on the <u>save</u> button, another dialog box will appear asking you for a location to save the file.

Save As		<u>?</u> ×
Save jn	: 🕜 Desktop 💽 🔶 🛗 📸	
History Desktop My Computer	My Computer My Network Places Export.csv	
	File name: 8001000400_1089_1442592123181[1],xml.csv 💌 Sav	e
	Save as type: Microsoft Excel Comma Separated Values File 💌 Canc	xel

- 7. Navigate to the drive and folder you wish to save the file in and click the save button.
- 8. Open the saved file from the location specified in Step 7 using Microsoft Excel or an equivalent spreadsheet program.
- **9.** The file details will be displayed in a columnar format; you may need to widen the columns to see all of the data.



	Microsoft Excel - mtrdlal_me	terdatamis_nmi8001000400_	1089_1442592123181[1].xml.csv						_	. 6 ×
19	j bie bait view insert Form	at Loois Data Window Help								
JĽ) 🖼 🖪 📾 🗗 🔬 👔	🖶 🕼 🐼 🖬 • • • • 🕷	Σ 🖍 🛃 👬 🛄 📣 100% - 🕄 -							
Ar	ial = 10 =	B / U ≣ ≣ ≣ ⊞	\$ % , % , # @ @ - 🕭 -	<u>A</u>						
<u> </u>	A1 - = E	Delivery Details								
	A	В	С	D	E	F	G	Н		-
1	Delivery Details			_						-
2		From	Western Power Networks (WPNTWRKS)							
3		То	Alinta (ALINTA)							
4		Message ID	WPNTWRKSMSG-23181							
5		Message Date	2005-09-21T16:42:59+08:00							
6		Transaction Group	MTRD							
7		Priority	Low							
8		Security Context								
9		Market	WAELEC							
10	E									
11										
12	Transaction Header	Transaction Date	Transaction ID							
13	Transaction	2005-09-21T16:42:59+08:00	WPNTWRKS17875							
14	Record Count	1091								
15	CSV Consumption Data:									
16	100	NEM12	2.00509E+11	WPNTWRKS	ALINTA					
17	200	8001000400	E1Q1T1	1	E1		211000169	kWh	30	
18	300	20040901	143.984	141.952	145.76	141.52	150.208	146.608	152.224	142
19	300	20040902	146.944	148.256	149.392	146.368	148.56	145.072	151.44	152
20	300	20040903	146.88	133.472	138.496	134.016	136.624	135.744	137.552	143
21	300	20040904	118.928	127.776	134.256	131.28	138.672	133.52	139.296	139
22	300	20040905	92.912	91.68	87.2	87.904	86.704	86.496	90.336	8
23	300	20040906	134.224	119.68	120.384	125.872	129.824	139.264	135.552	130
24	300	20040907	148.768	148.864	146.288	150.112	148	146.176	153.792	151
25	300	20040908	140.944	142.624	143.008	136.336	147.088	145.88B	149.2	153
26	300	20040909	135.152	136.432	140.64	133.136	142.064	141.952	142.864	141
27	300	20040910	143.072	143.424	141.072	138.032	148.832	144.992	152.224	1
28	300	20040911	151.6	147.936	149.12	140.096	146.8	143.744	150.672	146
29	300	20040912	118.336	117.232	116.4	114.48	115.808	114.976	121.872	119
30	300	20040913	158.736	136.896	132.48	140.272	145.312	146.592	149.856	14
31	300	20040914	147.184	144.224	150.736	149.744	155.6	154.08	152.496	154
32	300	20040915	138.48	135.984	139.248	140.128	143.744	139.856	143.312	142 🗸
M	↓ ► ► .xml.csv]mtrdlal_m	eterdatamis_nmi8001000 /		•)
D	(aw 🔹 😓 🍐 🛛 AytoShapes 🕶	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	<u>◇</u> · <u>⊿</u> · <u>▲</u> · ≡ ≕ ≓ ∎ 🗃 .							

