Metering Services Centre
User Task Manual

westernpower

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1   What's New In Metering Service Centre Release 2.0

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

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

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

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

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

Note: The screenshots in this user guide where taken from the training version of the Metering Service Centre as such the colour scheme is green, the production version of the Metering Service Centre available to Retailers has an orange colour scheme. The functionality is identical, see page 91 for more details.

2   Metering Service Centre Basics

2.1   Terminology

Ack

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

Adds & Alts

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

B2B

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

Basic Meter

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

Connection Point

See **Supply Point** on page 7.

Contestable Customer

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

CSV

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

CTR

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

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

- Requested

- Pending

- Completed

- Cancelled

- Pending Validation

For details on how to perform a CTR, see Raising a New Customer Transfer Request on page 40.

Customer Transfer Code

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

De-energisation

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

Embedded network

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

Estimation

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

Explicit informed consent

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

Franchise Customer

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

FRMP

Stands for Financially Responsible Market Participant. The Retailer who is accountable for any access charges relating to a NMI. See also **Retailer** on page 6.

Interval Meter

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

MBS

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

MDFF

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

MDH

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

MDN

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

MDV

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

Meter Status

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

Meter Install Code

A Meter Install Code is applied to every installed meter, the code is expressed as a particular type. The type determines whether the meter is interval or basic, whether it has remote communications capabilities as well as the consumption rating. For example: A Type 1 meter is an Interval Meter with communications with a rating of 1000 GWh and above, a Type 7 meter refers to un-metered supplies such as street lights. The Meter Install Code can be viewed in the Standing Data Details page in the Metering Services Centre. See Viewing Standing Data on page 27.

Metering Point

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

Metering Service Centre

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

Metering Services

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

Nack

Stands for Negative Acknowledgement. When the Retailer via the Metering Service Centre forwards a request, Metering Services has the ability to Accept or Reject the request. Rejecting the request sends a Nack (Negative Acknowledgement) back to the Retailer. The opposite response to an Ack (See Terminology

Ack on page 2). Note: The negative acknowledgement is not visible in the Metering Service Centre, it is a transaction performed behind the scenes between the Metering Service Centre and MBS.

NEM

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

NEM12

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

NEM13

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

NEMMCO

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

Networks – Portal Site

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

Network tariff code

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

NMI

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

NMI checksum

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

NMI discovery

A process performed in the Metering Service Centre where the Retailer supplies either a meter number or a site address and the Metering Service Centre returns the related NMI. The NMI can then be used for all other activities performed in the Metering Service Centre. See Searching by Meter Number on page 22.

NMI Status Code

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

Non-Contestable Customer

Customer other than a contestable customer. These customers are not free to choose a Retailer and their electricity Retailer is Synergy Energy or Horizon Power. See also **Franchise Customer** on page 3.

NSRD

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

Reading Schedule

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

Re-energisation

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

Retailer

The organisation or company that bills the customer for the use of electricity. Also known as the FRMP (See **FRMP** on page 3).

Retailer and Generator Portal

See **Metering Service Centre** on page 5.

Service Order Request

A Service Order request is raised through the Metering Service Centre by Retailers to request Metering Services to perform work on or for a specified site, supply point or meter. There are a number of different types of service orders, which relate to various activities Metering Services can perform. See Service Order Types and Sub Types on page 57 for further details.

Site Address

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

Special Read

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

Standing Data

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

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

Standing Data Notification

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

Supply Point

The physical connection of an electricity supply established to the external electricity network. A single site may have multiple supply points. Also known as a Connection Point and is the identified by using a NMI.

Web Portal

See **Metering Service Centre** on page 5.

XML

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

2.2   Obtaining Access to the Metering Service Centre

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

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

- Contact Western Power via telephone on 131087

- Email Western Power via the Contact Us link on the Networks – Portal Site page

- Click on the **Click here to register** link on the Networks – Portal Site page

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

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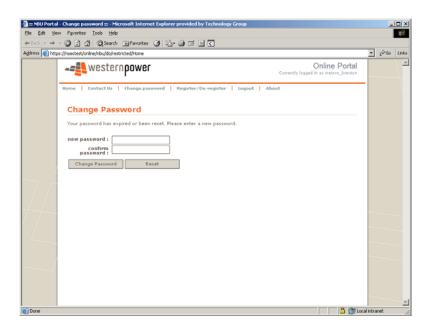
2.3   Accessing the Metering Service Centre

2.3.1   Accessing the Metering Service Centre directly

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

2. Click in the address bar and type in https://services.westernpower.com.au/online/nbu.

3. Press Enter to bring up the Online Portal page. This page is used as the login point for the Metering Service Centre.
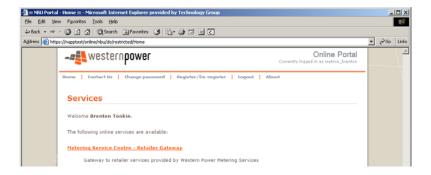
4. Click into the **User ID:** field and type in the user id supplied by Western Power.

5. Click into the **Password:** field and type in the password supplied by Western Power.

6. Click the [Log In] button to login to the portal.

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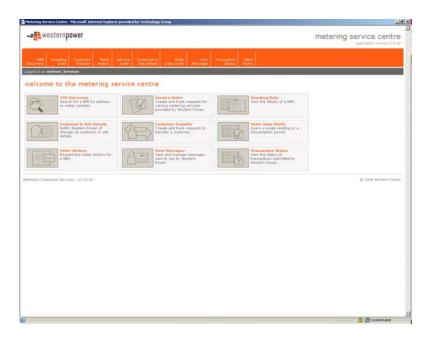

8. Click into the **new password:** field and type in a new password to be used for logging into the Metering Service Centre.

9. Click into the **confirm password:** field and type in the same password again.

10. Click on the ⬚Change Password button. An email will arrive shortly confirming the fact the password has been changed.

11. Click on the Home button.

12. A page will appear showing the services available. Note you may have access to more than one service or environment (such as training), see page 91 for more details.

13. Click on the **Metering Service Centre - Retailer Gateway** link.

14. A new window will open displaying the Metering Service Centre welcome page.

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

2.3.2 Accessing the Metering Service Centre via the Western Power webpage

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

2. Click in the address bar and type in www.westernpower.com.au.

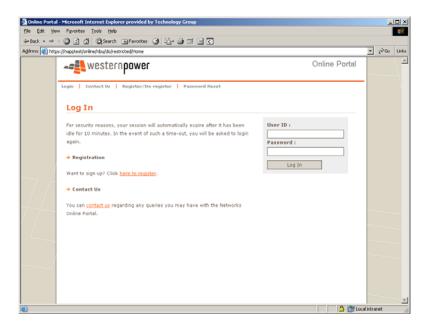**3.** Press Enter to bring up the Western Power Home Page.

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

5. A new page will appear dedicated to Generators & Retailers, scroll down the page and click on the Retailer and Generator Portal heading.
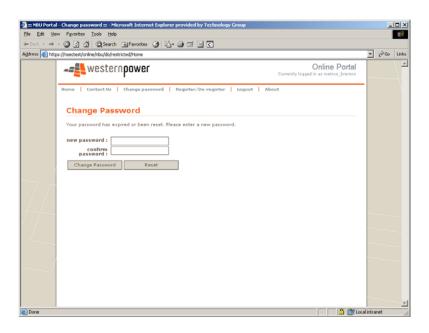
Retailer and Generator Portal
Retailers and Generators already using Western Power's network can obtain contestability and metering data, check invoices and churn customers through our portal (user name and password required).

6. A new page will appear detailing access to the Retailer and Generator Portal (Metering Service Centre).

7. Click on the ⇨ Enter the Retailer & Generator Portal link.

8. The Online Portal page will appear.

9. Click into the **User ID:** field and type in the user id supplied by Western Power.

10. Click into the **Password:** field and type in the password supplied by Western Power.

11. Click the   Log In   button to login to the portal.

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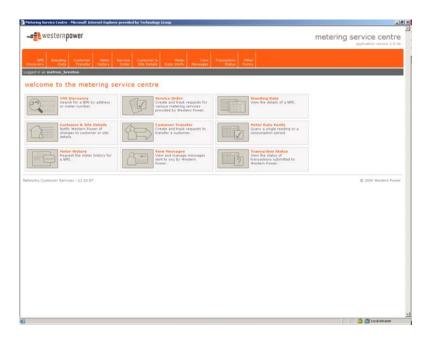

13. Click into the **new password:** field and type in a new password to be used for logging into the Metering Service Centre.

14. Click into the **confirm password:** field and type in the same password again.

15. Click on the Change Password button. An email will arrive shortly confirming the fact the password has been changed.

16. Click on the Home button.

17. A page will appear showing the services available. Note you may have access to more than one service or environment (such as training), see page 91 for more details.

18. Click on the Metering Service Centre - Retailer Gateway link.

19. A new window will open displaying the Metering Service Centre welcome page.

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

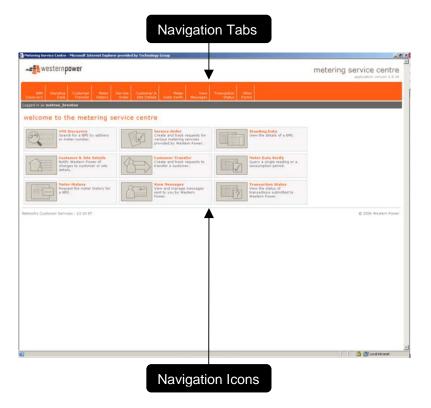## 2.4   Navigating around the Metering Service Centre

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

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

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

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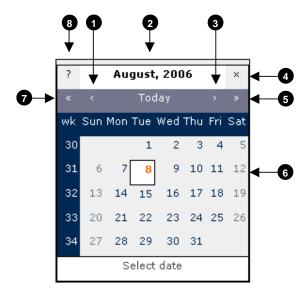
2.4.1   Using the Calendar

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

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

❶   **Previous Month**

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

❷   **Current Month Bar**

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

❸   **Next Month**

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

❹   **Close**

Click here to close the calendar.

