Western Australian Electricity Market
Build Pack
Web Portal Functional Specification

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1 Introduction

1.1 Purpose

The Web Portal Functional Specification describes the operation of the Web Portal provided by the network operator. Although commonly referred to in use as "the Metering Service Centre", this document will continue to refer to it as "the Web Portal" in accordance with the Customer Transfer Code and Metering Code Communication Rules. The Web Portal at a later date may accommodate additional transactions, as identified, necessary for the efficient operation of the Western Australian Electricity Market.

The Web Portal is provided to enable a cost effective means for code participants to transact with the network operator. It is intended that the smaller market participants will use the Web Portal. As transaction volumes increase, it will be more advantageous for the code participants to use the B2B interface and XML messaging. Please refer to the Western Australian Electricity Market Build Pack documents Systems Interface Definitions and Infrastructure User Guide for details of the XML B2B interface.

1.2 Commencement

This document comes into operation in accordance with the Electricity Industry Customer Transfer Code 2004 Communication Rules and the Electricity Industry Metering Code 2005 Communication Rules.

1.3 Overview and Structure

The content of this document is as follows:

- Section 1 is this Introduction
- Section 2 provides general information on the Web Portal
- Section 3 describes the NMI Discovery pages
- Section 4 describes the Standing Data pages
- Section 5 describes the Metering History pages
- Section 6 describes the Customer Transfer pages
- Section 7 describes the Meter Data Verify pages
- Section 8 describes the Customer & Site Details pages
- Section 9 describes the Service Order pages
- Section 10 describes the View Messages page
- Section 11 describes the Transaction Status page
- Section 12 describes the Other Forms page, which at this stage contains the Network Access Application Form..

1.4 Terminology

Throughout this document, the following terminology will be used:

Web Portal Term	Build Pack Term
NMI Discovery	NMI Discovery
Standing Data	NMI Standing Data
Metering History	Historical Consumption Data
Customer Transfer	Customer Transfer

1.5 Related Documents

This document should be read in conjunction with the other documents contained within the Western Australian Electricity Market Build Pack, as defined in the Western Australian Electricity Market Build Pack Usage Guidelines.

2 Web Portal General

2.1 Web Portal Overview

The network operator has provided a Web Portal for the retailers to support their process relating to customer interaction. The portal is located on the network operators website. The Web Portal is a web-enabled application, meaning that there is no additional software required (except a web browser) for the retailer to use the Web Portal.

The architecture of the Web Portal and the network operator is shown below:
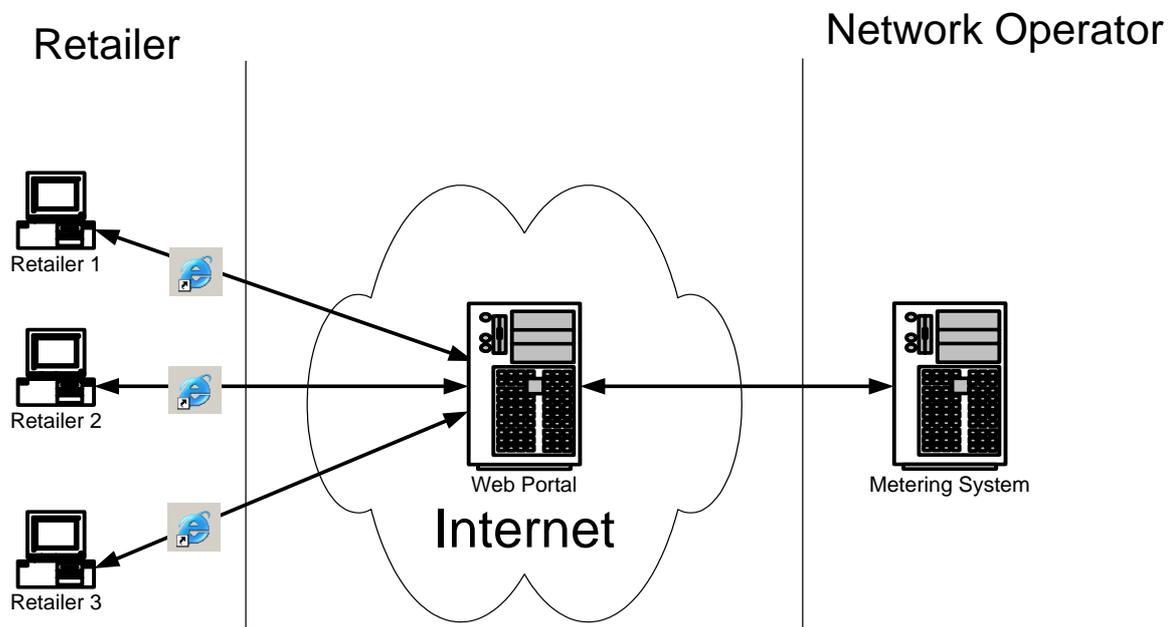
Figure 1: The architecture of the Web Portal

Please refer to the Western Australian Electricity Market Build Pack document *Infrastructure User Guide* for more detailed information on the technical infrastructure.

2.2 Site Map

The MBS Web Portal contains the following pages:
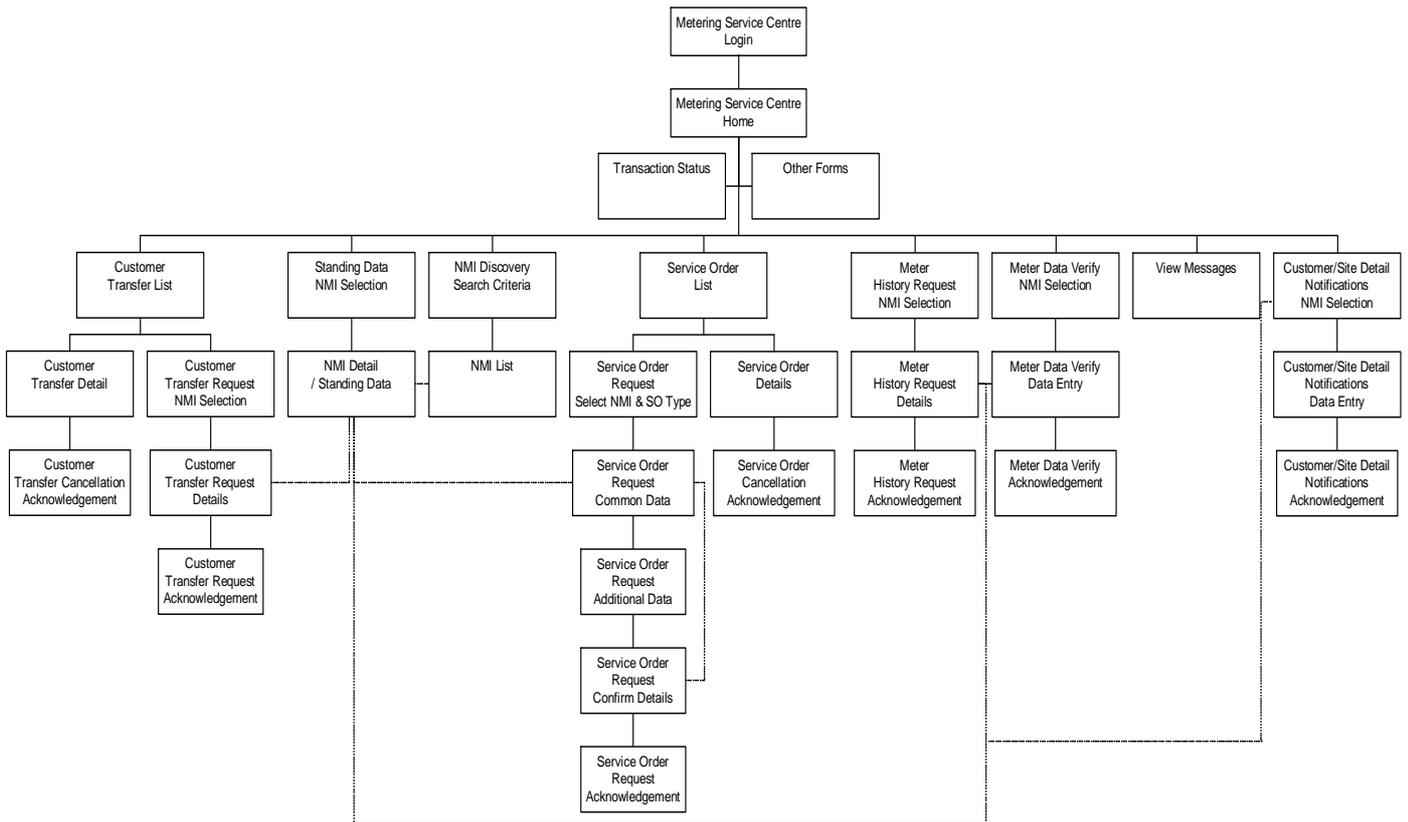
2.3 Log In Page

For a retailer to submit requests via the Web Portal, the retailer needs to obtain a username and password from the network operator. The processes of obtaining a username and password, requesting new accounts and changing of password are described in the document Infrastructure User Guide that forms part of the Western Australian Electricity Market Build Pack.

Note The link to the Web Portal is provided as a soft link from the same area where the Build Pack is located on the network operator's web site:

(https://services.westernpower.com.au/online/nbu/do/restricted/Home)

Once a retailer has been provided with a username and password, the **Log In** page can be accessed where the retailer will be prompted to enter in the username and password.

If the incorrect username and password should be entered, then the Log In error page will appear. The most common errors and their resolutions are summarised in the table below:

Web Portal Term	Build Pack Term
Username or password is incorrect	Retry and be aware that the username and password are case sensitive.
	Contact Metering Support to verify if or when the account is set-up. If there is no account yet, use the link "register here" to request an account for the Web Portal.
Account is locked	If the retailer has tried 3 unsuccessful attempts, the account will be locked. If this is the case, contact Metering Support to get the account unlocked. Note – the user will be required to provide a new password.

2.4 Welcome Page

After the retailer has successfully logged on, the **Welcome Page** is then displayed, which shows the links to the following functional areas:

- NMI Discovery
- Service Order
- Standing Data
- Customer & Site Details
- Customer Transfer
- Meter Data Verify
- Meter History
- View Messages
- Transaction Status
- Other Forms

2.4.1 Main Menu

All the Retailer pages in the Web Portal will follow a similar structure. One aspect of this structure is the inclusion of a **Main Menu**, which provides access to each of the key functional areas (Customer Transfers, NMI Discovery etc). This menu will be constructed as a 'tile' (i.e. a fragment of HTML code for inclusion in a web page) and re-used in all the retailer pages.

The following menu entries will be shown:

Menu Item	Link To
Customer Transfer	Customer Transfer Pages
Meter History	Meter History Request Pages
NMI Discovery	NMI Discovery Search Pages
Standing Data	Standing Data Request Pages
Customer & Site Details	Customer & Site Details Notifications Pages
Service Order	Service Order Requests and Details Pages
Meter Data Verify	Meter Data Verify Pages
View Messages	Area where result of requests can be reviewed or downloaded.