10.2 Acknowledging Messages

- 1. Log into the Metering Service Centre if necessary.
- 2. Click on the View Messages navigation tab.
- 3. Click the rarrow under Trans Type field and choose the appropriate transaction type you wish to view the messages for.

etering service centri	e - microsoft Internet Explorer provided by Tr	chilology Group					
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	•				5	application v	ersion 1.
		tomer & Meter View T Details Data Verify Messages					
ed in as metron-s	ynergy						
arket tran	saction list				Directory: /syne	rgy/out/	Refres
ticicant: Cupper					LIL Terroritory		Trans T
coparier oynorgy					pair transactions		
e / Directory	Name	Transaction Type	NMI	Priority	Message Received	Acti	ons
ectory	archive						
9	sordlsor80019826550	Service Order Response	80019826550	L	12/10/2006	۹,	
1	sordlsor80019826502	Service Order Response	80019826502	L	12/10/2006	9	0_
9	sordlsor80019826510	Service Order Response	80019826510	L	12/10/2006	Q.	0_
1	sordisor80019826492	Service Order Response	80019826492	L	12/10/2006	9	0
Ð	sordlsor80019826476	Service Order Response	80019826476	L	12/10/2006	Q	0
0	sordlsor80019826469	Service Order Response	80019826469	L	12/10/2006	9	٥.
e	sord/sor80019826435	Service Order Response	80019826435	L	12/10/2006	Q.	0
0	sordlsor80019826451	Service Order Response	80019826451	L	12/10/2006	9	0
le	sordlsor80019826427	Service Order Response	80019826427	L	12/10/2006	Q.	0.
le	sordlsor80019826443	Service Order Response	80019826443	L	12/10/2006	9	0
le	sordlsor80019826336	Service Order Response	80019826336	L	11/10/2006	Q.	۵.
0	sordlsor80019826411	Service Order Response	80019826411	L	11/10/2006	9	۵.
le	sordlsor80019826393	Service Order Response	80019826393	L	11/10/2006	Q	۵.
ie .	sordlsor80019826403	Service Order Response	80019826403	L	11/10/2006	9	0
le	sordlsor80019826385	Service Order Response	80019826385	L	11/10/2006	Q.	0
le	sordlsor80019826377	Service Order Response	80019826377	L	11/10/2006	9	0
ie .	sordlsor80019826360	Service Order Response	80019826360	L	10/10/2006	۹,	0
e	sordlsor80019826352	Service Order Response	80019826352	L	10/10/2006	9	0
8	sordlsor80019826344	Service Order Response	80019826344	L	10/10/2006	۹,	0
0	sordlsor80019826328	Service Order Response	80019826328	L	10/10/2006	9	٥.
e	sordlsor0_2006100600	Service Order Response	n/a	L	zi/0./0032	9	0
e	sordlsor0_2006100600	Service Order Response	n/a	L	zi/8./0030	9	0
0	nmidmtransack1042431	Unknown Type	n/a	м	1t/49/2176	۹,	0
		the last second The second	n/n	14	01/00/04/76	0	0

- **4.** In the Actions column click on the green tick icon. Metering Services Centre will send an acknowledgement to MBS and put the message in the Archive folder.
- 5. To view messages in the Archive directory, click on the <u>archive</u> link in the Name column.



10.3 Deleting Messages

- 1. Log into the Metering Service Centre if necessary.
- 2. Click on the View Messages navigation tab.
- 3. Click the rarrow under Trans Type field and choose the appropriate transaction type you wish to view the messages for.