❺   **Next Year**

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

❻   **Day Selector**

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

❼   **Previous Year**

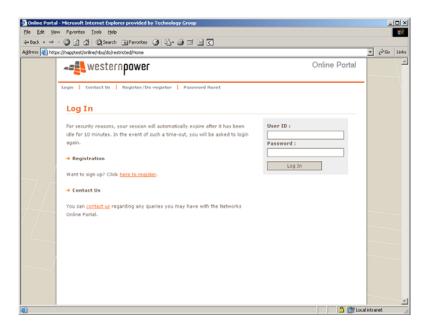Click here to advance the calendar to the previous year, click and hold to show a menu to select the year.

❽   **About the Calendar**

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

2.4.2   Changing the login password

1.   Open Internet Explorer.

2.   Click in the address bar and type in
     https://services.westernpower.com.au/online/nbu.

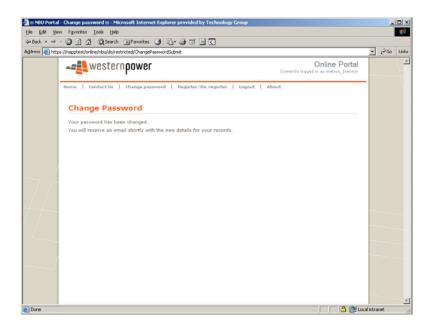3.   Press [Enter] to bring up the Networks – Portal site.

4.   Click into the **User ID:** field and type in your current user id.

5.   Click into the **Password:** field and type in your current password.

6.   Click on the [Log In] button.

7.   Click on the Change password button on the top toolbar.

8.   Click into the **new password:** field and type in the new password.

9.   Click into the **confirm password:** field and type the same password again.
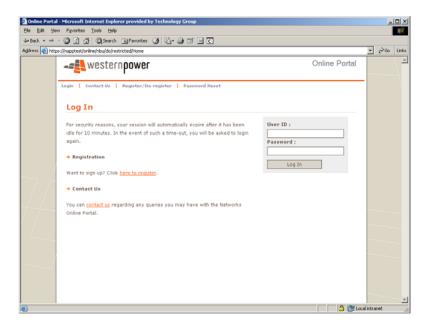
10. Click on the [Change Password] button.

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

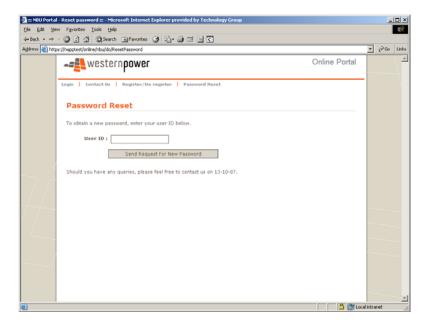**12.** Click on the **Home** link to return to the login page.

2.4.3   Resetting the login password

1. Open Internet Explorer.

2. Click in the address bar and type in https://services.westernpower.com.au/online/nbu.
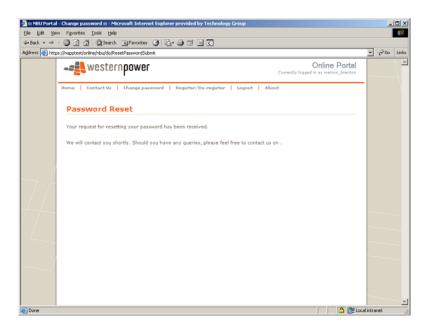
3. Press ⎡Enter⎤ to bring up the Online Portal page.

4. Click on the Password Reset button.

5. Click into the **User ID:** field and type in the User ID to reset the password for.

6. Click on the Send Request For New Password button. A confirmation page will appear. A representative will contact you with password details.
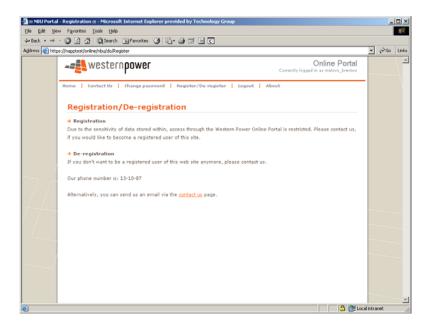

2.4.4   De-registering an existing user

1. Open Internet Explorer.

2. Click in the address bar and type in https://services.westernpower.com.au/online/nbu.
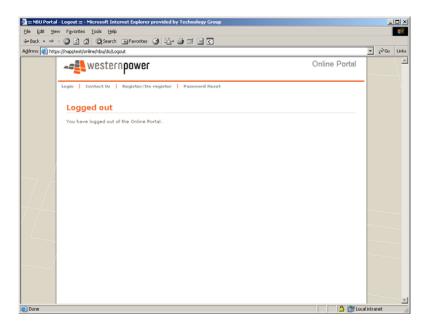
3. Click on the   **Register/De-register** button.

4. A message will appear stating the ways a user can be registered or de-registered.

2.4.5 Logging out of the Metering Service Centre

1. Click the ☒ button in the top right hand corner of the screen to close the Metering Service Centre window.

2. The Online Portal page will appear. Click the **Logout** button to logout.

3. A confirmation page will appear.

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

3   NMI Discovery

3.1   What is a NMI?

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

A NMI can have more than one meter attached.

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

3.1.1   The NMI Discovery function

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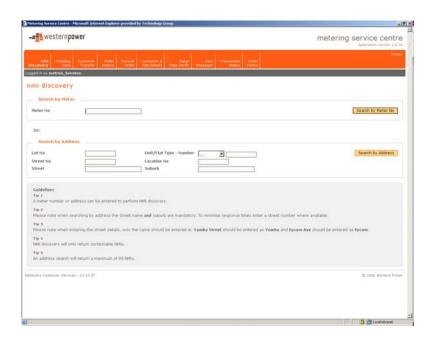
Before beginning...

- Ensure that Internet Access is available

- Ensure that a User ID has been obtained. If a User ID has not been obtained, select the **Click here to register** link on the Log In page. The telephone number (08) 9411 7338 is provided to users to apply for a User Account or alternatively email Western Power Networks by clicking on the Contact Us link on the same Log In page.

- Ensure that either full details of the site address or meter number of the site for the NMI required has been obtained.
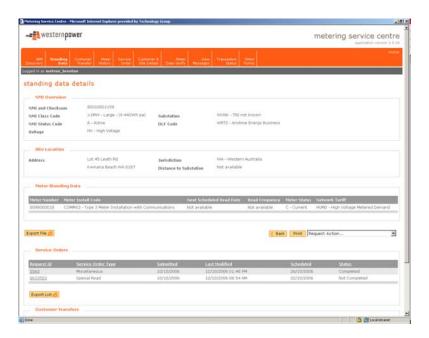
3.2   Searching by Meter Number

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

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

2. From the home page select the NMI Discovery navigation tab at the top of the page.

3. The **NMI Discovery** page is displayed.

4. Click into the **Meter No** field and type in the meter number required to locate the NMI.

5. Click on the Search by Meter No button.

6. As a meter can only be related to one NMI, a list of possible NMI matches will not appear; the standing data will appear automatically.
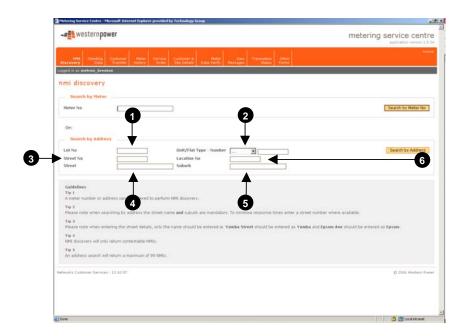

3.3   Searching by Address

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

2. From the home page select the NMI Discovery navigation tab at the top of the page.

3. The **NMI Discovery** page is displayed.

4. Depending on the structure of the address being used, different fields may need to be completed. Complete at least one of the fields as follows.

❶ **Lot No**

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

❷ **Unit/Flat Type – Number**

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

❸ **Street No**

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

❹   **Street**

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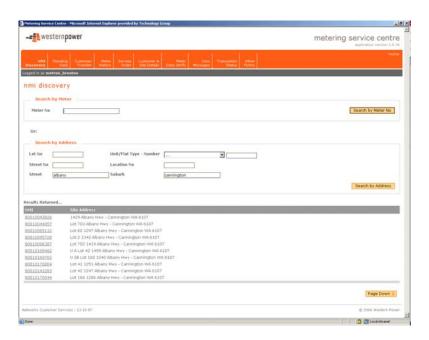
❺   **Suburb**

Type in the name of the suburb.

❻   **Location Number**

If known type in the location number.

Note: You must fill in at least the street name and suburb in order to perform a search by address.
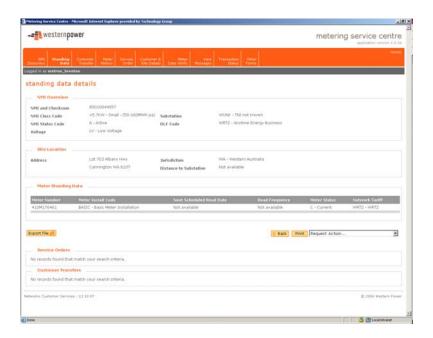
5.   Click on the [Search by Address] button located on the right of the page.

6.   Depending on what information you entered on the search page; you may see more than one result of the search.
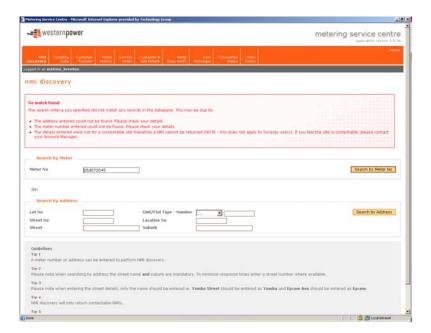

7.   Review the results returned and if the site appears in the list, click on the **NMI** to display the Standing Data Details. If the required site is not shown you may need to refine the search by entering more details in the Search by Address section.