2.5 Time Out

If for some reason the Web Portal cannot connect with MBS, the following time out message will appear:

"Function Temporarily Unavailable"

"This function is temporarily unavailable at the moment. If the problem persists, please contact Metering Systems Support by emailing metering.systems.support@westernpower.com.au. We apologise for any inconvenience".

2.6 Market Transactions Overview

2.6.1   Interface with Synergy

Western Power hosts a B2B Outbox and Inbox for Synergy for the distribution and receipt of B2B market transactions.

Synergy processes these B2B market transactions through business processes that utilise the View Messages function of the Web Portal and the Retail Bridge. Therefore, MTM needs to take receipt of select transactions for processing internal to Synergy and leave the remaining transactions for processing through the Web Portal.

MTM reads each transaction on Western Power's B2B Outbox for Synergy and the Transaction Type Selector determines if the transaction is for processing by Synergy applications. If so, MTM invokes the Hokey-Pokey protocol to take receipt of that transaction. If not, MTM leaves the transaction in the Outbox, for processing through the Web Portal.

2.6.2   Hokey-Pokey Strategy

The basic principles of this method of file transfer are the following:

1.   Only the Participant (eg Retailer or IMO) can put files in the inbox and delete files from this inbox

2.   Only the Network Operator (Western Power) can put files in the participant outbox and delete files from the outbox.

3.   The original message will only be deleted when the related Message Acknowledgement is received.

4.   Responsibility lies with the message initiator to ensure that the message has been acknowledged within the defined timeframes, otherwise problem resolution processes must be commenced by the initiator.

This section describes the transaction-processing model for the WA electricity market. The document includes:

- Activity Diagram (figure 1)

- Sequence diagrams and step descriptions (figures 2a and 2b)

- Worked example using the service order business process (figure 3)
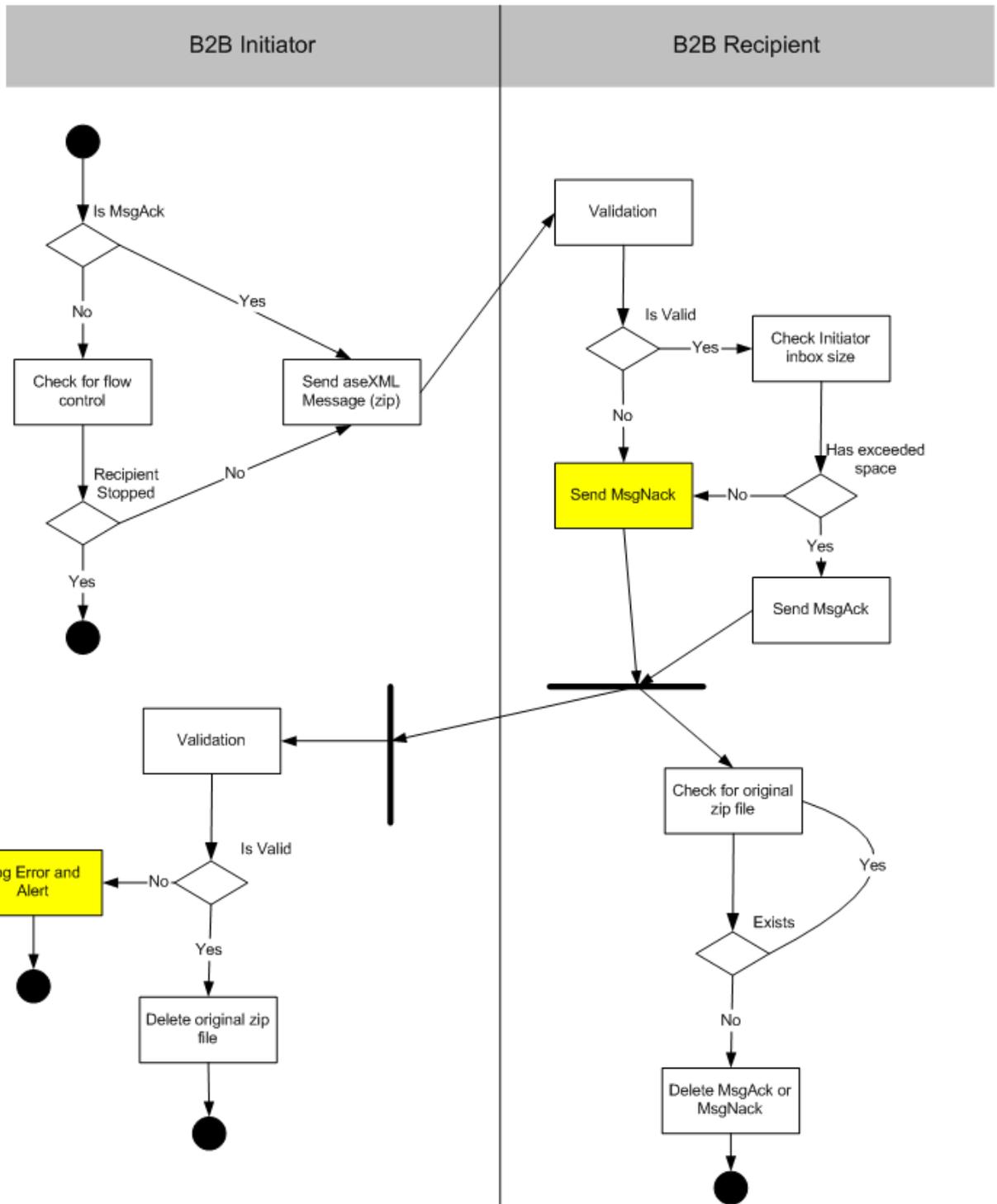
Figure 1: Activity Diagram - Acknowledgement Model for WA B2B Handler normal processing scenario (exceptions in yellow)

DMS# 2689051
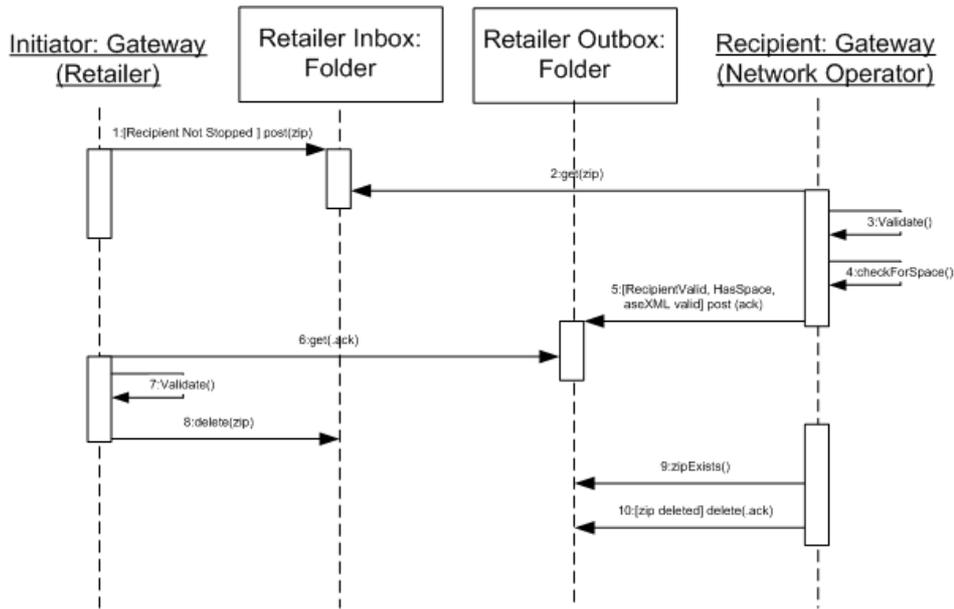
Figure 2a: Sequence Diagram 1 - Acknowledgement Model for WA B2B Handler normal processing scenario (**Retailer is initiator**)
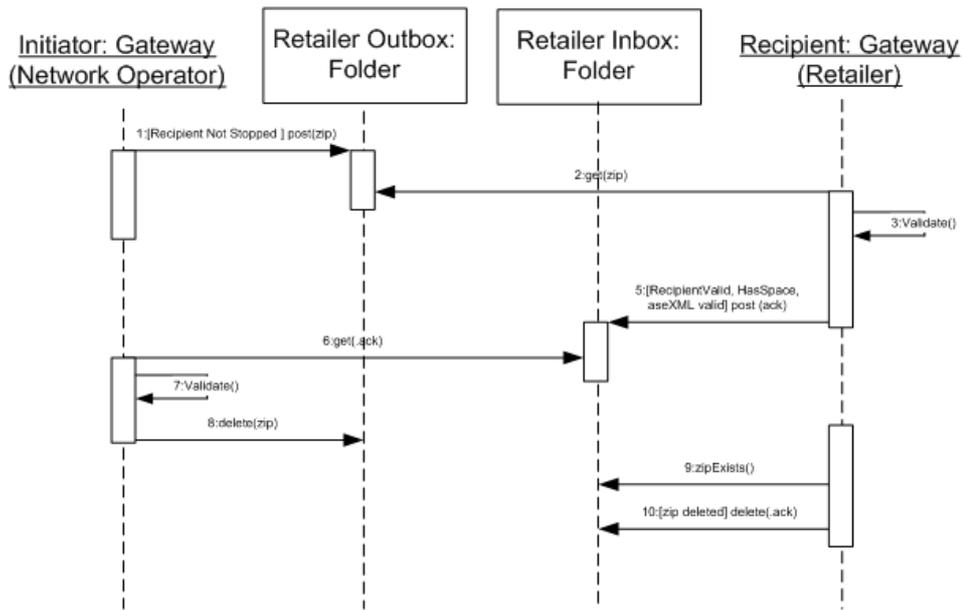
Figure 2b: Sequence Diagram 2 - Acknowledgement Model for WA B2B Handler normal processing scenario (**Network Operator is initiator**)
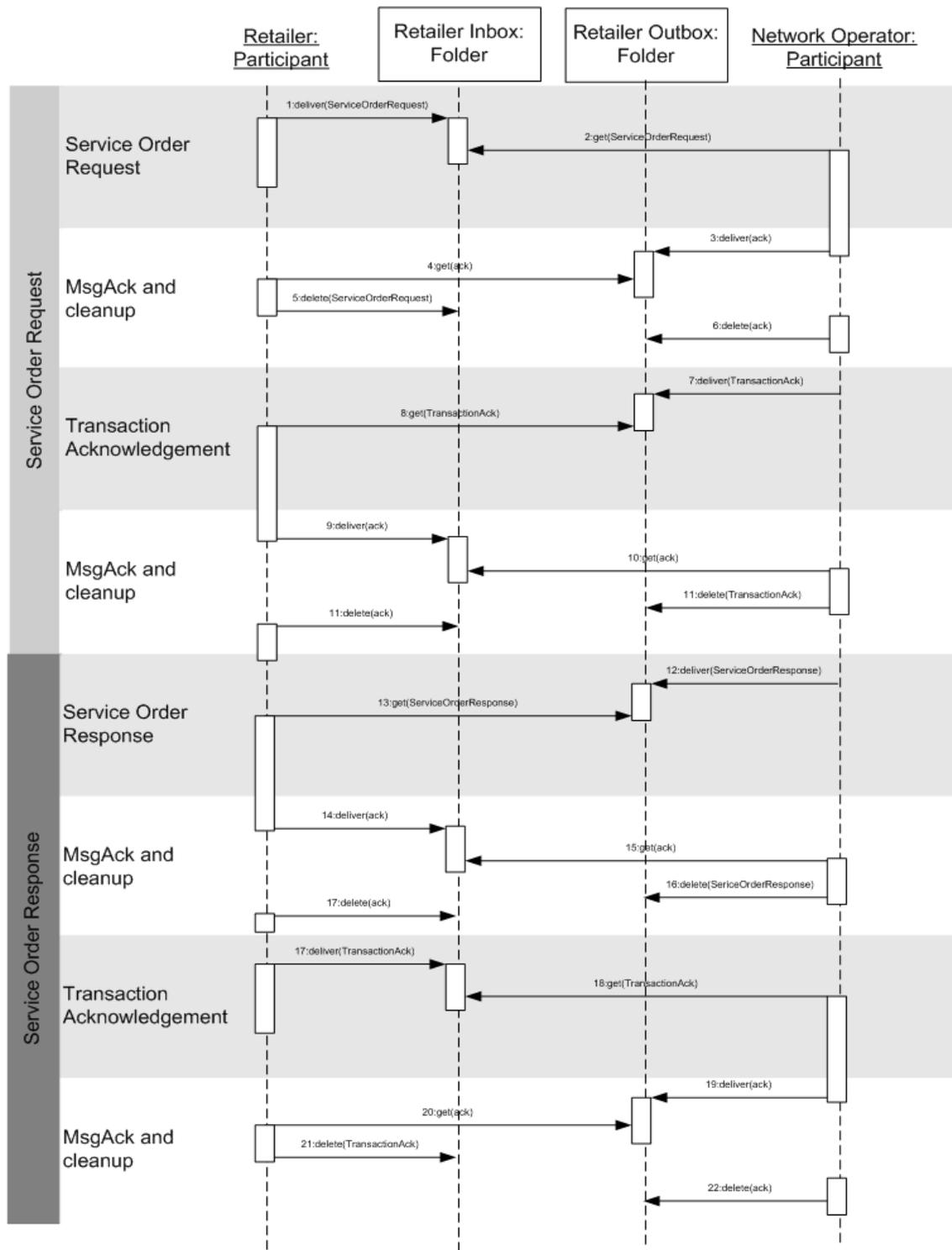
DMS# 2689051

