

## WORK INSTRUCTION

# Receive Notifications and Complete a Business to Business Service Order (B2B SO) as a Retailer.

<Document Id.>

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**Purpose** This work instruction describes the steps that are required for a Retailer to complete a B2B SO and also any notifications they will receive.

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**Contents** [Section 1: Receive a B2B SO Request Notification](#)  
[Section 2: Receive Third Party Metering Notification](#)  
[Section 3: Receive a UMS \(Unmetered Service\) New Connection Request Notification](#)

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## Task Detail: Receive and Complete a B2B SO as a Retailer.

### Section 1: Receive a B2B SO Request.

An email request for a B2B SO will be sent to the nominated Retailer after the submission of a Connection Request to Citipower and Powercor – unless the B2B SO has already been received.

For a New Connection request, the nominated Retailer will be required to submit all of the below Service Orders:

- Allocate NMI
- Supply Service Works (SSW) (Subtype – Install Meter)
- Metering Service Works (MSW) (Subtype – Establish Permanent Supply)

For an Alteration request, the nominated Retailer will be required to submit one or both of the below Service Orders, depending on the type of Alteration request:

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

For an Abolishment request, the nominated retailer is expected to submit both Supply Service Works (SSW) Metering Service Works (MSW) Service Orders.

NB: For all connection request types where CitiPower and Powercor are not the metering provider (i.e. type 1-4 metering), a Metering Service Works (MSW) is not required.

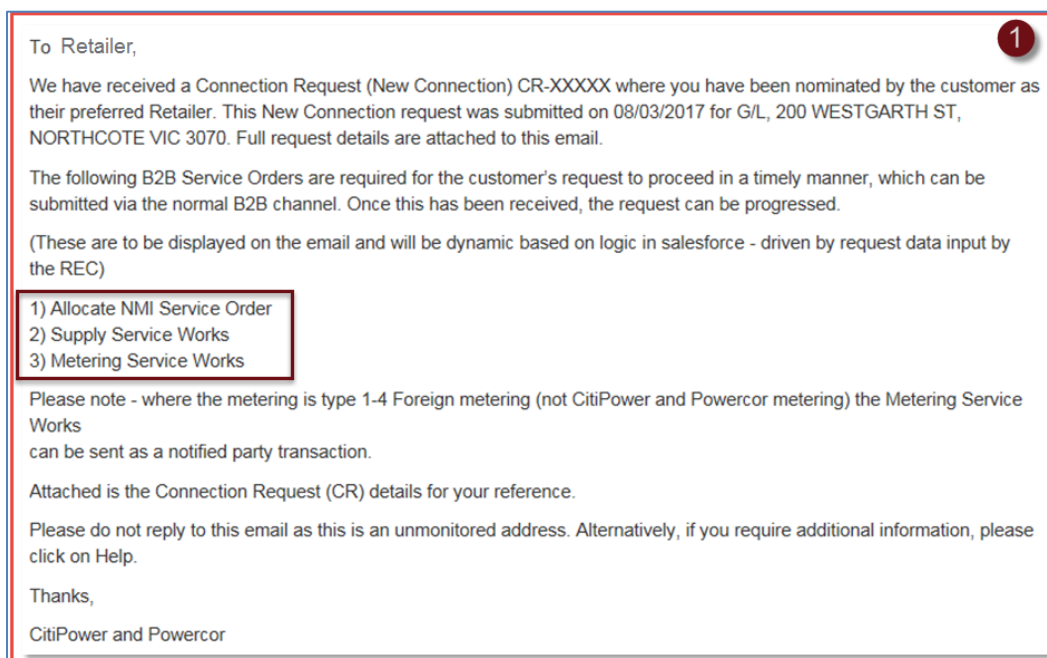
Once you have received the notification and Connection Request details, you must process the B2B SO via the normal B2B channels.

Retailers are strongly encouraged to populate the **Form Reference** field with **EWR** and the **Form Number** field in the B2B SO transaction with the **Connections Request ID (CR-XXXXX)** provided by CP/PAL to assist with the efficient matching of the Connection Request and B2B SO. By entering this information in the Form Number field it will ensure the Connection Request can progress quickly.

Service Order Details			
Service Time:	Business Hours		
Customer Consultation Required:	false		
Special Instructions 1:	AOK.Meter provider for CT metering is Powercor,CES will be provided onsite during the appointment.		
Special Instructions 2:	g the appointment.		
Special Instructions 3:			
Installation Type:	Underground		
Supply Phases:	3-phase	Average Daily Load:	484
Meter Install Code:	MRIM	Customer Type:	Commercial
Metering Required:	CT Meter		
Off Peak Requirement 1:			
Off Peak Requirement 2:			
Off Peak Requirement 3:			
Maximum Demand:	101		
Embedded Network Parent Name:			
NMI Status Code:	A		
Proposed Tariff:		Switching Service Required:	false
<b>Form Reference:</b>	<b>EWR</b>	<b>Form Number:</b>	
Safety Certificate ID:	onsite	Safety Certificate Method Sent:	OnSite

**Step 1** The request for the B2B SO will be emailed to the nominated Retailer inbox requesting for all relevant Service Orders (please refer to below example) with the Connection Request details attached to the email as a PDF.