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

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

4   Standing Data Details

4.1   What is Standing Data?

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

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

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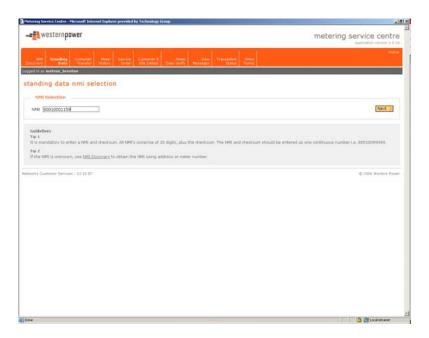
Before beginning...

- Ensure that Internet Access is available

- Ensure that a User ID has been obtained. If a User ID has not been obtained, select the **Click here to register** link on the Log In page. The telephone number (08) 9411 7338 is provided to users to apply for a User Account or alternatively email Western Power Networks by clicking on the Contact Us link on the same Log In page.

- Ensure that a NMI has been obtained relating to the Standing Data to be retrieved. If the NMI has not been obtained refer to The NMI Discovery function on page 22 for information on how to obtain it.
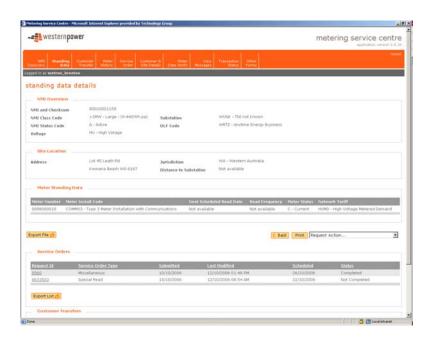
4.2   Viewing Standing Data

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

2. Click on the Standing Data navigation tab at the top of the page.

3. The Standing Data NMI Selection page is displayed.

4. Click into the NMI field and type in the NMI and NMI Checksum. There should be 11 numbers in this field.

5. Click on the [Next] button located on the right of the page.

6. The Standing Data Detail for the NMI will appear. This page now shows all
    Service Orders and Customer Transfer Requests raised for this particular NMI.
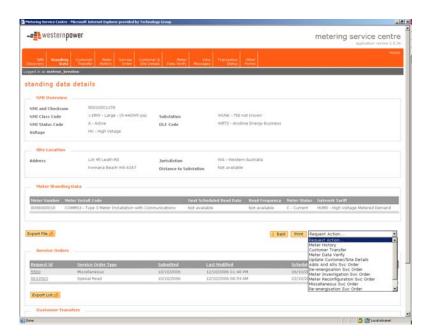   To view these scroll down the page.

4.3   Navigating in the Standing Data Details page

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

Service Order and Customer Transfer requests can be raised in the Standing Data Details page, by scrolling down to the Service Orders list, clicking the ▼ arrow in the Request Action field and selecting the appropriate function.
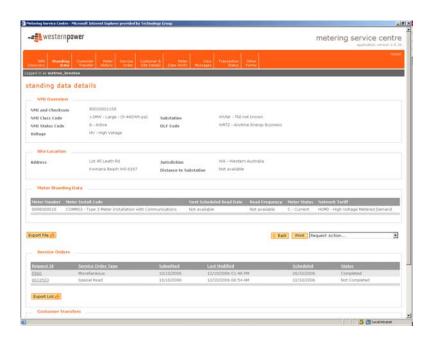
If you select a function from the Request Action field, the function will relate directly to the standing data details displayed. For example if you select an Adds and Alts Svc Order this will take you to the service order page with the Standing Data Details already completed.
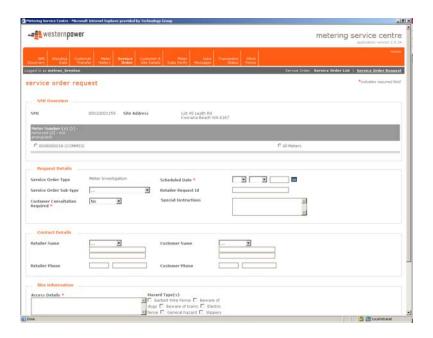

4.4   Raising a Service Order Request from the Standing Data Details page

1. Display the standing data details as listed on page 27.

2.   Scroll down the Standing Data Details page so the Request Action field is visible.

3.   Click the ▾ arrow in the Request Action… field and choose the service order
     request you wish to raise.

4.   As soon as you have clicked the appropriate action, the first page of the service
     order request process will appear. Note that the standing data details listed for
     this service order are the same as the standing data details listed on the previous
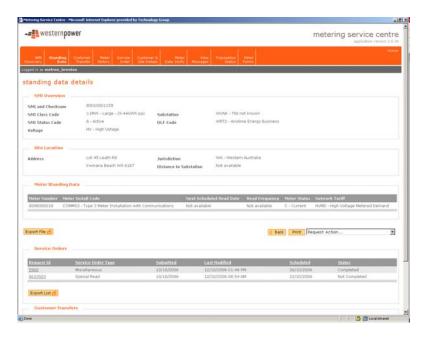   page.

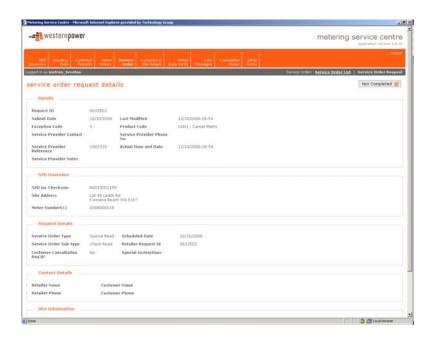## 4.5 Viewing Service Order details from the Standing Data Details page

1. Display the standing data details as listed on page 27.

Scroll down the Standing Data Details page so the Service Orders section is visible. This page does not show all service orders for the Retailer, only the most current. To view all service orders see Viewing and searching for existing Service Orders on page 57.

2. To view the details of the service order click on the service order's Request Id.

3. The Service Order Request Details page will appear displaying details specific to that Service Order.
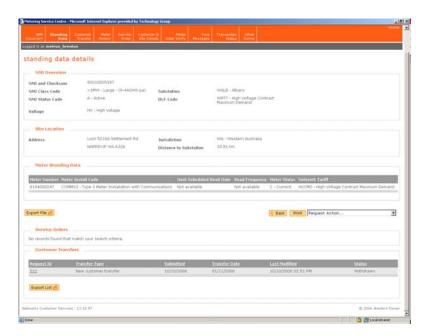
Note: For more details on raising Service Order Requests see page 63.

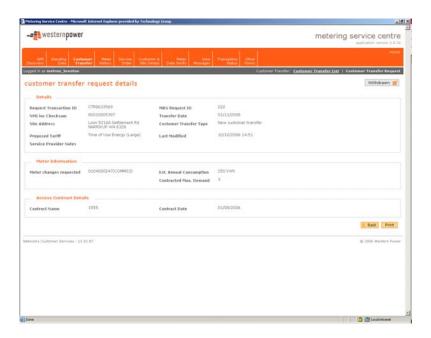## 4.6 Viewing Customer Transfer details from the Standing Data Details page

1. Display the standing data details as listed on page 27.

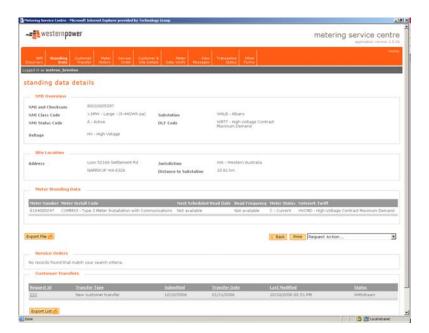2. Scroll down the Standing Data Details page so the Customer Transfers section is visible.

3. To view the details of the customer transfer request click on the Customer Transfer's Request Id.

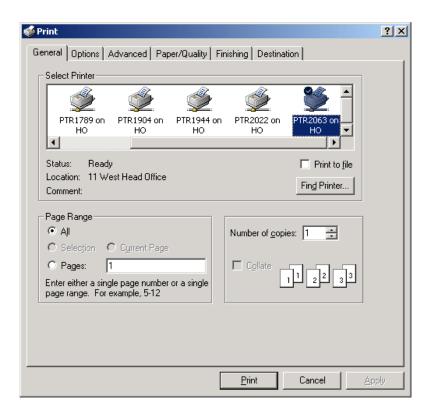**4.** The Customer Transfer Request Details page will appear.

4.7 Printing Standing Data

1. Display the standing data details as listed on page 27.

2. Select the [Print] button on the lower right hand side of the Standing Data Details page.
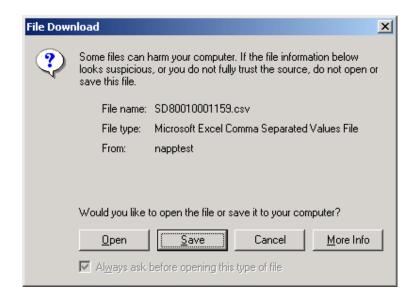
3.   The Print Dialog box will appear, choose the printer you wish to print to and click the [Print] button.
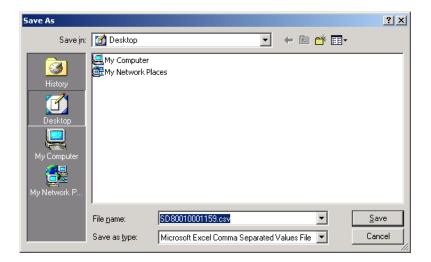

4.   All of the data on the page including all of the Service Orders and Customer Transfers will be printed to the printer selected.