Figure 3: Example of Transaction Model for Service Order process

3 NMI Discovery

3.1 Scenarios

Main scenario: request NMI discovery

1) The prospective retailer selects the NMI Discovery option

2) The retailer selects the NMI Discovery option to display the request page

3) The retailer enters the meter number or (part of) street address

4) The retailer submits the request for processing

5) One match only is found

6) The details of the matching NMI are displayed to the retailer

7) The standing data for the NMI is displayed

Alternative scenario: no matches are found

1) No matches are found

2) Message to indicate no matches are found is presented to the retailer.

Alternative scenario: multiple matches are returned

3) More than one likely match is returned

4) The prospective retailer is shown a list of up to 99 possible matches

5) The retailer select the appropriate NMI

6) The details for the selected NMI are displayed

Note – The Web Portal is requesting Standing Data behind the scenes to provide the address. When more than 1 NMI is returned, the retailer will be required to select the best match to provide the standing data. When only 1 NMI is returned, the standing data will be automatically displayed on the screen.

3.2 NMI Discovery Request

3.2.1 NMI Search Criteria

The NMI Search Criteria Page allows the retailer to specify search criteria for locating a NMI.

The page consists of several elements ('tiles') –

- Main Menu
- Search Criteria
- Instructional Text

3.2.2 Input Fields

The following input fields are to be supported –

Code	Description	Type	Validation
Search Criteria	Meter Number	Text	
Search Criteria	Lot No.	Number	At least one field should be completed.
	Flat or Unit Type	List	
	Flat or Unit Number	Text	If an address specified:
	Street No. (House No.)	Number	a) a suburb must be entered
	Street Name	Text	b) at least a street name or

Code	Description	Type	Validation
	Location No.	Text	location number must be
	Suburb	Text	entered.

3.2.3 Output Fields

The following read-only data items are to be supported –

Tile	Field	Type	Description/Function
Search Tips	Instructional Text	Text (static html)	Static text explaining how to use the NMI Discovery function

3.2.4 Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function
Search Criteria	Search by Meter No	Button	Executes a NMI search by meter no. If no results returned, redisplays page with error message highlighting the field that generated the error. If a result is returned, then redirects to Standing Data Detail page.
Search Criteria	Search by Address	Button	Executes a NMI search by address, using a combination of address fields as explained in the search tips. If no results returned, redisplays page with error message highlighting the field that generated the error. If one result is returned, then redirects to Standing Data Detail page. If more than one result is returned, NMI list is displayed. Retailer selects NMI best match to display Standing Data Detail page.

3.3 NMI Discovery Response

3.3.1 NMI List

The NMI List Page displays a list of NMI's that meet the search criteria specified on the previous page. This page is only displayed if multiple NMI's are returned by the search.

The page consists of several elements ('tiles') –

- Main Menu
- NMI Search Criteria
- NMI List

3.3.2 Input Fields

The following input fields are to be supported –

Tile	Field	Type	Vlidation
Search Criteria	Meter No.	Number	At least one field should be completed. If an address specified: a) a suburb must be entered b) at least a street name or location number must be entered.
	Lot No.	Number	
	Flat or Unit Type	List	
	Flat or Unit Number	Text	
	Street No. (House No.)	Number	
	Street Name	Text	
	Location No.	Text	
	Suburb	Text	

3.3.3 Output Fields

The following read-only data items are to be supported –

Tile	Field	Type	Description/Function
NMI List	NMI (inc. checksum)	Integer (11)	The unique identifier of the customer
	Address	Text (3 lines*80 chars)	Address of the site displayed in the following order structure:- ▪ Unit Type and Unit Number ▪ "Lot" and Lot No. ▪ Floor Type/Number ▪ House Number ▪ House Number Suffix ▪ "Location" and Location No ▪ Street No. ▪ Street Name and Street Type ▪ Street Suffix ▪ Suburb ▪ "WA" ▪ Postcode

3.3.4 Other Controls

The following additional controls are to be supported –

Tile	Field	Type	Description/Function
Search Criteria	Search by Meter No	Button	▪ Executes a NMI search by meter no. ▪ If no results returned, redisplays page with error message highlighting the field that generated the error. ▪ If a result is returned, then redirects to Standing Data Detail page. ▪

Tile	Field	Type	Description/Function
Search Criteria	Search by Address	Button	- Executes a NMI search by address, using a combination of address fields as explained in the search tips. - If no results returned, redisplays page with error message highlighting the field that generated the error. - If one result is returned, then redirects to Standing Data Detail page. - If more than one result is returned, NMI list is displayed. Retailer selects NMI best match to display Standing Data Detail page.
NMI List	NMI	Hyperlink	Go to the Standing Data Detail page for the selected NMI
	Page Down	Button	Go to the next page of results
	Page Up	Button	Go to the previous page of results

If the search returns more than 10 NMI's, page down buttons will appear for the retailer to navigate to the next 10 NMI's. Results are sorted by NMI in ascending order.

3.4 Timings

The following timings are averages, expected for responses during the NMI Discovery process:

- Initial Search – 4-5 seconds average (based on page size of 10 rows returned; may be less if less hits returned)

- Page Down to new page of data – 4-5 seconds average (based on page size of 10 rows returned; may be less if less hits returned)

- Page up – 1-2 seconds average

- Page down to page already viewed – 1-2 seconds average

- Jump to Standing Data – 1-2 seconds average

4 NMI Standing Data

4.1 Scenarios

Main scenario: request NMI standing data

7) The prospective retailer selects the NMI Standing Data Service

8) The retailer enters the NMI and checksum

9) The retailer submits the request for processing

10) A match is found

11) The details of the matching NMI standing data are displayed to the retailer

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Alternative scenario: no matches are found

12) No matches are found

13) Error Message returned to the retailer indicating no matches are found. Retailer is directed to hover cursor over the highlighted message to display additional information.

4.2 Standing Data – NMI Selection

The Standing Data – NMI Selection page allows a retailer to enter a NMI in order to view the standing data. This will then take the retailer to the Standing Data Detail page.

The page consists of several elements ('tiles') –

- Main Menu
- Input Details
- Guidelines

4.2.1 Input Fields

The following input fields are to be supported -

Tile	Field	Type	Description/Function
NMI Selection	NMI (inc. checksum)	Integer (11)	Requires the unique customer identifier

4.2.2 Output Fields

The following read-only data items are to be supported –

Tile	Control	Type	Description/Function
Guidelines	Instructional Text	Text (static html)	Static text explaining how to use the Standing Data tab

4.2.3 Other Controls

The following additional control is to be supported –

Tile	Control	Type	Description/Function
Next	Search by NMI	Button	Executes a search for Standing Data by NMI. If no results returned, redisplays page with error message highlighting the field that generated the error. If result is returned, then redirects to Standing Data Detail page.

4.3 tanding Data Response

The Standing Data Details page displays a selection of the NMI Standing Data provided to a prospective retailer for a NMI.

This page is displayed when:-

14) a search by meter no is actioned on the NMI Discovery page, or

15) when a NMI Discovery by address finds one NMI only, or

16) if the retailer clicks on a NMI hyperlink in the NMI List, or

17) if a retailer enters via the Standing Data – NMI Entry page.

The page consists of several sections –

- Main Menu (as tiles)
- NMI Overview
- Site Location
- Meter Standing Data
- Service Orders
- Customer Transfers

4.3.1 Input Fields

There are no input fields on this page.