The below email is an example for a New Connection Request requesting the Retailers for all three Service Orders.



Note: The Connection Request ID is unique to each Connection Request and should be populated in the Form Number field when processing the B2B SO.



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**Step 2** Select the attachment to view the Connection Request details and begin the B2B SO Request assessment.

View an example of the PDF attachment [here](#).

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Example of a B2B SO Request for a Connection Request.

 																															
<p><b>Action Required: B2B SO needed for CR-07188 - 2402 HOPKINS HWY, PURNIM VIC 3278</b></p>																															
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<p><b>Electricity Details</b></p> <table border="0"> <tr> <td>Connection Request Type:</td> <td>New Connection</td> </tr> <tr> <td>Number of phases:</td> <td>Single Phase</td> </tr> <tr> <td>Maximum demand of installation:</td> <td>120.0 Amps</td> </tr> <tr> <td>Supply limited to:</td> <td>120.0 Amps</td> </tr> <tr> <td>CT metering:</td> <td>Yes</td> </tr> <tr> <td>Embedded network:</td> <td>No</td> </tr> <tr> <td>Hot water:</td> <td>No</td> </tr> <tr> <td>Floor heating:</td> <td>No</td> </tr> <tr> <td>Group metering:</td> <td>No</td> </tr> <tr> <td>Size of the main:</td> <td>120 mm</td> </tr> <tr> <td>Supply required:</td> <td>Overhead</td> </tr> <tr> <td>Length of overhead cable:</td> <td>10 m</td> </tr> <tr> <td>Termination point:</td> <td>Substation</td> </tr> <tr> <td>Pit Installed?</td> <td></td> </tr> <tr> <td>Distributor:</td> <td>CITIPOWER</td> </tr> </table>		Connection Request Type:	New Connection	Number of phases:	Single Phase	Maximum demand of installation:	120.0 Amps	Supply limited to:	120.0 Amps	CT metering:	Yes	Embedded network:	No	Hot water:	No	Floor heating:	No	Group metering:	No	Size of the main:	120 mm	Supply required:	Overhead	Length of overhead cable:	10 m	Termination point:	Substation	Pit Installed?		Distributor:	CITIPOWER
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**Action Required: B2B SO needed for CR-07188 - 2402 HOPKINS HWY,  
PURNIM VIC 3278**

**Contact Details**

**Customer Details**

Customer name: Shyam  
Customer phone: 0425 [REDACTED]  
Customer email: [REDACTED]

**Licensed Electrical Inspector (LEI) Details**

LEI name:  
LEI phone:

**Licensed Electrical Worker (LEW) Details**

Electrical License Number: 007007  
LEW name: Lew NC  
LEW phone: 0425 [REDACTED]  
LEW email: [REDACTED]

**Registered Electrical Contractor (REC) Details**

REC number: 007010  
REC name: Rec cnc  
REC contact phone: 0425 [REDACTED]  
REC contact email: [REDACTED]

If the B2B SO Request(s) has not been matched with our Connection Request after a configurable amount of time set by Connection Services \*, you will be sent a reminder email to complete the request.

The reminder email will resemble the initial email, including the Connection Request details attachment and "Reminder" is in the subject line.

Note: If you have still not completed the request after a configurable amount of time set by Connection Services following the reminder email, the Registered Electrical Contractor (REC) or Licensed Electrical Contractor (LEW) will be notified that you have not completed the request and they may choose to contact you. It is at this stage where the REC or LEW will be given the opportunity to change the responsible Retailer on the Connection Request.

\* These timeframes are configurable and may change in the future.

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## Section 2: Receive a Third Party Metering Notification.

When third party metering is required, the nominated Retailer will be notified. The Retailer can then communicate with the third party involved to update the market systems.

The notification will be emailed to the nominated Retailer inbox (please refer to below example) with the National Metering Number (NMI) associated with the Connection Request provided.

### **NMI for type 1-4 New Connection at P/L, 200 WESTGARTH ST, NORTHCOTE VIC 3070**

CitiPower and Powercor <econnect\_no-reply@powercor.com.au>

Sent: Tue 1/03/2016 11:49 AM

To: [REDACTED]



To Retailer,

We have received B2B SO NC\_122849 for the New Connection CR-07778 at P/L, 200 WESTGARTH ST, NORTHCOTE VIC 3070. You have advised it is type 1-4. Please advise the meter provider of the **NMI 61030249896** for this premise so they can update the market with the meter details once installed.

Please do not reply to this email as this is an unmonitored address. Alternatively, if you require additional information, please click on [Help](#).