4.8   Exporting Standing Data Details

1.   Display the standing data details as listed on page 27.

2.   Scroll down the Standing Data Details page and click on the [Export File] button.

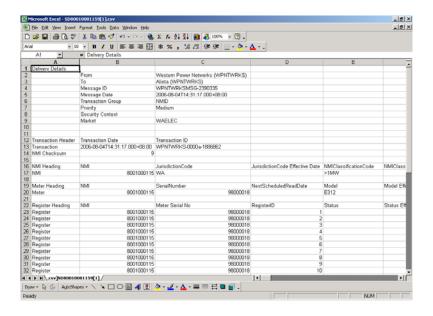**3.**   A dialog box will appear asking whether to save or open the file.

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

5.   Navigate to the drive and folder you wish to save the file in and click the [Save] button.

6.   Open the saved file in Microsoft Excel or an equivalent spreadsheet program.

7.   The Standing Data Details will be displayed in a columnar format; you may need to widen the columns to see all of the data.
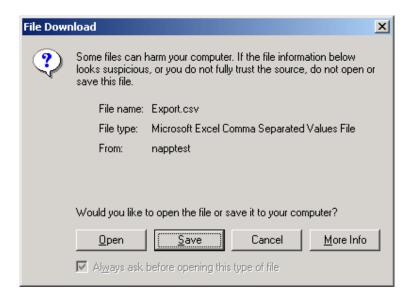
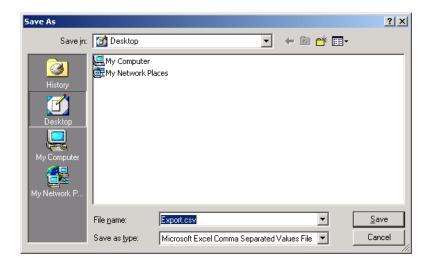**westernpower**

4.9   Exporting the Service Orders list

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

1.   Display the Standing Data Details as listed on page 27.

2.   Scroll down the Standing Data Details page to the bottom of the Service Orders section and click on the Export List button.

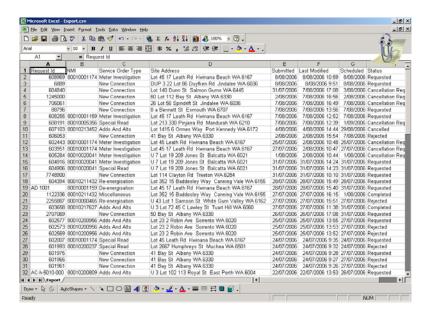3.   A dialog box will appear asking whether to save or open the file.

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

5. Navigate to the drive and folder you wish to save the file in and click the [Save] button.

6. Open the saved file in Microsoft Excel or an equivalent spreadsheet program.

7. The Service Order details will be displayed in a columnar format; you may need to widen the columns to see all of the data.

Note: For details on how to raise Service Order Requests see page 63.
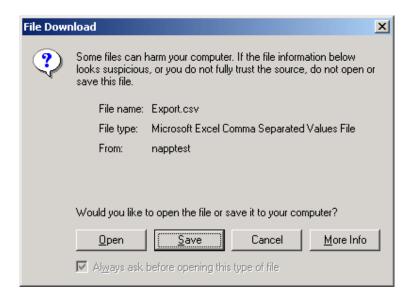
4.10 Exporting the Customer Transfers list

This function exports details for all Customer Transfers raised through the Metering Service Centre to a CSV (Comma Separated Values) file.
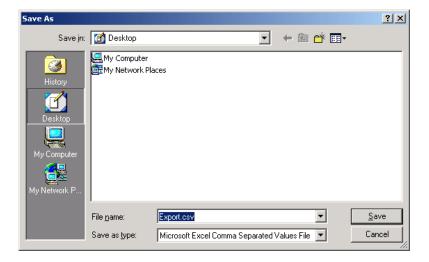
1. Display the standing data details as listed on page 27.

2. Scroll down the Standing Data Details page to the bottom of the Customer Transfers section and click on the [Export List] button.

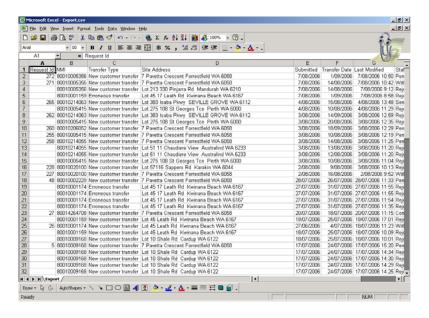**3.** A dialog box will appear asking whether to save or open the file.

File Download

Some files can harm your computer. If the file information below looks suspicious, or you do not fully trust the source, do not open or save this file.

File name: Export.csv

File type: Microsoft Excel Comma Separated Values File

From: napptest

Would you like to open the file or save it to your computer?

[Open] [Save] [Cancel] [More Info]

☑ Always ask before opening this type of file

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

Save As

Save in: Desktop

My Computer
My Network Places

History
Desktop
My Computer
My Network P...

File name: Export.csv   [Save]

Save as type: Microsoft Excel Comma Separated Values File   [Cancel]

5. Navigate to the drive and folder you wish to save the file in and click the [Save] button.

6. Open the saved file in Microsoft Excel or an equivalent spreadsheet program.

7. The Customer Transfer details will be displayed in a columnar format; you may need to widen the columns to see all of the data.

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Note: For more details on Customer Transfers refer to page 40 of this user guide.
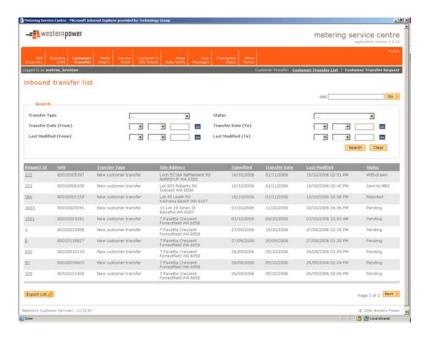
5   Customer Transfers

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

Before beginning...

- Ensure that the Customer Transfer code has been complied with in regards to Customer Transfers.

- Ensure that Internet Access is available

- Ensure that a User ID has been obtained. If a User ID has not been obtained, select the **Click here to register** link on the Log In page. The telephone number (08) 9411 7338 is provided to users to apply for a User Account or alternatively email Western Power Networks by clicking on the Contact Us link on the same Log In page.

- Ensure that a NMI has been obtained relating to the Customer Transfer to be requested. If the NMI has not been obtained refer to The NMI Discovery function on page 22 on how to obtain it.
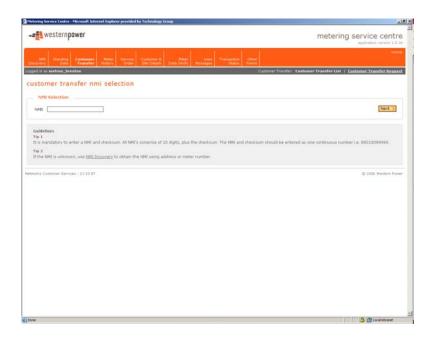
5.1   Raising a New Customer Transfer Request

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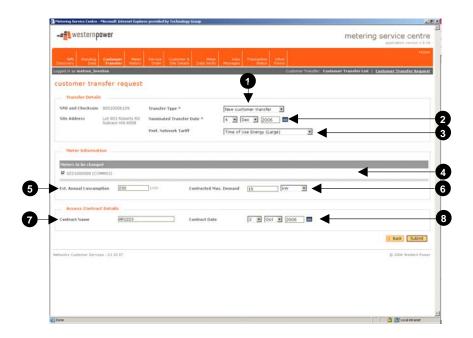
2. Click on the Customer Transfer navigation tab.

3. Click on the Customer Transfer Request link on the right.

4. The Customer Transfer Request page is displayed.

5. Click into the NMI field and type in the NMI and NMI Checksum (this will be a total of 11 numbers).

6. Click on the Next button located on the right of the page.

7. The Customer Transfer Request page will be displayed with the NMI and Site Address populated and will display the data to be completed to submit a transfer request.

8. Review the NMI and Site Address to ensure that you have the correct site.

9. Enter the following information.

❶ **Transfer Type**

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

❷ **Nominated Transfer Date**

Click the calendar icon ▥ and choose the appropriate date for the transfer.

❸ **Pref. Network Tariff**

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

❹ **Meters to be changed**

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

❺ **Est. Annual Consumption**

Type in the Estimated Annual Consumption for this customer.

❻ **Contract Max. Demand**

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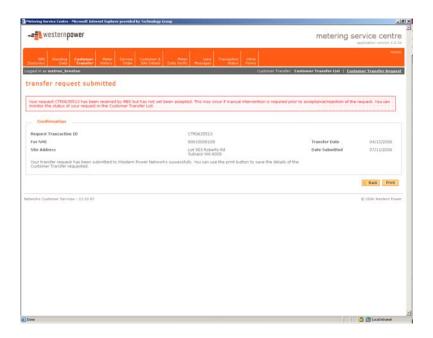
❼ **Contract Name**

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

❽ **Contract Date**

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

10. Click the Submit button.

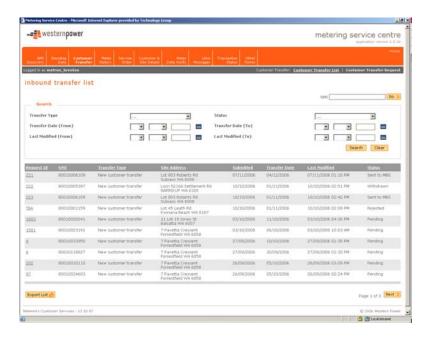**11.** Once the request has been successfully submitted a confirmation page will appear.

12. Review the Transfer Request details to ensure that they are correct.

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

5.2 Searching the Inbound Transfer list

1. Log into the Metering Service Centre.

2. Click on the Customer Transfer navigation tab.

3. The Inbound Transfer List page will be displayed.

4. The page has two sections; the top section allows you to search for a particular inbound transfer whereas the bottom section lists all of the current inbound transfers and can be sorted by various columns.