4.3.2 Output Fields

This displays to the retailer the main information about the NMI. If the retailer requires more information, then the Export file button should be selected to download the csv file to view in Excel. The following read-only data items are to be supported –

Tile	Field	Type	Description/Function
NMI Overview	NMI and checksum	Integer (11)	Denotes the unique identifier of the customer
	NMI Class Code	Text	Denotes whether the exit point is contestable and the customer tranche to which it belongs
	NMI Status Code	Text (Code & Desc)	Denotes the status of the NMI
	Voltage	Text (Code & Desc)	Denotes if high voltage or low voltage
	Substation	Text (Code & Desc)	Denotes the name of the nearest zone substation
	Distribution Loss Factor	Text (Code & Desc)	Denotes the calculated DLF for this location
Site Location	Formatted Address	Text (3 lines * 80 chars)	Denotes the address of the NMI
	Jurisdiction Code	Text	Denotes what state the NMI is in (i.e. WA)
	Distance from sub-station	Number	Denotes how far the NMI is from the nearest sub-station
Meter Standing Data	Meter Number	Alphanumeric (12)	Uniquely identifies a meter for a given NMI.
	Meter Install Code	Text (Code & Desc)	Denotes the type of meter.
	Next Scheduled Read Date	Date	Indicates the scheduled next read date for the meter.
	Read Frequency	Integer	Indicates how often the meter is read
	Meter Status	Text (Code & Desc)	Denotes the status of the meter.
	Network Tariff	Text (Code & Desc)	Denotes what tariff is used to calculate network charges
Service Orders	Request ID	Integer	Denotes the unique identifier of the request (assigned by MBS)
	Service Order Type	Text	The type of service order (eg. special read)
	Submitted	Date	Date the service order was submitted

Tile	Field	Type	Description/Function
	Last Modified	Date/Time	Date/Time the service order record was last changed. List will be sorted by this column descending
	Scheduled	Date	Date the service order has been requested to be actioned
	Status	Text	The current status of the service order
Customer Transfers	Request ID	Integer	Denotes the unique identifier of the request (assigned by MBS)
	Transfer Type	Text	The type of transfer (eg. new customer)
	Submitted	Date	Date the transfer request was submitted
	Transfer Date	Date/Time	Date the transfer has been requested to be actioned
	Last Modified	Date	Date/Time the transfer request record was last changed. List will be sorted by this column descending
	Status	Text	The current status of the transfer request

4.3.3　Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function
NMI Details	Export File	Button	Provides the Retailer with a CSV extract of all the standing data details. This will be displayed in the retailers default CSV file viewer, which is usually Microsoft Excel.
	Back	Button	Returns the Retailer to the previous page
	Print	Button	Offers the retailer the option to print the content of the page.

4.4　Timings

The following timings are averages expected for responses for a Standing Data Request:

- Standing Data Request – 2-3 seconds average
- Jump to Meter History Request – 1-2 seconds average
- Jump to Customer Transfer Request – 1-2 seconds average

5　Meter History

5.1　Scenarios

Main scenario - Request for meter data

18) The prospective retailer selects Meter History

19) The retailer enters the NMI to activate a search

20) The retailer is provided with details of the NMI

21) The retailer enters the start and end dates of the requested period

22) The retailer submits the request for processing

23) The retailer is provided with a feedback message, stating that the request has been processed and the meter data will be either emailed or sent to the view messages area of the Web Portal

Alternative scenario - Invalid data submitted

24) The prospective retailer selects Meter History

25) The retailer enters the NMI to activate a search

26) The retailer is provided details of the NMI back

27) The retailer enters an invalid start and end date

28) The retailer is provided with feedback that the data did not pass validation

29) The retailer corrects the data and resubmits the amended request

5.2　Meter History Request

The Meter History Request is used to allow the retailer to request an extract of historical readings for a given NMI. The details are not displayed immediately, but sent to the retailer's nominated FTP address (or the Web Services equivalent) or the Web Portal as per the retailer's nominated method of communication.

5.2.1　Meter History Request – NMI Selection

The Meter History Request NMI Selection page allows the retailer to specify the NMI to extract data for.

The page consists of several elements ('tiles') –

- Main Menu
- NMI Selection
- Guidelines

5.2.2　Input Fields

The following input fields are to be supported –

Tile	Field	Type	Description/Function	Validation
NMI	NMI (inc.	Integer	Requires the unique	The NMI checksum can

Tile	Field	Type	Description/Function	Validation
Selection	checksum)	(11)	customer identifier	be calculated based upon the first 10 digits of the NMI entered. This should be compared against the checksum entered in digit 11.

5.2.3 Output Fields

The following read-only data items are to be supported –

Tile	Control	Type	Description/Function
Guidelines	Instructional Text	Text (static html)	Static text explaining how to use the Meter History tab

5.2.4 Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function
NMI Selection	Next	Button	Verifies the NMI and allows retailer to proceed to the Meter History Request page

5.3 Meter History Request Form

The Meter History Request Form page allows the retailer to verify that the NMI selected is correct and to specify a date range for the data.

- The page consists of several elements ('tiles') –
- Main Menu
- Site Information

5.3.1 Input Fields

The following input fields are to be supported –

Tile	Field	Type	Description/Function	Validation
Site Information	Date (From)	Text/Calendar Control	Start Date for data extract	Default to today – 1 year Mandatory Must be a valid date < today's date
	Date (To)	Text/Calendar Control	End Date for data extract	Default to today Mandatory Must be a valid date <= today's date and > than start date

Note. The date (from) is inclusive and the date (to) is exclusive for the data selection.

5.3.2 Output Fields

The following output fields are to be supported –

Tile	Control	Type	Description/Function
Site Information	NMI (inc. checksum)	Integer (11)	The unique identifier of the customer being extracted
	Site Address	Text	The address at which the NMI is located

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5.3.3 Other Controls

The following additional controls are to be supported–

Tile	Control	Type	Description/Function
Submit Request	Submit	Button	Submits the request and redirects the retailer to the Meter History Request Submitted page
Calender	Calender Picker	Calender	Next to the two date fields a calendar can be used to select the dates.
Back	Back	Button	Redirects retailer to Meter History Request – NMI selection

5.4 Meter History Request Acknowledgement

The Meter History Request Submitted Page informs the retailer that the request has been submitted.

The page consists of several elements ('tiles') –

- Main Menu
- Acknowledgement Text

5.4.1 Input Fields

There are no input fields on this page.

5.4.2 Output Fields

The following read-only fields are to be supported –

Tile	Field	Type	Description/Function
Acknowledgement Text	NMI (inc. checksum)	Integer (11)	The unique identifier of the customer being extracted
	Site Address	Text	The address at which the NMI is located
	History Date Range	Text/Calendar Control	Start & End date for data extract

5.4.3 Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function
Acknowledgement Text	Instructional Text	Text (static html)	Static text relating to response times
	Back	Button	Returns retailers to the Meter History NMI Selection page
	Print	Button	Allows retailer to print a copy for reference purposes

5.5 Timings

The following timings are averages expected for responses of a Meter History Request:

- NMI Selection – 2-3 seconds average
- Submission – 1-2 seconds average

6   Customer Transfer

Retailers can request that a contestable customer be transferred from their previous retailer to them, or can request the reversal of a transfer done erroneously. Through the Portal, they can request transfers, monitor the status of transfers, and request to cancel transfers in progress.

6.1   Scenarios

Main scenario: Customer Transfer Status change

1)   The status of a Customer Transfer is changed because of processing by the Network Operator

2)   A Transaction Message is sent to the Web Portal indicating the status change

3)   The status of the Customer Transfer is changed in the outstanding list maintained by the Web Portal.

Main scenario: Customer Transfer request

1)   The prospective retailer selects the Customer Transfer option

2)   The retailer enters the NMI to display the request page

3)   The retailer completes all the required details

4)   The retailer submits the request for processing

5)   A confirmation screen is displayed to the retailer notifying them that the request has been successfully submitted

Main scenario: Create Customer Transfer

1)   Retailer logs on to the Network Portal and selects the Customer Transfer Service

2)   Retailer selects the New Customer Transfer Option

3)   Retailer enters the NMI and checksum

4)   Retailer enters the details for the Customer Transfer

5)   Retailer submits the Customer Transfer for processing

6)   Acknowledgement is displayed to indicate that the Customer Transfer has been accepted for processing.

7)   Transaction message is displayed to indicate the processed status for the Customer Transfer

Alternative Scenario: Invalid Data Input

1)   Retailer submits the Customer Transfer for processing but invalid or missing data is detected

2)   The Customer Transfer input is redisplayed with errors highlighted and the input positioned at the first error

3) The Retailer re-submits the Customer Transfer for Processing

4) Acknowledgement is displayed for the retailer to indicate that the Customer Transfer has been accepted for processing

5) Transaction message is displayed to indicate the processed status for the Customer Transfer.

Alternative scenario: Customer Transfer is created outside of the Web Portal

1) A Customer Transfer has been created via an XML transaction by the incoming retailer

2) A Transaction Message is sent to the Web Portal to indicate the creation of a Customer Transfer

3) The list of outstanding Customer Transfers, maintained by the Web Portal, is updated.

Alternative scenario: Customer Transfer is a Correction Transfer

1) A Customer Transfer is created using the internal Metering Business System.

2) A Transaction Message is sent to the Web Portal to indicate the creation of a Customer Transfer.

3) The list of outstanding Customer Transfers maintained by the Web Portal is updated.

6.2 Customer Transfer List

6.2.1 Customer Transfer List Page

The Customer Transfer List page shows a filtered list of 'inbound' transfers (**NOTE** – 'outbound' transfers, where a customer is leaving the retailer, are visible via the View Messages function). By default, all inbound customer transfers for the retailer are automatically displayed.

The page consists of several elements ('tiles') –

1. Main Menu

2. Sub-menu

    a) The Customer Transfer sub-menu will have two entries –

        I.   Customer Transfer List

        II.   Customer Transfer Request

3. Search Criteria

4. Transfer List

    a) Display a subset of the rows that meet the filter criteria

    b) Show NMI, Status, Proposed Date etc.

6.2.2 Input fields

The following input fields are to be supported –

Tile	Field	Type	Description/Function
Search Criteria	NMI and checksum	Integer	Allows the retailer to search the list for a given NMI
	Transfer Type	Drop-down List	Allows the retailer to filter the list to show only transfers of a particular type
	Status	Drop-down List	Allows the retailer to filter the list to show only transfers in a particular status
	Transfer Date From	Calendar Control	Allows the retailer to filter the list to show only transfers with a transfer date on or after the date specified.
	Transfer Date To	Calendar Control	Allows the retailer to filter the list to show only transfers with a transfer date on or before the date specified.
	Last Modified Date From	Calendar Control	Allows the retailer to filter the list to show only transfers with a last modified date on or after the date specified.
	Last Modified Date To	Calendar Control	Allows the retailer to filter the list to show only transfers with a last modified date on or before the date specified.

6.2.3 Output fields

The following read-only data items are to be supported –

Tile	Field	Type	Description/Function
Transfer List	Request ID	Integer	Denotes the unique identifier of the request (assigned by MBS)
	NMI (inc checksum)	Integer	Denotes the unique identifier of the customer being transferred
	Transfer Type	Text	Denotes the reason for the transfer
	Site Address	Text	NMI Address
	Date Submitted	Date	Denotes when the transfer was created
	Transfer Date	Date	Denotes the date when the transfer is to occur or has occurred
	Last Modified Date/Time	Date/Time	Denotes the date/time the request was last modified The list will be sorted by this column descending
	Status	Text	Denotes the current transfer status

6.2.4 Other Controls

The following additional controls are to be supported –

Tile	Field	Type	Description/Function
Search Criteria	Search	Button	Displays the Customer Transfer Details page for the entered NMI. If multiple transfers are found for NMI, the latest one will be displayed. If none found, an error message will be displayed.
	Clear	Button	Clears the input for a new search
Transfer List	Request Transaction ID	Hyperlink	Takes the retailer to the Customer Transfer Details Page for the selected request

Tile	Field	Type	Description/Function
	Export List	Button	Downloads the entire Customer Transfer List into a csv format
	Next	Button	Displays the subsequent page of results (not displayed if no more than 10 results found)
	Previous	Button	Re-displays the page with the previous block of results. (is not displayed if already at top of list)

6.3 Customer Transfer Request

This is used for a Contestable Customer who wishes to transfer from one retailer to another. A retailer will complete the Customer Transfer Request if the site is not currently contracted to that retailer.