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	-				meterina se	rvice centre
1 1					motoring be	application version 1.5.34
			1 1			Home
NMI Standing Cu Discovery Data T	istomer Meter Service Cu Transfer History Order Si	istomer B. Meter View T te Details Data Verify Messages	ransaction Other Status Forms			
logged in as metron-synergy	y					
market transact	tion list				Directory: /syne	rgy/out/ Refresh
						Trans Type
Participant: Synergy					All Transactions	×
File / Directory	Name	Transaction Type	NMI	Priority	Message Received	Actions
Directory	archive					
File	sordlsor80019826550	Service Order Response	80019826550	L	12/10/2006	Q.
File	sordlsor80019826502	Service Order Response	80019826502	L	12/10/2006	Q 🔍
File	sordisor80019826510	Service Order Response	80019826510	L	12/10/2006	 Q
File	sordlsor80019826492	Service Order Response	80019826492	L	12/10/2006	S (0)
File	sordisor80019826476	Service Order Response	80019826476	L	12/10/2006	۹. 🕹
File	sordlsor80019826469	Service Order Response	80019826469	L	12/10/2006	Q 😜
File	sordisor80019826435	Service Order Response	80019826435	L	12/10/2006	Q 😥
File	sordlsor80019826451	Service Order Response	80019826451	L	12/10/2006	Q 😣
File	sordlsor80019826427	Service Order Response	80019826427	L	12/10/2006	Q 😒
File	sordlsor80019826443	Service Order Response	80019826443	L	12/10/2006	9. 6
File	sordlsor80019826336	Service Order Response	80019826336	L	11/10/2006	۹. 🕥
File	sordlsor80019826411	Service Order Response	80019826411	L	11/10/2006	Q 😜
File	sordlsor80019826393	Service Order Response	80019826393	L	11/10/2006	Q 😥
File	sordlsor80019826403	Service Order Response	80019826403	L	11/10/2006	Q Ø
File	sordlsor80019826385	Service Order Response	80019826385	L	11/10/2006	۹. 😒
File	sordisor80019826377	Service Order Response	80019826377	L	11/10/2006	S ()
File	sordlsor80019826360	Service Order Response	80019826360	L	10/10/2006	۹. 🕹
File	sordisor80019826352	Service Order Response	80019826352	L	10/10/2006	Q Ø
File	sordlsor80019826344	Service Order Response	80019826344	L	10/10/2006	۹ 🕹
File	sordisor80019826328	Service Order Response	80019826328	L	10/10/2006	S (0)
File	sordisor0_2006100600	Service Order Response	n/a	L	zi/0./0032	۹. 🕹
File	sordisor0 2006100600	Service Order Response	n/a	L	zi/8./0030	S (0)
File	nmidmtransack1042431	Unknown Type	n/a	м	1t/49/2176	۹ 🕥
File	nmidmtransack1046411	Unknown Type	n/a	М	2t/99/2176	۹ 🔘

- 4. Click on the <u>archive</u> link at the top of the message list to show archived messages
- 5. In the Actions column click on the red cross icon next to the message you wish to delete. A dialog box will appear asking you whether you are sure you wish to delete the message

Microsoft	Internet Explorer
?	Are you sure you want to delete mtrdlal_meterdatamis_nmi8001000644_2778_13185303236959.xml?
	Cancel

6. Click on the button. The system will delete the message permanently.



11 Transaction Status

In order to check up on the progress of requests made to Metering Services, the Retailer can view the status of the request through the Transaction Status page. This page only allows the Retailer to view the status; changes to the request cannot be made on this page.

Before beginning...

- Ensure that Internet Access is available
- Ensure that a User ID has been obtained. If a User ID has not been obtained, select the Click here to register link on the Log In page. The telephone number (08) 9411 7338 is provided to users to apply for a User Account or alternatively email Western Power Networks by clicking on the Contact Us link on the same Log In page.
- Ensure that the transaction id from the transaction to view the status for has been obtained. This can be obtained from the confirmation page that appears as the last page after entering any type of request in the Metering Service Centre.
- 1. Log into the Metering Service Centre if necessary.
- 2. Click on the Transaction Status navigation tab.
- **3.** Click into the Transaction ID field and type in the transaction id for the transaction for which the status will be viewed.