5. To search for a particular transfer, enter data into at least one of the following fields.

❶   **Transfer Type**

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

- Erroneous Transfers
- New Customer Transfer

❷   **Status**

Click the ▾ arrow and choose the status of the transfers you wish to find.

- Completed

- Pending

- Rejected

- Requested

- Sent to MBS

- Withdrawal Requested

- Withdrawn

❸ **Transfer Date (from)**

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

❹ **Transfer Date (to)**

Click the Calendar icon and choose the appropriate date for the latest transfer date.
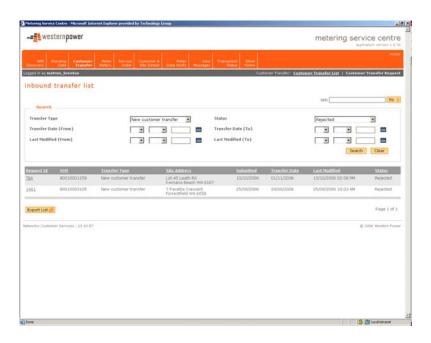
❺ **Last Modified (from)**

Click the Calendar icon and choose the appropriate date for the earliest date the transfer was changed or updated.
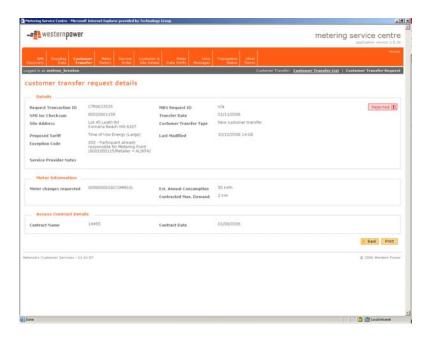
❻ **Last Modified (to)**

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

6. Click the Search button.

7. The results of the search will be returned in a table at the bottom of the page.
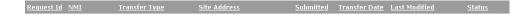
8. Click on the Request Id of the transfer you wish to view the details for.

5.3 Sorting the Inbound Transfer List

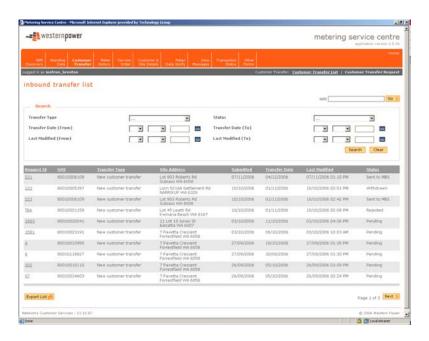Sorting the inbound transfer list is simply a matter of clicking on the appropriate column header in the table.
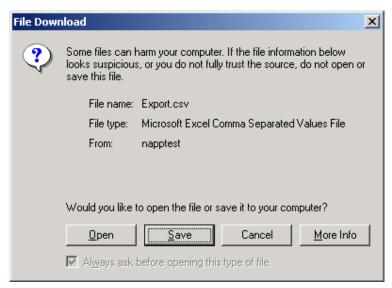
Request Id	NMI	Transfer Type	Site Address	Submitted	Transfer Date	Last Modified	Status

5.4   Exporting the Inbound Transfer List

1. Log into the Metering Service Centre.

2. Click on the Customer Transfer navigation tab.

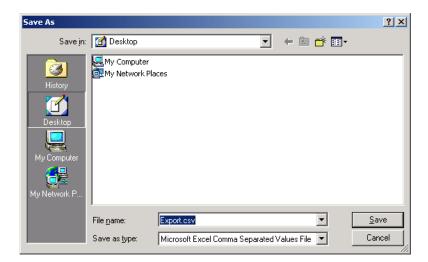3. The Inbound Transfer List page will be displayed.

4. The page has two sections; the top section allows you to search for particular inbound transfers whereas the bottom section lists all of the current inbound transfers and can be sorted by various columns.

5. Scroll down to the bottom of the page and click on the Export List button.

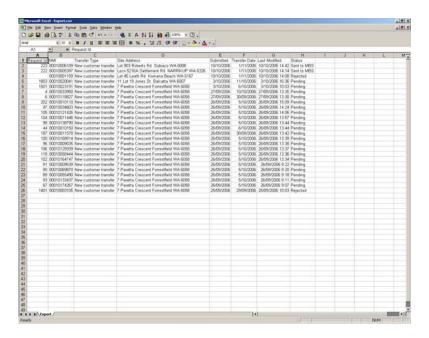6. A dialog box will appear asking whether to save or open the file.

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

8. Navigate to the drive and folder you wish to save the file in and click the Save button.

9. Open the saved file in Microsoft Excel or an equivalent spreadsheet program.

10. The Inbound Transfer List details will be displayed in a columnar format; you may need to widen the columns to see all of the data.
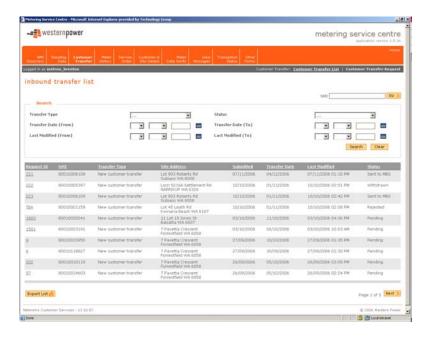

5.5 Raising an Erroneous Transfer

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

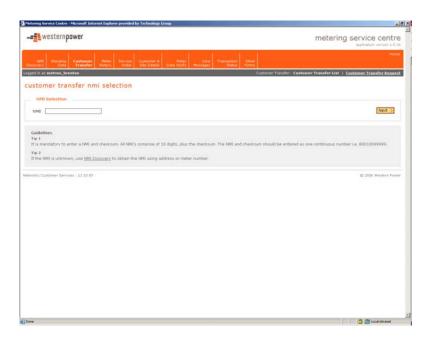against the completed customer transfer to return the customer to their original Retailer.

1. Log into the Metering Service Centre.

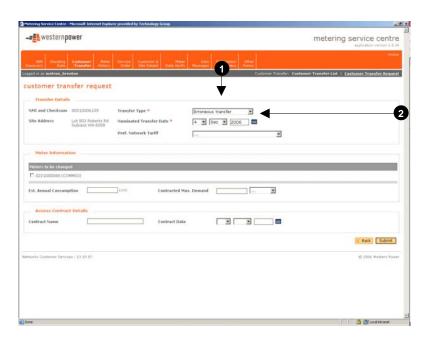**2.** Click on the Customer Transfer navigation tab.

3. Click on the Customer Transfer Request link on the right.

4. The Customer Transfer Request page is displayed.

5. Click into the NMI field and type in the NMI and NMI Checksum (this will be a total of 11 numbers).

6. Click on the Next ⟩ button located on the right of the page.

7. The Customer Transfer Request page will be displayed with the NMI and Site Address populated and will display the data to be completed to submit a transfer request.

8. Review the NMI and Site Address to ensure that you have the correct site. If they are incorrect click on the ⟨ Back button to return to the Customer Transfer NMI selection page.

9. Enter the following information.

❶   **Transfer Type**

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

❷   **Nominated Transfer Date**

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

10. Scroll down to the bottom of the page and click the Submit button.

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

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12. If you wish to print a copy of the confirmation page for your records, click on the Print button.
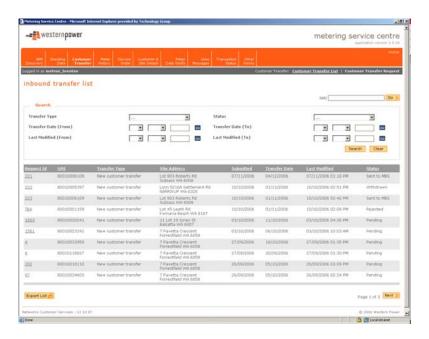
5.6 Withdrawing a Customer Transfer Request

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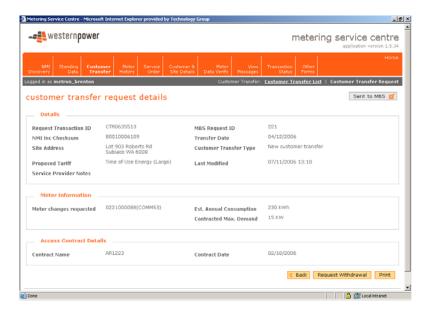
- Sent to MBS

- Pending

If the request is in any other status, a withdrawal cannot be requested. An erroneous transfer request can be raised for any customer transfer in a Completed status, see Raising an Erroneous Transfer on page 48.

1. Log into the Metering Service Centre.

2. Click on the Customer Transfer navigation tab.

3. The Inbound Transfer List page will be displayed.

4. The page has two sections; the top section allows you to search for a particular inbound transfer whereas the bottom section lists all of the current inbound transfers and can be sorted by various columns.

5. Click on the Request Id of the transfer you wish to withdraw. The transfer must be in a Sent to MBS or Pending status. The details of the transfer will appear.

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

7. Click on the `OK` button to confirm the withdrawal of the transfer.

8. A confirmation page will appear.

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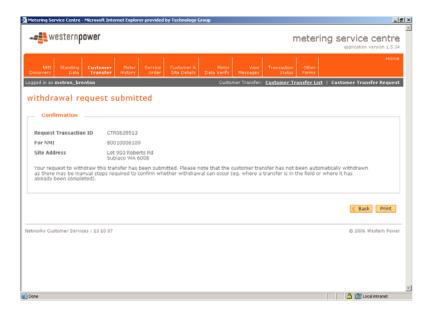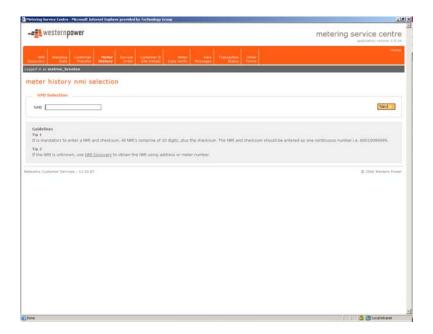
6   Meter Data History

A Meter Data History Request is raised by a Retailer who requires historical electricity consumption data for a meter through the Metering Service Centre. To request Meter Data History the Retailer must have verifiable customer consent. A maximum of 12 months consumption history can be provided for the Meter History Request.