Thanks,

CitiPower and Powercor

## Section 3: Receive a UMS New Connection Notification.

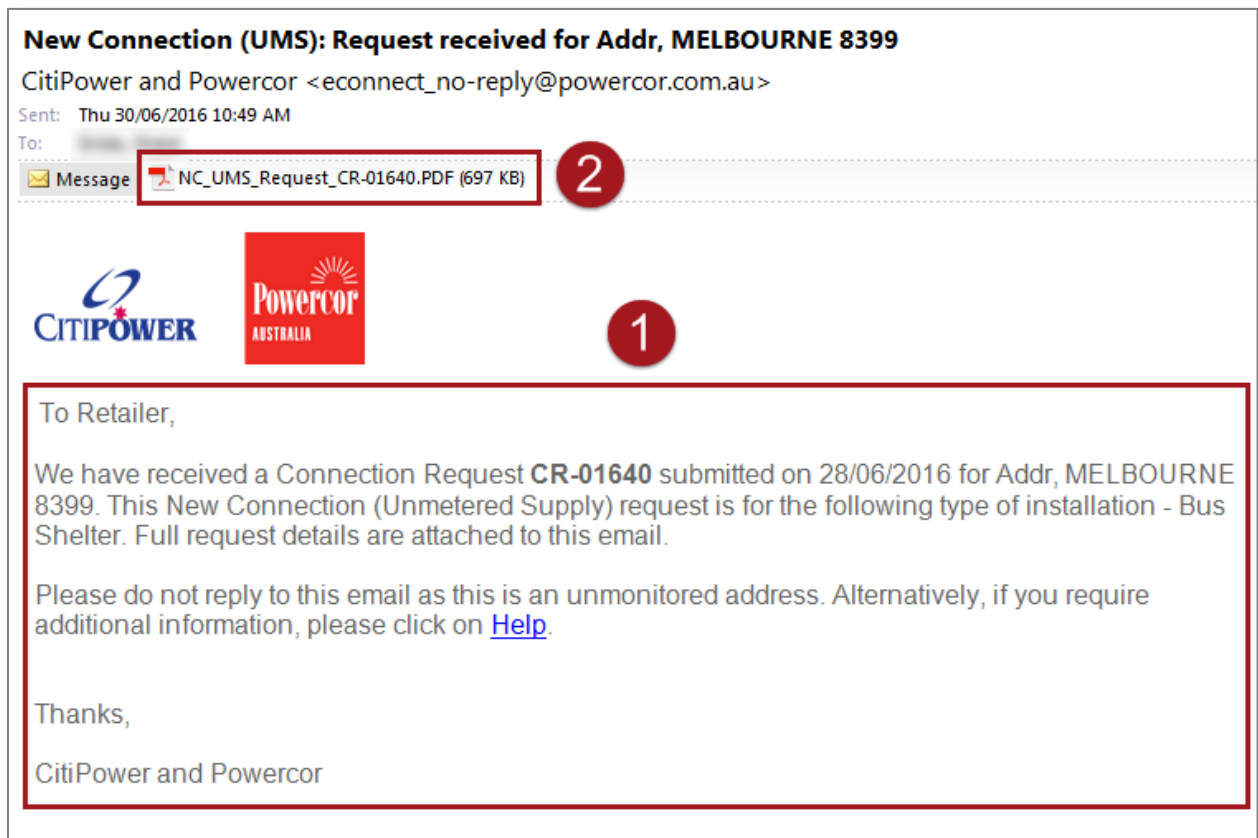
**Step 1** When a UMS New Connection Request is submitted, the nominated Retailer will be notified.

The notification will be emailed to the nominated Retailer inbox (please refer to below example) with the Connection Request details attached to the email as a PDF.

Note: The Connection Request ID is unique to each Connection Request.

**Step 2** Select the attachment to view the UMS New Connection Request details.

View an example of the PDF attachment [here](#).





Example of an UMS New Connection details PDF.

Work Requirements	
<b>Electricity Details</b>	
Number of phases:	
Maximum demand of installation:	1.0 Amps
Supply limited to:	1.0 Amps
CT metering:	No
Embedded network:	No
Hot water:	No
Floor heating:	No
Group metering:	No
Size of the main:	1 mm
Supply required:	Underground
Termination point:	Pillar
<b>Solar details</b>	
Solar installation:	No
Proposed Inverter Export Limit:	
Solar Pre-Approval number:	
Solar Installer:	
Inverter make:	
Inverter model:	
<b>Additional Details</b>	
Alternative supply:	
Meter position:	Permanent
Residential premise:	No
Mains on public land:	No
Project number:	
Additional details:	
Location Details	
<b>Work site address/access</b>	
Address:	Addr, MELBOURNE 8399
Contact person:	
After hours preferred:	No



**Unmetered Meter Supply - New Connection**  
**CR-01640 - Addr, MELBOURNE 8399**

Contact Details	
<b>Customer Details</b>	
Customer name:	Shyam
Customer phone:	0425 [REDACTED]
Customer email:	[REDACTED]
<b>Licensed Electrical Inspector (LEI) Details</b>	
LEI name:	
LEI phone:	
<b>Licensed Electrical Worker (LEW) Details</b>	
Electrical License Number:	007007
LEW name:	Lew NC
LEW phone:	0425 [REDACTED]
LEW email:	[REDACTED]
<b>Registered Electrical Contractor (REC) Details</b>	
REC number:	007010
REC name:	Rec cnc
REC contact phone:	0425 [REDACTED]
REC contact email:	[REDACTED]