Metering Servic	ce Centre - I	Microsoft Int	ernet Explor	er provideo	l by Technology	Group					_ 0	×
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NMI S Discovery	Standing Data	Customer Transfer	Meter History	Service Order	Customer & Site Details	Meter Data Verify	View Messages	Transaction Status	Other Forms		Home	
Logged in as me	etron-syne	ergy										
transact	ion st	atus										
Transa	ction Sel	ection										
Transaction	ID MDV06	534011		Go 📎								
Guidelines	5											
You must e	enter the T	ransaction :	ID exactly a	as it appea	ared on the Ac	knowledgeme	nt page that	: was displaye	d after th	e transaction was		
Tip 2												
For Custom	ner Transfe	ers, you can	use the <u>C</u>	ustomer T	<u>ransfer List</u> pa	ige to track th	e status of y	our request.				
Tip 3 For Service	e Orders, y	ou can use	the <u>Service</u>	Order Lis	t page to trad	k the status o	f your reque:	st.				
Networks Custon	mer Service	es : 13 10 87								© 2006 Wester	n Power	
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- **4.** Click the \bigcirc button to retrieve the transaction status.
- 5. Directly under the Transaction Selection section a message will appear explaining the result of the transaction, listed below are a number of possible explanations;

Transaction Acknowledgement received. Result = 1923 - Recipient is not responsible for the supplied NMI (Retailer Ref No: 0601993/New Service Order)



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Metering Service Centre - Microsoft Internet Explorer provided by Technology Group	_O×
	Ig service centre application version 1.5.34
NMI Standing Customer Meter Service Customer & Meter View Transaction Other Discovery Data Transfer History Order Site Details Data Verify Messages Status Forms	Home
Logged in as metron-synergy	
transaction status	
Transaction Polostion	
Transaction ID 0601993 Go 📎	
Transaction Acknowledgement received. Result = 1923 - Recipient is not responsible for the supplied NMI (Retailer Ref No Order)): 0601993/New Service
Guidelines	
Tip 1	
You must enter the Transaction ID exactly as it appeared on the Acknowledgement page that was displayed after the submitted.	transaction was
Tip 2	
For Customer Transfers, you can use the <u>Customer Transfer List</u> page to track the status of your request.	
Tip 3	
For Service Orders, you can use the <u>Service Order List</u> page to track the status of your request.	
Networks Customer Services : 13 10 87	© 2006 Western Power
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Transaction Acknowledgement received. Result = 202 - Tariff is incorrect for this type of retailer (8001021406/Tariff is incorrect for this type of retailer)

Metering Se	rvice Centre -	Microsoft Int	ernet Explo	rer provideo	i by Technology	Group							×
- 5] W	esternp	ower						m	eterir	ng ser	VICE CE	on 1.5.34	*
NMI Discovery	Standing Data	Customer Transfer	Meter History	Service Order	Customer & Site Details	Meter Data Verify	View Messages	Transaction Status	Other Forms			Home	
Logged in as	Logged in as metron-synergy									1			
transa	ction s	tatus											
Tran	saction Se	lection											
Transact	ion ID CTRO	606409		Go 📎									
Transaction	Acknowled	gement rece	ived. Resu	lt = 202 - 1	Fariff is incorre	ct for this type	e of retailer (8001021406/T	ariff is ind	correct for 1	this type of r	etailer)	
Guidelir	ies												
You mus submitte	it enter the ad.	Transaction	ID exactly	as it appe	ared on the Ac	knowledgeme	nt page that	: was displaye	d after th	e transacti	on was		
Tip 2													
For Cust	comer Transl	fers, you car	use the <u>C</u>	Customer T	<u>ransfer List</u> pa	ige to track th	e status of y	our request.					
Tip 3						la tha an tao tao a							
For Serv	ice Urders, '	you can use	the <u>Servic</u>	e Order Lis	g page to trac	k the status o	r your reque	SC.					
		10.10.07											
Networks Cus	tomer Servic	es:13108/									© 2006 Weste	rn Power	
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Transaction Acknowledgement received. Result = Success.