6.4 Customer Transfer Request – NMI Selection

The Customer Transfer Request NMI Selection page allows the retailer to specify the NMI to extract data for.

The page consists of several elements ('tiles') –

- Main Menu

- NMI Selection

6.4.1 Input Fields

The following input fields are to be supported –

Tile	Field	Type	Description/Function	Validation
NMI Selection	NMI (inc. checksum)	Integer (11)	The unique identifier of the customer being transferred	The NMI checksum can be calculated based upon the first 10 digits of the NMI entered. This should be compared against the checksum entered in digit 11.

6.4.2 Output Fields

The following read-only data items are to be supported –

Tile	Field	Type	Description/Function
Guidelines	Instructional Text	Text (static html)	Static text explaining how to use the Customer Transfer Request tab

6.4.3 Other Controls

The following additional controls are to be supported –

Tile	Field	Type	Description/Function
NMI Selection	Next	Button	Verifies the NMI and allows retailer to proceed to the Customer Transfer Request page

6.5 Customer Transfer Request Form

The Customer Transfer Request page allows the retailer to verify that the NMI selected is correct and to enter data in order to carry out the transfer.

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The page consists of several elements ('tiles') –

- Main Menu
- Transfer Details
- Meter Information
- Access Contract Details
- Other Controls

6.5.1 Input Fields

The following read-only fields are to be supported –

Tile	Field	Type	Description/Function
Transfer Details	Transfer Type	List	Retailer will select desired option from a dropdown list
	Nominated Transfer Date	Text / Calender	Date when the transfer is to take place
	Pref. Network Tariff	List	Retailer will select desired option from a dropdown list
Meter Information	Change Required	Tick Box	Uniquely identifies a meter for a given NMI.
	Est. Annual Consumption	Numeric	Denotes the estimated annual consumption for the exit point
	Contracted Maximum Demand	Numeric	Denotes the proposed Contracted Maximum Demand in units applicable to the network tariff
	Contracted Maximum Demand Units	List	
Access Contract Details	Contract Name	Text	Denotes the name of the access contract to which the standard transfer request relates
	Contract Date	Numeric	Date the access contract began

6.5.2 Output Fields

The following read-only fields are to be supported –

Tile	Field	Type	Description/Function
Transfer Details	NMI (inc. checksum)	Integer (11)	The unique identifier of the customer being extracted
	Site Address	Text	The address at which the NMI is located
Meter Information	Meter Number	Alphanumeric (12)	Uniquely identifies a meter for a given NMI.
	Meter Type	Text	Denotes the meter installation type

6.5.3 Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function
Submit Request	Submit	Button	Submits the request and redirects the retailer to the Customer Transfer Request Submitted page
Calender	Calender Picker	Calender	Next to the date fields, a calendar can be used to select the dates.

Tile	Control	Type	Description/Function
Back	Back	Button	Redirects retailer to Customer Transfer – NMI Selection page

6.6 Customer Transfer Request Acknowledgement

The Meter History Request Submitted Page informs the retailer that the request has been submitted.

The page consists of several elements ('tiles') –

- Main Menu

- Acknowledgement Text

6.6.1 Input Fields

There are no input fields on this page.

6.6.2 Output Fields

The following read-only fields are to be supported –

Tile	Control	Type	Description/Function
Acknowledgement Text	NMI (inc. checksum)	Integer (11)	The unique identifier of the customer being extracted
	Site Address	Text	The address at which the NMI is located
	Transfer Date	Numeric	Date transfer is take place
	Date Submitted	Numeric	Date request submitted

6.6.3 Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function
Acknowledgement Text	Instructional Text	Text (static html)	Static text relating to the acknowledgement
	Back	Button	Returns retailers to the Meter History NMI Selection page
	Print	Button	Allows retailer to print a copy for reference purposes

6.7 Timings

The following timings are averages expected for responses of a Customer Transfer Request:
- NMI Selection – 2-3 seconds average

- Submission – 1-2 seconds average

6.8 Customer Transfer Detail

The Customer Transfer Detail page shows all data relating to a selected Customer Transfer.

The page consists of several elements ('tiles') –

- Main Menu

- Sub-menu

- Customer Transfer Details

- Meter List – an expandable list of meters associated with the transfer

6.8.1 Input Fields

There are no input fields on this page.

6.8.2 Output Fields

The following read-only data items are to be supported –

Tile	Field	Type	Description/Function
Customer Transfer Details	Request Transaction ID	Integer	Denotes the unique identifier of the request
	NMI (inc checksum)	Integer	Denotes the unique identifier of the customer being transferred
	Site Address	Text	Denotes the Address associated with the NMI
	Status	Text	Status of the transfer
	Transfer Date	Date	Date when the transfer should occur **Note –** this date will reflect the most current transfer date
	Customer Transfer Type	Text	Why is the customer being transferred
	Proposed Tariff	Text	Denotes what Network Tariff should be used to charge the retailer for use of the network
	Exception Code	Text	Designated code for an exception
	Service Provider Notes	Text	Any relevant information
	MBS Request ID	Text	ID allocated by MBS
	Last Modified Date/Time	Date/Time	Denotes the date/time the request was last modified
Information			
	Estimated Annual Consumption	Integer	Estimated annual consumption
	Meter Changes Requested	Alphanumeric (12)	Meter No. affected
	Contracted Maximum Demand	Integer	What is the maximum demand figure that has been agreed with the customer
Access Contract Details			
	Contract Name	Text	
	Contract Date	Date	

6.8.3 Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function
Customer Transfer Details	Back	Button	Returns the retailer to the Customer Transfer List page
	Request Withdrawal	Button	Displays a popup dialog box asking the retailer whether they are sure they wish to cancel the transfer. If the retailer clicks 'No' nothing happens. If they click 'Yes' then a Customer Transfer Withdrawal request will be submitted to Hub-MBS and the retailer will be taken to the 'Customer Transfer Withdrawal Request Acknowledgement' page.
	Print	Button	Prints a printer-friendly version of the page data (i.e. without main menu, search criteria and buttons)

6.9 Customer Transfer Withdrawal Request

6.9.1 Scenarios

Main Scenario: Withdrawal of a Customer Transfer

1) Retailer logs on to the Network Portal and selects the Customer Transfer Service

2) Retailer selects to display a list of Outstanding transactions

3) Retailer selects the Customer Transfer to withdraw and displays the details

4) Retailer selects Request Withdrawal Action

5) Retailer selects ok button on Confirmation and submits Customer Transfer for Withdrawal

6) Acknowledgement is displayed to indicate that the Customer Transfer withdrawal request has been submitted.

7) Status of Customer Transfer updated to 'Withdrawal Requested'

8) (later) Customer Transfer Response sent by Hub to indicate that withdrawal was accepted

9) Status of Customer Transfer updated to 'withdrawn'

Alternative Scenario: Customer Transfer Withdrawal – Rejected (cont from point 7 above)

1) (later) Customer Transfer Response sent by Hub to indicate that withdrawal was rejected

2) The Retailer can check the status later from the Outstanding Customer Transfer List.

Alternative Scenario: Filter selection of Customer Transfers to Withdraw

1) Retailer filters transfers list by selecting to display Outstanding Transfers only (Pending, Requested or Sent to MBS). NOTE – the filter may also be refined to run by Transfer and Last Modified From and To Dates.

2) Retailer selects Customer Transfer to Withdraw, displays the details and continues with main scenario.

6.9.2 Customer Transfer Withdrawal Acknowledgement

The Customer Transfer Withdrawal Request Acknowledgement notifies the retailer that their withdrawal request has been submitted to Western Power.

The page consists of several elements ('tiles') –

- Main Menu
- Sub-menu
- Acknowledgement Text

NOTE – the static text of the acknowledgement should emphasise that the withdrawal has only been REQUESTED. The success or failure of this request depends on many factors. It will be communicated separately.

6.9.3 Input Fields

There are no input fields on this page.

6.9.4 Output Fields

The following read-only data items are to be supported –

Tile	Field	Type	Description/Function
Acknowledgement Text	NMI (inc. checksum)	Integer	Denotes the unique identifier of the customer whose transfer has been requested to be withdrawn.
	Site Address	Text	Denotes the address associated with the NMI
	Transfer Date	Date	Denotes when the transfer was scheduled for?
	Submitted on	Date	Denotes when the transfer was submitted?

6.9.5 Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function
Acknowledgement Text	Back	Button	Returns the retailer to the Customer Transfer Detail Page
	Print	Button	Option to print the page (excludes page headings and menus)

7 Meter Data Verify

7.1 Scenarios

Main scenario: Meter Data Verify NMI Selection

1) The prospective retailer selects the Meter Data Verify option

2) The retailer selects the Meter Data Verify NMI Selection option to display the request page

3) The retailer enters the NMI and checksum

4) The retailer submits the request for processing

5) One match only is found

6) The Meter Data Verify Request screen of the matching NMI are displayed to the retailer

7) The retailer inputs the details requested for the Meter Data Verify Request

Alternative scenario: no matches are found

1) No matches are found

2) Message to indicate no matches are found is presented to the retailer.

7.2 Meter Data Verify NMI Selection

7.2.1 Meter Data Verify NMI Selection Criteria

The Meter Data Verify Request page allows the retailer to select a NMI to request a verification of a meter reading for. This page will be bypassed if the retailer is coming from the NMI Detail page.

The page consists of several elements ('tiles') –

- Main Menu
- NMI Selection

7.2.2 Input Fields

The following input fields are to be supported –

Tile	Field	Type	Validation
NMI Selection	NMI (inc checksum)	Integer	Mandatory

7.2.3 Output Fields

The following read-only data items are to be supported –

Tile	Field	Type	Description/Function
Guidelines	Instructional Text	Text (static html)	Static text explaining how to use the MDV NMI Selection function

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7.2.4 Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function
NMI Selection	Next	Button	Proceeds to the next page

7.3 Meter Data Verify Request

7.3.1 Meter Data Verify Request Criteria

The Meter Data Verify Request page allows the retailer to request a verification of a meter reading.