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

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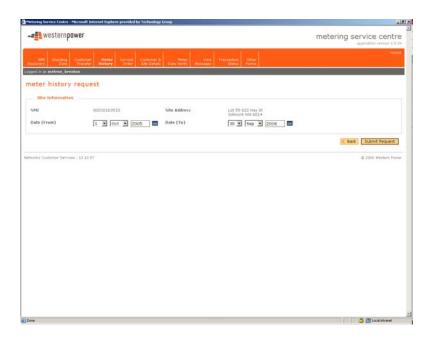
Before beginning...

- Ensure that verifiable customer consent has been obtained.

- Ensure that Internet Access is available

- Ensure that a User ID has been obtained. If a User ID has not been obtained, select the **Click here to register** link on the Log In page. The telephone number (08) 9411 7338 is provided to users to apply for a User Account or alternatively email Western Power Networks by clicking on the Contact Us link on the same Log In page.

- Ensure that a NMI has been obtained relating to the Meter Data History to be retrieved. If the NMI has not been obtained refer to The NMI Discovery function on page 22 for information on how to obtain it.

1. Log into the Metering Service Centre if necessary.

2. Click on the Meter History navigation tab. The Meter History NMI selection page will appear.

3. Click into the NMI field and type in the NMI and NMI Checksum. A total of 11 digits.

4. Click on the Next button to the right.

5. The Meter History Request page will be displayed with the NMI and Site Address already populated.

6. Review the NMI and Site Address to ensure that you have the correct site. Otherwise click the Back button to return to the Meter History NMI Selection page.

7. Click the calendar icon next to the Date (From) field and choose the starting date for the meter data you are requesting.

8. Click the calendar icon next to the Date (To) field and choose the ending date for the meter data you are requesting.

9. Click on the Submit Request button.

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

11. If you wish to print a copy of the confirmation page for your records, click on the
<kbd>Print</kbd> button.

12. Once the request has been fulfilled you can view the data by following the steps
listed under Downloading and Viewing Messages on page 80.

7   Service Orders

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

7.1   Service Order Types and Sub Types

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

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

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

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

Adds and Alts Subtypes

- Install – request for a new meter to be installed at an existing site with an existing NMI

- Exchange – request for an existing meter to be exchanged for a different type of meter, commonly used where the new meter is required to support a different retail tariff.

- Remove – request for an existing meter to be removed from a site

- Blank – request for an Adds and Alts where the sub type is ambiguous or unknown

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

De-energisation Sub Types

- Remove Fuse – request for the meter fuse to be removed essentially disconnecting power from the supply point. (This is not used for the removal of the meter itself)

- Warning – request for a De-energisation warning to be raised in MBS. This will result in Metering Services leaving a de-energisation warning card at the premises.

- Blank - request for a De-energisation where the sub type is ambiguous or unknown. Special instructions must be added to service order to specify the reason for the de-energisation if the sub type is blank.

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

Meter Investigation Sub Types

- Inspect – request for a meter to be inspected due to vandalism or damage to a meter

- Meter Test – request for a meter to be tested where the meter may not be returning valid data or returning incomplete data. Special instructions need to be added to the service order to specify whether an onsite or lab test is required.

- Tamper – request for a meter to be inspected where tampering with the supply of electricity to a site or meter is suspected

- Blank - request for a meter to be inspected where the sub type is ambiguous or unknown

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

Meter Reconfiguration Sub Types

- Change Tariff – request for a meter that supports a certain network tariff to be configured to use that network tariff.

- Blank - request for a meter to be reconfigured where the sub type is ambiguous or unknown

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

Miscellaneous Sub Types

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

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

New Connection Sub Types

- Permanent – request for a permanent connection to the electricity network to be created for a new supply point

- Temporary – request for a temporary connection to the electricity network to be created for a new supply point. This could be for a builder constructing a new house.

- Temporary in Permanent – request for a temporary connection to the electricity network to be created for a supply point which already has a permanent supply.

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

Re-energisation Sub Types

- After Disconnection For Non-Payment – request for an existing meter to have the meter fuse inserted after the customer was disconnected for non-payment

- Blank – request for an existing meter to have the meter fuse inserted where the subtype is ambiguous or unknown

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

Special Read Sub Types

- Check Read – request for a meter to be read outside of its normal reading times to validate a reading or set of readings returned previously to the Retailer

- Final Read – request for a meter to be read outside of its normal reading times for the purposes of closing a customers account

- Blank - request for a meter to be read outside of its normal reading times where the subtype is ambiguous or unknown

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

Supply Abolishment Sub Types

- Blank

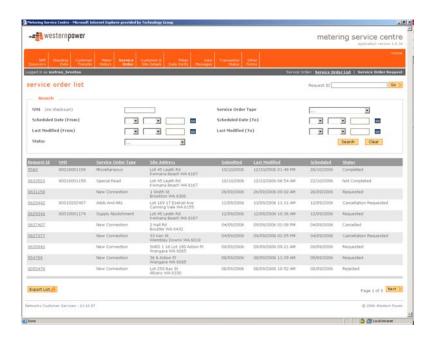For further details on the service order process refer to the Communication Build Pack.

Before beginning...

- Ensure that Internet Access is available

- Ensure that a User ID has been obtained. If a User ID has not been obtained, select the **Click here to register** link on the Log In page. The telephone number (08) 9411 7338 is provided to users to apply for a User Account or alternatively email Western Power Networks by clicking on the Contact Us link on the same Log In page.

- Ensure that a NMI has been obtained relating to the customer the service order will be raised against. If the NMI has not been obtained refer to The NMI Discovery function on page 22 for information on how to obtain it.

7.2   Viewing and searching for existing Service Orders

1. Login to the Metering Service Centre if necessary.

2. Click on the Service Order navigation tab. This page will show all existing service orders for all NMI's owned by the Retailer.

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

❶ **NMI**

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

❷ **Service Order Type**

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

❸   **Scheduled Date (From)**

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

❹   **Scheduled Date (To)**

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

❺   **Last Modified (From)**

Click the calendar icon ▦ and choose the appropriate date the service order was last modified from.
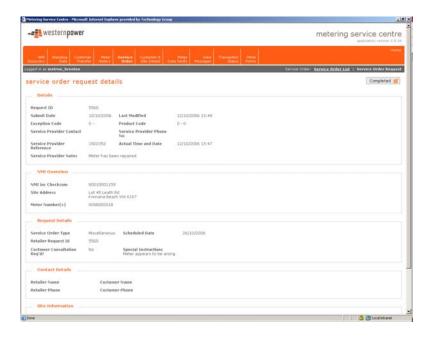
❻   **Last Modified (To)**

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

❼   **Status**

Click the ▾ arrow and choose the status you wish to narrow the search to. Refer to Service Order Status on page 90 for further details.

4.   Click the Search button to start the search.

5.   Once the results appear for your search in the table at the bottom of the page, click on the service order's Request Id to view the details.
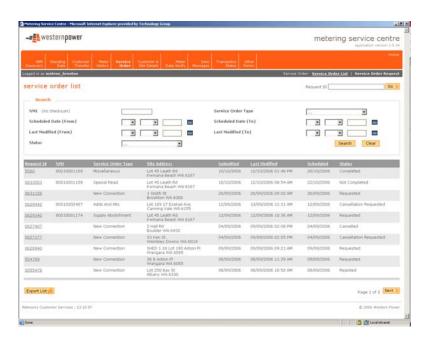
7.3   Sorting the Service Orders List

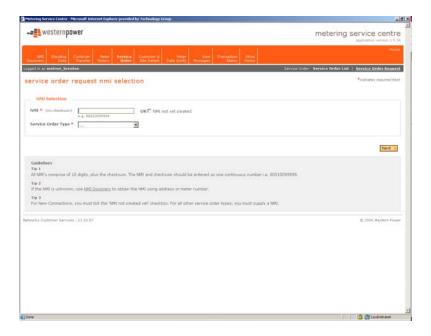Sorting the service orders list is simply a matter of clicking on the appropriate column header in the table.

7.4   Creating a Service Order

1.   Login to the Metering Service Centre if necessary.

2.   Click on the Service Order navigation tab.

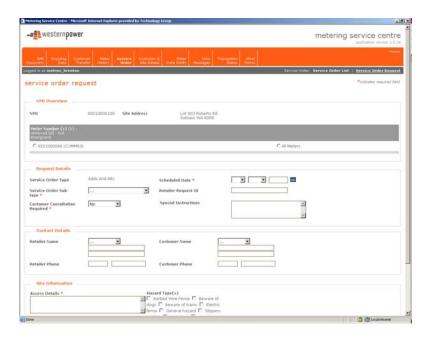**3.**   Click on the Service Order Request link. The Service Order Request NMI selection page.

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

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

5. Click the ▾ arrow next to the Service Order Type and choose the type of service order you wish to request.

6. Click on the Next ≫ button to progress to the second page.

7. Click on the round radio button next to the meter that will be affected by this service order. If all meters are affected by this service order click on the round radio button next to All Meters.

8. Under the Request Details section enter the following information.

❶   **Service Order Type**

This will display the Service Order type chosen in step 5. This cannot be changed on this page.

❷   **Service Order Sub-type**

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

❸   **Customer Consultation Required**

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

❹   **Scheduled Date**

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

❺   **Retailer Request Id**

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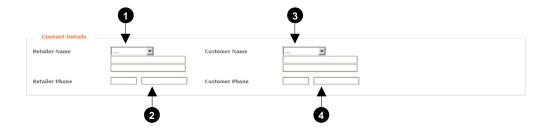
❻   **Special Instructions**

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

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

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

❶ **Retailer Name**

Click the ▾ arrow and choose the title for the contact.