Metering Se	rvice Centre -	Microsoft Int	ernet Explo	rer provideo	l by Technology	Group							×
- 5 W	estern p	ower						m	eterir	ng se	ervice c	entre	*
NMI Discovery	Standing Data	Customer Transfer	Meter History	Service Order	Customer & Site Details	Meter Data Verify	View Messages	Transaction Status	Other Forms			Home	
Logged in as metron-synergy transaction status Transaction Selection													
Transaction Guidelin Tip 1 You mus submitte	n Acknowled nes st enter the ed.	gement rece Transaction	ived. Resu ID exactly	lt = Succes as it appe	s ared on the Ac	knowledgeme	nt page that	: was displaye	d after th	e transa	ction was		
Tip 2 For Cust Tip 3 For Serv	tomer Trans rice Orders,	fers, you car you can use	n use the <u>C</u> the <u>Servic</u>	Customer T e Order Lis	<u>ransfer List</u> pa <u>t</u> page to trac	age to track th k the status o	e status of y f your reques	our request. st.					
Networks Cus	stomer Servic	ces : 13 10 87									© 2006 Wes	tern Power	
🔄 Done											🔒 🕃 Local in	ntranet	-



12 Other Forms

The Other Forms function gives Retailers access to the Network Access Application form and may give access to other forms in the future. The Network Access Application form is to be completed by a retailer requesting network access from Western Power, including New Connections and Upgrades to an existing site.

Before beginning...

- Ensure that Internet Access is available
- Ensure that a User ID has been obtained. If a User ID has not been obtained, select the Click here to register link on the Log In page. The telephone number (08) 9411 7338 is provided to users to apply for a User Account or alternatively email Western Power Networks by clicking on the Contact Us link on the same Log In page.
- 1. Log into the Metering Service Centre if necessary.
- 2. Click on the Other Forms navigation tab. This page will display a link to the Network Access Application Form.



3. Click on the Network Access Application link on the page.



Metering Service Centre - Microsoft Internet Explorer provided by Technology Group	_0×
	g service centre
NMI Standing Customer Meter Service Customer & Meter View Transaction Other Discovery Data Transfer History Order Site Details Data Verify Messages Status Forms	Home
network access application	
This form is to be completed by a retailer requesting network access from Western Power, including for New Connections site.	and Upgrades to an existing
Western Power will provide a written response to this application within 20 business days or as otherwise advised. This a strict confidence.	application will be treated in
By submission of this form, you have accepted the Terms and Conditions.	
*Indicates a mandatory field.	
1. Retailer Information	
Company Name*	
ID Code*	
2. Access Request Type	
O Amendment to Current Access Contract	
C Establishment of a New Access Contract	
3. Entry/Exit Point	
C Entry Point	
C ruis notas	

- 4. Complete the fields as required. Note that fields marked with an orange asterisk are mandatory.
- 5. Once the required fields are complete, click on the Send Application >> button.
- 6. A confirmation page will appear indicating the request has been sent.

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NMI Discovery	Standing Data	Customer Transfer	Meter History	Service Order	Customer & Site Details	Meter Data Verify	View Messages	Transaction Status	Other Forms			Hom	e
reques	st sent												
Your reque	ist has been	sent and wi	ll be proce	ssed short	dy.								
街 Done											🔒 🚉 U	ocal intranet	<u> </u>



13 Appendices

13.1 Service Order Page Generation

The table below lists the service order type and the number of pages of data that need to be completed when raising a service order request.