The page consists of several elements ('tiles') –

- Main Menu
- Site Details
- Investigation Details
- Consumption Period
- Register Information

7.3.2 Input Fields

The following input fields are to be supported –

Tile	Field	Type	Validation
Site Details	Selected Meter	Drop-down list	Mandatory Pre-populate from list of meters o NMI.
	Investigation Code	Drop-down List	Mandatory
Investigation Details	Description	Text (multi-line)	Mandatory
Consumption Period	Start Read Date	Calendar control	Mandatory
	End Read Date	Calendar control	
Register Information	Register ID	Text	Mandatory If only one register on selected meter, select that registe and make this field read-only
	Date of reading	Date/Calendar Control	
	Disputed Reading	Integer	
	Disputed Consumption	Integer	

7.3.3 Output Fields

The following read-only data items are to be supported –

Tile	Field	Type	Description/Function
Site Details	NMI (inc checksum)	Integer	The identifier of the customer/site to be extracted
	Site Address	Text	The address the NMI is located at

7.3.4 Other Controls

The following additional controls are to be supported –

Tile	Field	Type	Description/Function

Tile	Field	Type	Description/Function
Request Details	Back	Button	Return to the previous page
	Submit	Button	Submits the request and redirects the retailer to the Acknowledgement page

7.4 Meter Data Verify Request Acknowledgement

7.4.1 Meter Data Verify Request Acknowledgement Page

The Meter Data Verify Request Acknowledgement Page informs the retailer that the request has been submitted.

The page consists of several elements ('tiles') –

- Main Menu

- Confirmation Text

7.4.2 Input Fields

There are no input fields on this page.

7.4.3 Output Fields

The following read-only fields are to be supported –

Tile	Field	Type	Validation
Confirmation Text	NMI (inc checksum)	Integer	The identifier of the customer/site to be extracted
	Transaction ID	Text	Tracking number for this request
	Site Address	Text	Address of the NMI
	Investigation Code	Text	Type of investigation
	Meter Number	Text	The unique identifier of the meter

7.4.4 Other Controls

The following additional controls are to be supported –

Tile	Field	Type	Description/Function
Confirmation Text	Back	Button	Return to the MDV Request page
	Print	Button	Print this page minus the page headers and menus

8 Customer & Site Details Notification

The Customer & Site Details Notification is used to allow the retailer to notify NBU of changes in a customer or site's master data.

8.1 Customer & Site Details Notification NMI Selection

8.1.1 Scenarios

main scenario: customer details notification (requested)

1) A customer details request is generated in MBS and dispatched to the FRMP

2) Retailer logs on to portal and selects the Customer & Site Details Notification transaction

3) Retailer enters the service order number from the request service order

4) Retailer enters any changed customer details and submits the form to MBS

Alternate scenario: customer details notification (not requested)

1) Retailer logs on to portal and selects the Customer & Site Details Notification transaction

2) Retailer leaves the service order number field blank

3) Retailer enters any changed customer details and submits the form to MBS

Alternate scenario: site address details notification

1) Retailer logs on to portal and selects the Customer & Site Details Notification transaction

2) Retailer enters any changed site address details and submits the form to MBS

Alternate scenario: site access details notification

1) Retailer logs on to portal and selects the Customer & Site Details Notification transaction

2) Retailer enters any changed site access details and submits the form to MBS

8.1.2 Customer & Site Details Notification NMI Selection Criteria

The Customer & Site Details Notification page allows the retailer to select a NMI to update data for, and to specify the type of changes to be made. This page will be bypassed if the retailer is coming from the NMI Detail page.

The page consists of several elements ('tiles') –

- Main Menu
- NMI Selection

8.1.3 Input Fields

The following input fields are to be supported –

Tile	Field	Type	Validation
NMI Selection	NMI (inc checksum)	Integer	Mandatory

8.1.4 Output Fields

There are no output fields on this page.

8.1.5 Other Controls

The following additional controls are to be supported –

Tile	Field	Type	Description/Function
NMI Details	Next	Button	Proceeds to the next page

8.2 Customer & Site Details Notification Page

8.2.1 Customer & Site Details Notification Criteria

The Customer Details Notification page allows the retailer to enter details of changed data.

The page consists of several elements ('tiles') –

5. Main Menu

6. NMI Overview

7. Change Request

    a) Customer Details / Postal Address
    b) Site Access Details
    c) Site Address

8.2.2 Input Fields

The following input fields are to be supported –

Tile	Field	Type	Validation
Change Request	Transaction ID	Text	If entered, must be a valid MBS Transaction (will be checked on submission to MBS)
Customer Details	Movement Type	Drop-down list	Mandatory if customer details section expanded
	Effective Date	Calendar control	Mandatory if customer details section expanded
	Title	Char(12)	
	Given Name	Char(40)	
	Family Name	Char(40)	
	Name Suffix	Char(12)	
	Business Name	Char	
	Business Contact Name	Char	
	Phone Prefix 1	Integer(4)	Must be a valid 2,3 or 4 digit number starting with 0 if entered. Must be entered if Phone Number 1 entered
	Phone Number 1	Char(8)	Must be a valid 8 digit number if entered. Must be entered if Phone Prefix 1 entered
	Phone Prefix 2	Integer(4)	Must be a valid 2,3 or 4 digit number starting with 0 if entered. Must be entered if Phone Number 2 entered
	Phone Number 2	Char(8)	Must be a valid 8 digit number if entered. Must be entered if Phone Prefix 2 entered
	Sensitive Load	Drop-down list	
	Postal Delivery Type	Drop-down list	Mandatory if Postal Delivery # entered

Tile	Field	Type	Validation
	Postal Delivery #	Text	Mandatory if Postal Delivery Type entered Will be broken down into three components – • Prefix (alpha) • Number (integer) • Suffix (alpha)
	Unit/Flat Type	Drop-down list	Mandatory if flat/unit # entered
	Unit/Flat #	Integer	
	Lot #	Integer	Either lot#, loc # or house # must be specified.
	Location #	Integer	Either lot#, loc # or house # must be specified.
	House #	Integer	Either lot # or house # must be specified. Mandatory if house # suffix entered.
	House # Suffix	Char	
	Street Name	Char	Mandatory if any part of Postal Address entered Validate using web service
	Street Type	Drop-down list	Mandatory if any part of Postal Address entered
	Street Suffix	Char	
	Suburb	Char	Mandatory if any part of Postal Address entered Validate using web service
	Post-code	Integer(4)	Mandatory if any part of Postal Address entered
	State	Drop-down list	Mandatory if any part of Postal Address entered
Site Access Details	Effective Date	Calendar control	Mandatory if site access section expanded
	Access Details	Text	Mandatory if site access section expanded
	Hazard Types	Array of Checkboxes	Mandatory if site access section expanded
	Hazard Text	Text	
Site Address Details	Effective Date	Calendar control	Mandatory if site address section expanded
	Unit/Flat Type	Drop-down list	Mandatory if flat/unit # entered
	Unit/Flat #	Integer	
	Lot #	Integer	Either lot#, loc # or house # must be specified.
	Location #	Integer	Either lot#, loc # or house # must be specified.
	House #	Integer	Either lot # or house # must be specified. Mandatory if house # suffix entered.
	House # Suffix	Char	
	Street Name	Char	Mandatory if any part of Site Address entered Validate using web service
	Street Type	Drop-down list	Mandatory if any part of Site Address entered
	Street Suffix	Char	
	Suburb	Char	Mandatory if any part of Site Address entered Validate using web service

Tile	Field	Type	Validation
	Post-code	Integer(4)	Mandatory
	Delivery Point Identifier (DPID)	Integer	

8.2.3 Output Fields

The following read-only data items are to be supported –

Tile	Field	Type	Description/Function
NMI Overview	NMI (inc checksum)	Integer	The identifier of the customer/site to be extracted
	Site Address	Char	The address the NMI is located at

8.2.4 Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function
Customer Details	Expand/Collapse	Button	Expand currently collapsed section OR collapse currently expanded section
Site Access	Expand/Collapse	Button	Expand currently collapsed section OR collapse currently expanded section
Site Address	Expand/Collapse	Button	Expand currently collapsed section OR collapse currently expanded section
Notification Details	Back	Button	Return to the previous page
	Submit	Button	Submits the request and redirects the retailer to the Acknowledgement page

8.3 Customer & Site Details Notification Acknowledgement

The Customer & Site Details Notification Acknowledgement Page informs the retailer that the request has been submitted.

The page consists of several elements ('tiles') –

- Main Menu
- Confirmation Text

8.3.1 Input Fields

There are no input fields on this page.

8.3.2 Output Fields

The following read-only fields are to be supported –

Tile	Field	Type	Description/Function
Confirmation Text	For NMI	Integer	The identifier of the customer/site to be extracted
	Site Address	Text	Address of the NMI

8.3.3 Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function
Acknowledgement Text	Back	Button	Return to the Customer & Site Notification NMI Selection page or NMI Standing Data page as appropriate.
	Print	Button	Print this page minus the page headers and menus

9   Service Orders

Retailers can request a variety of different Service Orders via the web portal; monitor the status of Service Orders, and request to cancel Service Orders in progress.

9.1 Service Order List

The Service Order List Page shows a filtered list of Service Orders. By default all service orders (or the first page full) requested by the retailer are shown. Records will be sorted by Scheduled Date descending then NMI.

NOTE – only service orders raised via the portal are shown.

The page consists of several elements ('tiles') –

8. Main Menu

9. Sub Menu

    a) The sub-menu for service orders will have two items

        I.   Service Order List

        II.   Service Order Request

10. Filter Search Criteria

11. Service Order list

NOTE – The Web Portal will reflect the status as displayed within MBS, with the following exceptions –

- If a SO is submitted and a Business Acceptance (an ACK) or rejection (a NACK) is not received within a few seconds, the SO will be assigned the status 'Sent to MBS'. Once the ACK/NACK is received, the SO will be updated to reflect the status as shown in MBS.

- If a SO Cancellation Request is submitted and a Business Acceptance (an ACK) or rejection (a NACK) is not received within a few seconds, the SO will be assigned the status 'Cancellation Requested'. Once the ACK/NACK is received, the SO will be updated to reflect the status as shown in MBS.

9.1.1 Scenarios

main scenario: service order status changed

1) The status of a Service Order is changed using the internal Metering Business System.

2) A Transaction Message is sent to the Web Portal indicating the status change.

3) The status of the Service Order is changed in the outstanding list maintained by the Web Portal.

9.1.2 Input Fields

The following input fields are to be supported –

Tile	Field	Type	Description/Function	Validation
Filter/Search Criteria	Request ID	Text	Allows the retailer to search the list for a given MBS Request ID and jump straight to the details page for that SO	
	NMI (inc. checksum)	Integer	Allows the retailer to filter the list for service orders related to a given NMI	
	Retailer Request ID	Text	Allows retailers to filter using their own tracking number	
	SO Type	Drop-down List	Allows retailer to filter the list to show only Service Orders of a particular type	
	Status	Drop-down List	Allows retailer to filter the list to show only Service Orders in a particular status	
	Scheduled Date From	Day – dropdown list Month – Drop-down list Year – integer	Allows retailers to filter the list to show only Service Orders with a scheduled date on or after the date specified	Must be a valid date
	Scheduled Date To	Day – dropdown list Month – Drop-down list Year – integer	Allows retailers to filter the list to show only Service Orders with a scheduled date on or before the date specified.	Must be a valid date
	Last Modified Date From	Day – dropdown list Month – Drop-down list Year – integer	Allows retailers to filter the list to show only Service Orders with a last modified date on or after the date specified	Must be a valid date
	Last Modified Date To	Day – dropdown list Month – Drop-down	Allows retailers to filter the list to show only Service Orders with a last modified date on or	Must be a valid date

Tile	Field	Type	Description/Function	Validation
		list Year – integer	before the date specified.	