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

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

❷ **Retailer Phone**

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

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

❸ **Customer Name**

Click the ▾ arrow and choose the title for the customer.

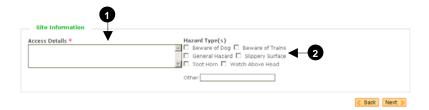Type in the first name of the customer in the first text box.

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

❹ **Customer Phone**

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

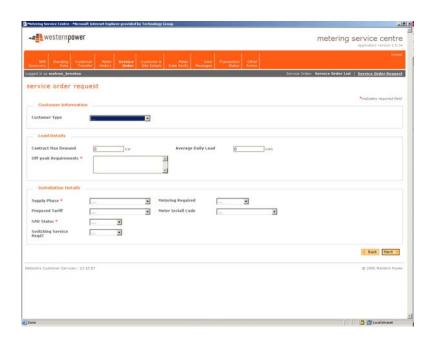**10.** Under the Site Information section enter the following information.

❶ **Access Details**

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

❷ **Hazard Type(s)**

Tick the box or boxes that indicate the hazards present onsite. If the hazard is not listed then click in the Other text box and type in the hazard.
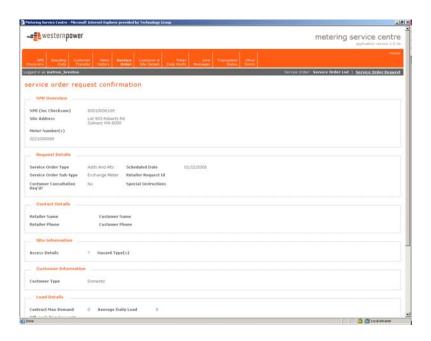
11. Click the Next button. Depending on the service order type selected a second page may appear requiring further information be input. For a list of service orders and the number of pages they generate see Service Order Page Generation on page 89.

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

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

14. Scroll to the bottom of the page and after you have reviewed all of the information click on the [Submit] button.

15. A confirmation page will appear indicating the successful submission of the service order.

16. It is advisable to print this page for your records, so you have a copy of the Transaction Id, which can be used to find the transaction in the Metering Service Centre later. Click the [Print] button to print a copy of the confirmation page.

7.5 Cancelling and Replacing Service Orders

Service Orders can be cancelled when they are in one of the following statuses.
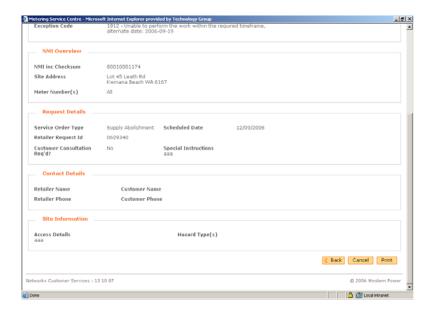
- Sent to MBS

- Requested

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

- Rejected

1. Display the Service Order list as shown on page 59.

2. Click on the Request Id of the Service Order in one of the statuses below.
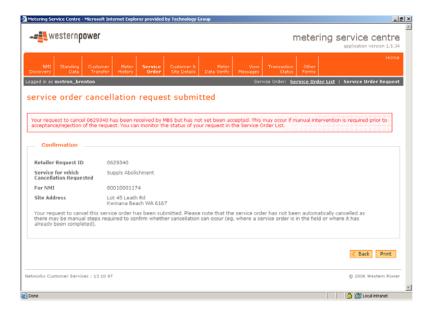
- Sent to MBS

- Requested

- Rejected

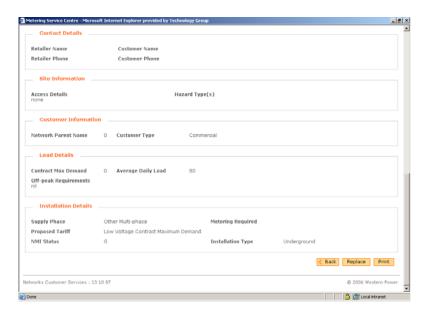**3.** The details of the service order will display, scroll down to the bottom of the page.

4. Depending on the status either the [Replace] or the [Cancel] button will be displayed.

5. For a service order in Requested status click on the [Cancel] button. A dialog box will appear asking if you are sure you want to cancel the service order.

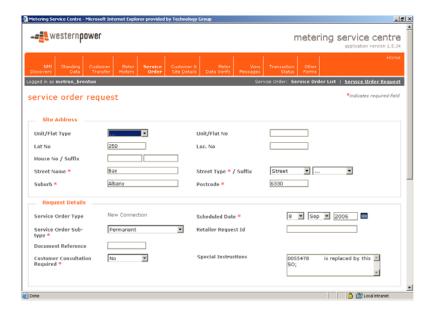**6.** Click the [OK] button. A confirmation page will display.

7.   If you wish to print the page for your records click the **Print** button.

8.   For Service Orders in a Rejected status click on the **Replace** button.

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

10. Complete the service order as listed on page 62.

8   Customer and Site Details

A Customer and Site Details Notification is used where access details for a site have changed (For example: now there is a dog on-site). The Retailer must notify Metering Services of the change in Site Access Details within 1 Business day of the change.
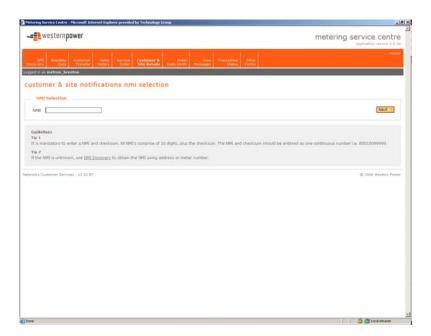
If Metering Services changes the Site Access Details, the Retailer is notified via a Standing Data Notification. A Standing Data Notification is an electronic transaction performed by MBS, which transmits changes to a sites standing data to a Retailer.

Before beginning...

- Ensure that Internet Access is available

- Ensure that a User ID has been obtained. If a User ID has not been obtained, select the **Click here to register** link on the Log In page. The telephone number (08) 9411 7338 is provided to users to apply for a User Account or alternatively email Western Power Networks by clicking on the Contact Us link on the same Log In page.

- Ensure that a NMI has been obtained relating to the site that the details will be changed for. If the NMI has not been obtained refer to The NMI Discovery function on page 22 for information on how to obtain it.
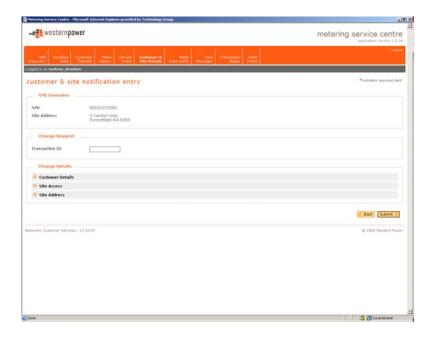
8.1   Requesting Customer and Site Changes

1. Log into the Metering Service Centre if necessary.

2. Click on the Customer & Site Details navigation tab.

3. Click into the NMI field and type in the NMI of the site you wish to change the details for.

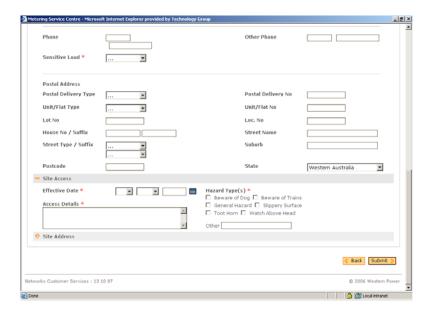4. Click the Next button. The Customer & Site Notification Entry page will appear.

5.   Under the Change Request section, you will notice a field labelled Transaction ID. If you leave this field blank the system will automatically apply a transaction id to your request. If you have received a code from Metering Services in the past that relates to this Customer & Site Notification, type in the supplied transaction id.

6.   Click the ✚ next to Customer Details to show the available fields.

7.   Complete the fields as appropriate. The Movement Type, Effective Date and the Sensitive Load fields are mandatory and must be completed. It is also required by the Metering Code to supply all known customer information e.g. if the customer has a lot number attached to their property this must be entered.
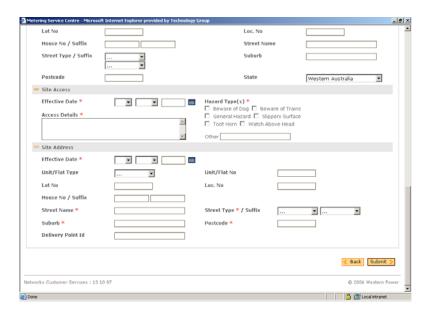
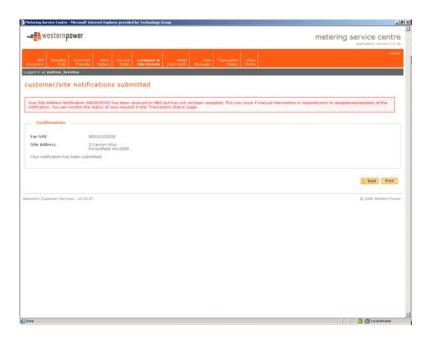**8.** Click the ➕ next to Site Access to show the available fields.

9. Complete all fields for Site Access, as these are mandatory.

10. Click the ➕ next to Site Address to show the available fields.

11. Complete the fields as necessary. The Effective Date, Street Name, Suburb and Street Type are mandatory and must be completed.

12. Click on the [Submit] button.

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

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

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

9   Meter Data Verify

The Meter Data Verification transaction is used when a Retailer has a query or dispute relating to a meter reading or readings.
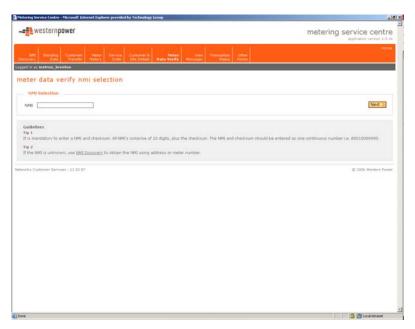
Examples include when a Retailer believes the MDFF data (a file containing readings from the meters the Retailer owns) received from Metering Services is wrong or the response to a previous request has not solved their query.