Service Order Type	Data to supply on page 1	Data to supply on page 2
Adds And Alts	Meter Number, Request Details, Contact Details, Site Information	Customer Type, Load Details, Installation Details
De-energisation	Meter Number, Request Details, Contact Details, Site Information	No Data to supply – Confirmation page
Meter Investigation	Meter Number, Request Details, Contact Details, Site Information	No Data to supply – Confirmation page
Meter Reconfiguration	Meter Number, Request Details, Contact Details, Site Information	Installation Details
Miscellaneous	Meter Number, Request Details, Contact Details, Site Information	No Data to supply – Confirmation page
New Connection	Site Address, Request Details, Contact Details, Site Information	Customer Details, Load Details, Installation Details
Re-energisation	Meter Number, Request Details, Contact Details, Site Information	No Data to supply – Confirmation page
Special Read	Meter Number, Request Details, Contact Details, Site	No Data to supply – Confirmation page

westernpower

Information

Supply Abolishment

Meter Number, Request Details, Contact Details, Site Information No Data to supply – Confirmation page

13.2 Service Order Status

The Metering Service Centre provides a number of statuses for Service Orders raised by Retailers, below is a table summarising the various statuses.

Service Order Status	Description
Sent to MBS	The Service Order has been raised in the Metering Service Centre and sent to MBS, but no acknowledgment has been received from MBS.
Requested	The Service Order has been raised in the Metering Service Centre and sent to MBS. MBS has returned an acknowledgment to the Metering Service Centre.
Completed	The Service Order has been completed by Metering Services in entirety.
Not Completed	The Service Order was unable to be completed by Metering Services. (E.g. Site was inaccessible)
Partially Completed	The primary work for the Service Order was completed but the associated actual meter reading could not be completed.
Rejected	The Service Order has been raised in the Metering Service Centre and sent to MBS. MBS has responded with a negative acknowledgment indicating the Service Order was rejected. No processing was performed on the Service Order in MBS. (E.g. An Adds & Alts Service Order was raised against a NMI by a Retailer who did not own it).
Cancellation Requested	The Service Order has been raised in the Metering Service Centre and sent to MBS. The Retailer has subsequently requested a cancellation of the Service Order. The Metering Service Centre is

waiting for a response from MBS.

Cancelled The Service Order has been raised in the Metering Service Centre and sent to MBS. The Retailer has subsequently requested a cancellation of the Service Order. MBS has sent an acknowledgement indicating the Service Order has been cancelled in MBS.

13.3 Environment Colours

When logging into the Metering Service Centre you may have access to more than one environment, e.g. training as well as production. The colour of the screen represents the environment you are using.

Orange – Production Environment

Metering Service Centre - Microsoft Internet Explorer provided by Technology Group	
	metering service centre application version 1.5.30
NMI Standing Customer Meter Service Customer & Discovery Data Transfer History Order Site Details Data	Meter View Transaction Other a Verify Messages Status Forms
Logged in as metron-ebtonki	
welcome to the metering service centre	
04503 Search for MI by address or meter number.	Order da track requests for netering services by Western Power.
Create ar Control of the Details Robins to customer or site	rr Transfer In drack requests to a customer. Heter Data Verify Query a single reading or a consumption period.
Heter History Request the meter history for MIL.	stages Imanage messages ou by Western Ou by Western New Hierdaus of View Hierdaus of View Hierdaus of View Hierdaus of Western Power.
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• Green – Training Environment

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• Blue – Testing Environment

🚈 Metering Service Centre - Microsoft Internet Explorer provided by Technology Group	
	metering service centre uat application version 1.5.32
NMI Standing Customer Meter Service Customer & Meter View Discovery Data Transfer History Order Site Details Data Verify Messages	Transaction Other Status Forms
Logged in as metron_brenton	
welcome to the metering service centre	
NNI Discovery Search for a NMI by address 2231 Search for a NMI by address 2331 Search for a NMI by	Standing Data View the details of a NMI.
Customer & Site Details Notify Western Power of changes to sustamer or site details. Customer Transfer Create and track requests to transfer a customer.	Heter Data Verify Query a single reading or a consumption period.
Request the meter history for a MIL.	View the status of transactions submitted to Western Power.
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Make sure you are logged into the correct environment before you start using the Metering Service Centre.