9.1.3 Output Fields

The following read-only data items are to be supported –

Tile	Field	Type	Description/Function
Service Order List	Request ID	Text	Unique identifier of the service order request in MBS
	NMI (inc. checksum)	Integer	The unique identifier of the connection point
	SO Type	Text	The type of service order (eg. special read)
	Site Address	Text	The address of the NMI
	Submitted	Date	Date the service order was submitted
	Last Modified	Date/Time	Date/Time the service order record was last changed. List will be sorted by this column descending
	Scheduled	Date	Date the service order has been requested to be actioned
	Status	Text	The current status of the service order
	Page #	Integer	What page of results are we on?
	# of pages	Integer	How many pages of results are there?

9.1.4 Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function
Filter/Search Criteria	Filter	Button	Re-displays the page using the filter criteria specified
	Go	Button	Searches for a service order for the MBS Request ID. If found displays the detail page for that service order
Service Order List	Request ID	Hyperlink	Takes the retailer to the SO Details Page for the selected SO
	Previous	Button	Re-displays the page with the previous block of results. NOTE – should not be displayed if already at the top of the list,
	Next	Button	Re-displays the page with the next block of results. NOTE – should not be displayed if already at the bottom of the list,
	Export List	Button	Export full list, returned by search criteria, (not just this page) in CSV format

Tile	Control	Type	Description/Function
	Column Headings	Hyperlink	Allows the retailer to resort the list by clicking on the column they wish to sort by. One click will sort ascending, while a second click will sort descending

9.2 Service Order Detail

The Service Order Detail Page shows all data relating to a selected Service Order.

The page consists of several elements ('tiles') –

1. Main Menu

2. Sub Menu

3. Meter Details

4. Completion Details

   a) Only shown if Service Order is completed

9.2.1 Input Fields

There are no input fields on this page.

9.2.2 Output Fields

Service Orders have the following properties –

Property	Type	Description/Function
accessDetails	java.lang.String	How to get in to the site
actionType	java.lang.String	Create/Replace/Cancel Service Order
actualDate	java.util.Calendar	When was service order performed
addressLine1	java.lang.String	First line of formatted address
addressLine2	java.lang.String	Second line of formatted address
avgDailyLoad	java.lang.Integer	Average daily load
confirmedDeenergise	java.lang.Boolean	De-energisation confirmed with customer?
contactName	java.lang.String	Customer contact name
contactPhone	java.lang.String	Customer contact phone
custConsultReqd	java.lang.Boolean	Is consultation with the customer required?
customerType	java.lang.String	Type of customer
dateSubmitted	java.util.Calendar	When was service order request submitted
docRef	java.lang.String	Document reference
embeddedNetworkParentName	java.lang.Integer	Embedded network parent name
exceptionCode	java.lang.String	Why was service order not completed or only partially completed
hazardDescription	java.lang.String	What hazards exist at the site
houseNo	java.lang.String	Street Number (only if NMI not yet created)
houseNoSuffix	java.lang.String	Street Number Suffix (only if NMI not yet created)
lastModifiedDate	java.util.Calendar	When was the service order record last modified
locNo	java.lang.String	Location Number (only if NMI not yet created)
lotNo	java.lang.String	Lot Number (only if NMI not yet created)
maxDemand	java.lang.Integer	Expected maximum demand
mbsRequestId	java.lang.String	Unique ID of service order as generated by MBS

Property	Type	Description/Function
meterInstallCode	java.lang.String	Meter Install Code
meterSerialNo	java.lang.String	Unique ID of meter
meteringReqd	java.lang.String	What type of metering is required
nmi	java.lang.String	Unique ID of connection point (if exists)
noNmiFlag	java.lang.Boolean	Was a NMI supplied? If not address is required
participantId	java.lang.String	Unique identifier of the requesting retailer
postCode	java.lang.String	Postcode (only if NMI not yet created)
previousStatus	java.lang.String	Previous status (used when a cancel request is submitted but then rejected to restore original status)
productCode	java.lang.String	What charges (if any) are to be applied for executing the service order
proposedTariff	java.lang.String	Tariff to be used in calculating network charges
replacedTransId	java.lang.String	If submitting a replacement service order, what was the id of the replaced SO
requestTransId	java.lang.String	Unique ID of the request sent to MBS
retailerId	java.lang.String	Unique identifier of the requesting retailer *(redundant?)*
retailerName	java.lang.String	Contact person at the retailer
retailerPhone	java.lang.String	Contact phone at the retailer
retailerSOId	java.lang.String	The retailer's own tracking number for the service order (defaults to same as requestTransId if not supplied)
scheduledDate	java.util.Calendar	When should the SO be executed
serviceOrderSubType	java.lang.String	Sub-type within Service Order Type
serviceOrderType	java.lang.String	Type of service order
serviceTime	java.lang.String	When should the service be performed.
specialInstructions	java.lang.String	Any additional instructions?
status	java.lang.String	Current status of the SO
streetName	java.lang.String	Street Name (only if NMI not yet created)
streetSuffix	java.lang.String	Street Suffix (only if NMI not yet created)
streetType	java.lang.String	Street Type (only if NMI not yet created)
suburb	java.lang.String	Suburb (only if NMI not yet created)
supplyPhases	java.lang.String	What supply phases are required
svcProviderContactName	java.lang.String	Contact person within WP for this SO
svcProviderContactPhone	java.lang.String	Contact phone within WP for this SO
svcProviderNotes	java.lang.String	Additional free text regarding outcome of the service order execution
svcProviderRef	java.lang.String	WP's reference *(same as MBS Request ID?)*
UnitFlatNo	java.lang.String	Unit or flat number (only if NMI not yet created)
unitFlatType	java.lang.String	Unit or flat type (only if NMI not yet created)

9.2.3 Other Controls

Tile	Control	Type	Description/Function
SO Details	Back	Button	Returns the retailer to the SO List page

Tile	Control	Type	Description/Function
	Cancel Service Order	Button	Displays a popup dialog box asking the retailer whether they are sure they wish to cancel the Service Order. If the retailer clicks 'No' nothing happens. If they click 'Yes' then a SO Cancel request will be submitted to MBS and the retailer will be taken to the 'SO Cancellation Acknowledgement' page. NOTE – this should only be shown for open service orders that MBS has acknowledged
	Replace Service Order	Button	Takes the retailer to the first page of the Service Order Request transaction. All fields on subsequent pages (except service order type and sub-type) will be pre-filled with the same values as the existing (rejected) service order. NOTE – this should only be displayed for rejected service orders
	Print	Button	Print a printer-friendly version of the page data (i.e. without main menu, search criteria and buttons)

9.3 Service Order Cancellation Acknowledgement

The Service Order Cancellation Acknowledgement notifies the retailer that their cancellation request has been submitted to Western Power.

The page consists of several elements ('tiles') –

- Main Menu
- Sub-menu
- Acknowledgement Text

NOTE – the static text of the acknowledgement should emphasise that the cancellation has only been REQUESTED. The success or failure of this request depends on many factors that will be communicated separately.

9.3.1 Scenarios

main scenario: cancel service order

1) Retailer logs into the Network Portal and selects the Service Order Service

2) Retailer selects to display list of Outstanding transactions

3) Retailer selects Service Order to Cancel and displays details

4) Retailer selects Cancel Service Order Action

5) Retailer selects ok button on Confirmation and submits Service Order for Cancellation

6) Acknowledgement is displayed to indicate that the Service Order has been accepted for cancellation.

7) Transaction message is displayed to indicate the Service Order has been cancelled.

alternative scenario: cancel service order no transaction message received

1) No transaction message to indicate the Service Order has been cancelled is received prior to timing out the request

2) The Retailer can check the status later from the Outstanding Service Order List.

alternative scenario: filter selection of service order to cancel

1) Retailer filters Outstanding Transactions list selects to display Service Orders only. The filter may also be refined by Status, From and To Dates.

2) Retailer selects Service Order to Cancel and displays details and continues with scenario.

9.3.2 Input Fields

There are no input fields on this page.

9.3.3 Output Fields

The following read-only data items are to be supported –

Tile	Field	Type	Description/Function
Acknowledgement Text	MBS Request ID	Integer	The unique identifier of the Service Order Request that has been requested to be cancelled.
	SO Type	Text	The type of service order
	SO Sub-type	Text	Sub-type of SO
	NMI (inc. checksum)	Integer	The NMI to which the service order is linked
	Site Address	Text	The address of the NMI

9.3.4 Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function
Acknowledgement Text	Back	Button	Return to the SO Detail Page
	Print	Button	Print the acknowledgement page without page header, menus etc

9.4 Service Order Request – NMI & SO Type Selection

The Service Order Request process allows a retailer to request a Service Order. This page allows the retailer to specify the NMI and type of service order. It may be bypassed if the retailer is coming from the NMI Detail page.

The NMI & SO Type Selection page consists of several elements ('tiles') –

- Main Menu
- Sub-menu

- Request Form

9.4.1 Scenarios

main scenario: create service order

3) Retailer logs into the Network Portal and selects the Service Order Service

4) Retailer selects New Service Order Option

5) etailer selects Service Order Type to create

6) Retailer enters the details for the Service Order

7) Retailer submits Service Order for processing

8) Acknowledgement is displayed to indicate that the Service Order has been accepted for processing.

9) Transaction message is displayed to indicate the processed status for the Service Order

alternative scenario: no transaction message displayed

1) No transaction message to indicate the processed status is returned prior to timing out the request

2) The Retailer can check the status later from the Outstanding Service Order List.

alternative scenario: create new connection service order

1) Retailer selects New Connection Service Order Type and continues with main scenario

alternative scenario: create adds and alterations service order

1) Retailer selects Connection Service Order Type and continues with main scenario

alternative scenario: create meter investigation service order

1) Retailer selects Meter Investigation Service Order Type and continues with main scenario

alternative scenario: create supply abolishment service order

1) Retailer selects Supply Abolishment Service Order Type and continues with main scenario

alternative scenario: create de-energise service order

1) Retailer selects De-Energise Service Order Type and continues with main scenario

alternative scenario: create re-energise service order

1) Retailer selects Re-Energise Service Order Type and continues with main scenario

alternative scenario: create meter reconfiguration service order

1) Retailer selects Meter Reconfiguration Service Order Type and continues with main scenario

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alternative scenario: create special read service order

1) Retailer selects Special Read Service Order Type and continues with main scenario

alternative scenario: create miscellaneous service order

1) Retailer selects Miscellaneous Service Order Type and continues with main scenario

alternative scenario: create new connection service order

1) Retailer selects New Connection Service Order Type and continues with main scenario

9.4.2 Input Fields

The following input fields are to be supported –

Tile	Field	Type	Description/Function	Validation
SO Request Form	Service Order Type	Drop-down List	Type of service order	Mandatory
	NMI (inc. checksum)	Integer	The unique identifier of the meter point	Mandatory unless checkbox ticked. Calculated checksum must match 11th digit
	NMI not yet created	Checkbox	For certain service order types the NMI may not yet have been created. If selected, the NMI field is disabled	Only valid for New Connections and Miscellaneous

9.4.3 Output Fields

There are no output fields on this page.

9.4.4 Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function
SO Request Form	Next	Button	Proceed to next page

9.5 Service Order Request – Page 1

This page captures information required for all types of service orders. It consists of several elements ('tiles') –

- Main Menu
- Request Form
- Site Address
- Input area only displayed if no NMI specified on previous page
- Meter Details

9.5.1 Scenarios

The scenarios are the same as in section 9.4.1.

9.5.2 Input Fields

The following input fields are to be supported –

Tile	Field	Type	Description/Function	Validation
SO Request Form	Meters	Array of radio buttons	Which meters are to be acted upon? Pre-populate with list of meters at NMI. Include 'all' as an option.	
	SO Sub-Type	Drop-down List	Sub-type of service order The contents of this drop-down list should be populated based upon the SO Type selected. If no sub-types found in lookup table for selected service order type, do not show this field.	
	Retailer Request ID	Text	Retailer's tracking number for the SO	
	Scheduled Date	Calendar control	When should the Service Order be executed	Mandatory Must be a future date Must not be further out than xx days
	Retailer Contact Name	Text		
	Retailer Contact Phone	Text/Integer		
	Customer Name	Text		
	Customer Phone	Text/Integer		
	Customer Consultation Required	Yes/No		Default to No
	Document Reference	Text		
	Access Details	Text	Pre-populate from NMI details	
	Special Instructions	Text		
	Hazard Types	Array of Checkboxes	Selectable common hazards	
	Hazard Text	Text	Free text for any additional hazards	
Site Address	Unit/Flat Type	Drop-down list	Is this a unit or flat	Mandatory if flat/unit # entered
	Flat/Unit #	Integer	Flat or unit number	Mandatory if unit/flat type entered
	Lot #	Integer	Lot number	Either lot#, loc # or house # must be specified.

Tile	Field	Type	Description/Function	Validation
	Location #	Integer	Location number	Either lot#, loc # or house # must be specified.
	House #	Integer	House number	Either lot # or house # must be specified. Mandatory if house # suffix entered.
	House # Suffix	Char	Suffix of house number (eg. A)	
	Street Name	Char	Name of street	Mandatory Validate using web service
	Street Type	Drop-down list	Street type (eg. Street, Crescent, Highway)	Mandatory
	Street Suffix	Char	Street suffix (eg. West)	
	Suburb	Char	Suburb	Mandatory Validate using web service
	Post-code	Integer(4)	Postcode	Mandatory

9.5.3 Output Fields

The following read-only data items are to be supported –

Tile	Field	Type	Description/Function
Request Form	NMI (inc checksum)	Integer	The unique identifier of the connection point for which a Service Order has been requested (if supplied)
	Site Address	Text	Address at which the NMI is located (if NMI supplied)
	Service Order Type	Text	What type of service order is being requested?

9.5.4 Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function
SO Request Form	Back	Button	Return to previous page
	Next	Button	Proceed to next page

9.6 Service Order Request – Page 2

This page collects additional data for certain types of service order.

This page may contain one or more elements depending on the Service Order Type. It may not be displayed at all (in which case control is passed directly to the Request Overview page).

The page consists of several elements ('tiles') –

- Main Menu

- Sub-menu

- Customer Details (New Connections only)

- Load Details (New Connections and Adds & Alts only)

- Installation Details (New Connections and Adds & Alts only)

- De-energisation Confirmation (De-energise only)

9.6.1 Scenarios

The scenarios are the same as in section 9.4.1.

9.6.2 Input Fields

The following input fields are to be supported –

Tile	Field	Type	Description/Function	Validation
Customer Details	Embedded Network Parent Name	Text		
	Customer Type	Drop-down List		
Load Details	Maximum Demand	Integer		
	Average Daily Load	Integer		
Installation Details	Supply Phases	Integer		
	Metering Required	Drop-down List		
	Meter Install Code	Text		
	Proposed Tariff	Drop-down List	Tariff used to calculate network charges	
De-energisation Confirmation	De-energisation has been confirmed with the customer	Radio Button Array (Yes/No)		

9.6.3 Output Fields

The following read-only data items are to be supported –

Tile	Field	Type	Description/Function
De-energisation Confirmation	Confirmation Text	Text	Static text informing the retailer that, by ticking the checkbox below, they state that the de-energisation has been confirmed with the customer.

9.6.4 Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function
SO Request Form	Back	Button	Go back to previous page
	Next	Button	Go to the next page

9.7 Service Order Request Overview

The Service Order Request Overview Page shows all data relating to the new service order. This allows the retailer to double-check the data entered before submission.

The page consists of several elements ('tiles') –

- Main Menu

- Sub-menu

- SO Details

- De-energisation Confirmation (de-energisation only)

The scenarios are the same as in section 9.4.1.

9.7.1 Input Fields

There are no input fields on this page.

9.7.2 Output Fields

For a detailed list of Service Order Fields please refer to section 7.1.1.

9.7.3 Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function
SO Details	Back	Button	Returns the retailer to the previous page to allow them to modify details
	Print	Button	Prints the service order overview without the page header and menus
	Submit	Button	Submits the service order request to MBS.

9.8 Service Order Request Acknowledgement

The Service Order Request Acknowledgement Page informs the retailer that their SO request has been submitted to Western Power

The page consists of several elements ('tiles') –

- Main Menu

- Sub-menu

- Acknowledgement Text

NOTE – the static text of the acknowledgement should emphasise that the Service Order has only been REQUESTED. The success or failure of this request depends on many factors. It will be communicated separately.

The scenarios are the same as for the previous section.

9.8.1 Input Fields

There are no input fields on this page.

9.8.2 Output Fields

The following read-only data items are to be supported –

Tile	Control	Type	Description/Function
Acknowledgement Text	Retailer Request ID	Integer	The retailer's tracking number for the SO. If not supplied, this will be set to the transaction ID for the request sent to MBS

Tile	Control	Type	Description/Function
	Service Order Type	Text	The type of service order
	Service Order Sub-type	Text	The sub-type of service order
	NMI (inc checksum)	Integer	The unique identifier of the connection point for which a Service Order has been requested
	Site Address	Text	Formatted address of the site
	Date submitted	Date	Today
	Scheduled Date	Date	When should the Service Order be executed?

9.8.3 Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function
Acknowledgement Text	Back	Button	Return to the page the retailer came from (SO List or NMI Detail)
	Print	Button	Printer friendly version of this page

10 View Messages

10.1 View Messages

The View Messages page allows the retailer to view all the Standing Data and Meter History responses in a list format.

Web Portal View Message functions are supported by Retailer inbox/outbox directories. Web Portal will act on behalf of the Retailer, using the Hokey-Pokey protocol when messages are acknowledged by a Web Portal View Message user.

View Messages will include an 'Acknowledge' button alongside each un-acknowledged message. Clicking on this will -

- Generate a Message Acknowledgement and place it in the inbound to WP directory for processing

- Generate a Transaction Acknowledgement and place it in the inbound to WP directory for processing

- Copy the original message to the archive

- Delete the message from the outbound directory (a few minutes after the acknowledgements have been processed by MBS)

The retailer cannot manually delete a message from the outbound directory, although Messages in the archive can be deleted.

Currently messages are retained indefinitely. Depending on capacity constraints this may change in the future.

The R1 message types (NEM12, Meter Data History Response, Standing Data Full, Standing Data Partial) will be converted to csv format during download. R2 message types will remain in xml format.

10.1.1 Input Fields

There are no input fields on this page.

10.1.2 Output Fields

The following read-only data items are to be supported –

Tile	Control	Type	Description/Function
Market Transaction List	File / Directory	Text	Denotes if archive collection or individual messages
	Name	Hyperlink	A link to the filename of the message or the archive directory
	Transaction Type	Text	
	NMI	Alphanumeric	
	Priority	Text	H, M or L
	Message Received	Date	Date received

10.1.3 Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function
Market Transaction List	Refresh	Button	Refreshes the list to display the most recent Standing Data and Meter History responses
	Transaction Type	Filter	Option to filter the list of messages
	Action - Open File	Hyperlink	Presents the option of Opening or Saving the file
	Action - Acknowledge File	Hyperlink	Processes the Acknowledgement as detailed above

11 Transaction Status

11.1 Transaction Status

The Transaction Status page allows the retailer to check on the progress of a previously submitted request.

The page consists of several elements ('tiles') –

- Main Menu
- Transaction Selection
- Guidelines

11.1.1 Input Fields

The following input fields are to be supported –

Tile	Field	Type	Validation
Transaction Status	Transaction ID	Alphanumeric	Mandatory

11.1.2 Output Fields

There are no output fields on this page.

11.1.3 Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function

Tile	Control	Type	Description/Function
Transaction Status	Go	Button	Submits the Transaction ID entered

12 Other Forms

12.1 Network Access Application

This form is to be completed by a retailer requesting network access from Western Power, including for New Connections and Upgrades to an existing site.

The page consists of several elements ('tiles') –

- Main Menu

- Retailer Information

- Access Request Type

- Entry/Exit Point

- Customer Information

- Meter Information

- Stand-By Power Details

- Comments / Additional Information

- Terms & Conditions

12.1.1 Input Fields

The following input fields are to be supported –

Tile	Field	Type	Validation
Retailer Information	Company Name	Text	Mandatory
Access Request Type	ID Code	Text	
	Amendment to Current Access Contract	Radio Button	
	Establishment of a New Access Contract	Radio Button	
Entry/Exit Point	Entry Point	Radio Button	
	Exit Point	Radio Button	
Customer Information	Customer Name	Text	Mandatory
	Service Address:		
	Number Lot	Text	Mandatory
	Number Unit	Text	Mandatory
	Number Street	Text	Mandatory
	Street	Text	Mandatory
	Suburb	Text	Mandatory
	Postcode	Integer	Mandatory
	Telephone (work)	Integer	Mandatory
	Telephone (mobile)	Integer	
	Contact Name	Text	Mandatory
	Contact Telephone	Integer	Mandatory
	Preliminary Notice Number	Text	
	Proposed Date of Access	Date	Mandatory
	Estimated Consumption/Generation	Integer	Mandatory

Tile	Field	Type	Validation
	Contract Max. Demand (if applicable)	Integer	
	Existing Account Number (if known)	Text	
Meter Information	New Connection	Radio Button	
	Upgrade Connection	Radio Button	
Stand-By Power Details	Stand-By Supplier Name	Text	Mandatory
	Amount of Stand-By	Integer	Mandatory
	Details of Arrangement	Text	Mandatory
Comments / Additional Information	(free-form text input)	Text	

12.1.2 Output Fields

The following input fields are to be supported –

Tile	Field	Type	Description/Function
Terms & Conditions	Terms & Conditions	Text	Information relating to the use of the Network Access Application form
	Contact Details	Text	Address, phone and email contact information

12.1.3 Other Controls

The following additional controls are to be supported –

Tile	Control	Type	Description/Function
	Send Application	Button	Submits the information entered