Upon receiving a Meter Data Verify request Metering Services can:

- Accept the request and correct the erroneous reading;

  Or

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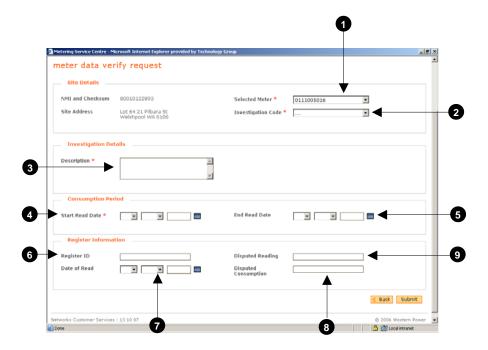
Before beginning...

- Ensure that Internet Access is available

- Ensure that a User ID has been obtained. If a User ID has not been obtained, select the **Click here to register** link on the Log In page. The telephone number (08) 9411 7338 is provided to users to apply for a User Account or alternatively email Western Power Networks by clicking on the Contact Us link on the same Log In page.

- Ensure that a NMI has been obtained relating to the meter the details will be retrieved for. If the NMI has not been obtained refer to The NMI Discovery function on page 22 for information on how to obtain it.

1. Login to the Metering Service Centre if necessary.

2. Click on the Meter Data Verify navigation tab.

3. Click into the NMI field and type in the NMI and checksum you wish to verify the meter data for.

4. Click on the Next button on the right.

5. Enter the following information.

❶   **Selected Meter**

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

❷   **Investigation Code**

Click the ▾ arrow and choose a code relating to reason for raising the Meter Data History Request.

❸   **Description**

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

❹   **Start Read Date**

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

❺   **End Read Date**

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

❻   **Register ID**

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

❼   **Date of Read**

If applicable click on the calendar icon 🗓 and choose the date for the reading you wish to verify.
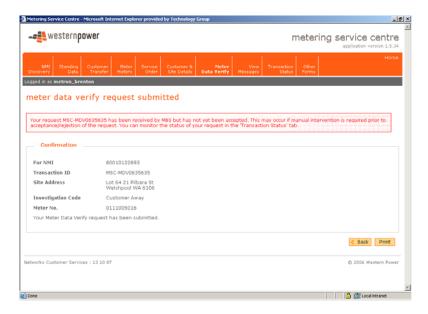
❽   **Disputed Consumption**

If applicable type in the consumption in dispute.

❾   **Disputed Reading**

If applicable type in the reading that is in dispute.

6.   Click the   Submit   button.

7.   A confirmation page will appear.

8.   If you wish to print a copy for your records, click on the [Print] button.

9.   Once the request has been fulfilled you can view the data by following the steps listed under Downloading and Viewing Messages on page 80.
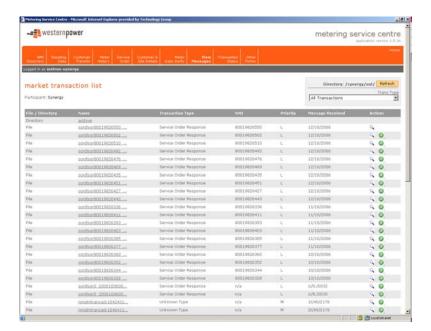
10 View Messages

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

Note: When the Retailers Metering Service Centre account is set up, if the communications method specified is email, the View Messages page will be empty and the Retailer will receive their requested data as an email with a CSV file attached.
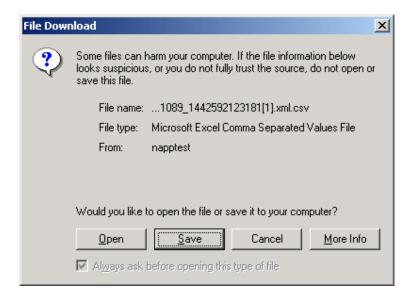
10.1 Downloading and Viewing Messages

1. Log into the Metering Service Centre if necessary.

2. Click on the View Messages navigation tab.

3. Click the ▼ arrow next to Trans Type field and choose the appropriate transaction type you wish to view the messages for.
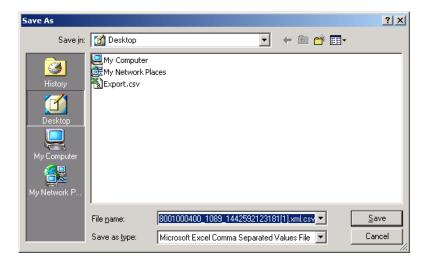

4. In the Actions column click on the magnifying glass 🔍 icon. This will download the message as a CSV file to your computer.

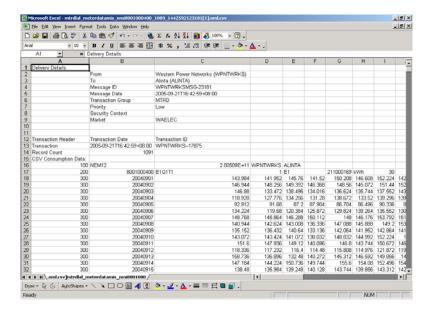5. A dialog box will appear asking whether to save or open the file.

6. Click on the [Save] button, another dialog box will appear asking you for a location to save the file.
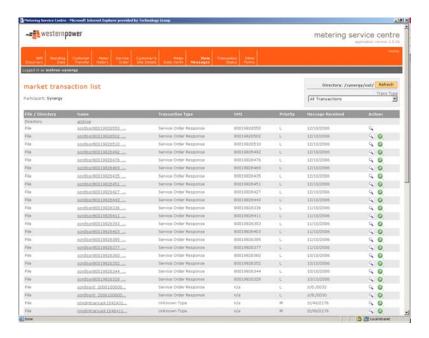

7. Navigate to the drive and folder you wish to save the file in and click the [Save] button.

8. Open the saved file from the location specified in Step 7 using Microsoft Excel or an equivalent spreadsheet program.

9. The file details will be displayed in a columnar format; you may need to widen the columns to see all of the data.

10.2 Acknowledging Messages

1. Log into the Metering Service Centre if necessary.

2. Click on the View Messages navigation tab.

3. Click the ▼ arrow under Trans Type field and choose the appropriate transaction type you wish to view the messages for.
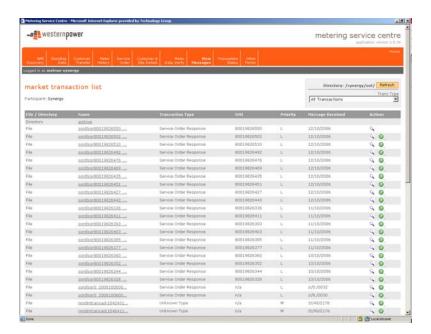

4. In the Actions column click on the green tick icon. Metering Services Centre will send an acknowledgement to MBS and put the message in the Archive folder.

5. To view messages in the Archive directory, click on the <u>archive</u> link in the Name column.

10.3 Deleting Messages

1. Log into the Metering Service Centre if necessary.

2. Click on the View Messages navigation tab.

3. Click the ▾ arrow under Trans Type field and choose the appropriate transaction type you wish to view the messages for.

4. Click on the <u>archive</u> link at the top of the message list to show archived messages

5. In the Actions column click on the red cross icon next to the message you wish to delete. A dialog box will appear asking you whether you are sure you wish to delete the message

6. Click on the OK button. The system will delete the message permanently.
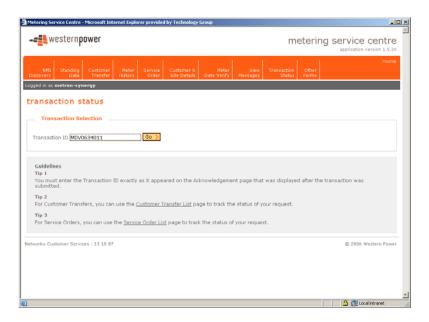
11 Transaction Status

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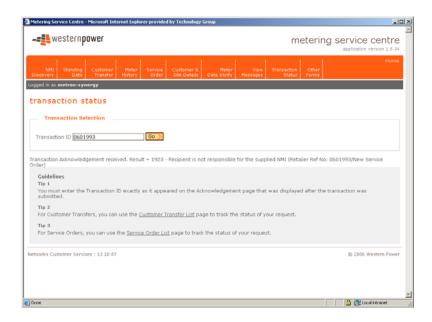
Before beginning...

- Ensure that Internet Access is available

- Ensure that a User ID has been obtained. If a User ID has not been obtained, select the **Click here to register** link on the Log In page. The telephone number (08) 9411 7338 is provided to users to apply for a User Account or alternatively email Western Power Networks by clicking on the Contact Us link on the same Log In page.

- Ensure that the transaction id from the transaction to view the status for has been obtained. This can be obtained from the confirmation page that appears as the last page after entering any type of request in the Metering Service Centre.

1. Log into the Metering Service Centre if necessary.

2. Click on the Transaction Status navigation tab.

3. Click into the Transaction ID field and type in the transaction id for the transaction for which the status will be viewed.
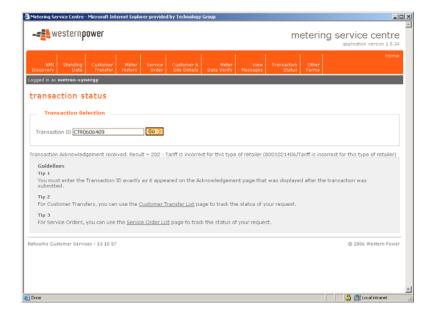

4. Click the Go button to retrieve the transaction status.

5. Directly under the Transaction Selection section a message will appear explaining the result of the transaction, listed below are a number of possible explanations;

   Transaction Acknowledgement received. Result = 1923 - Recipient is not responsible for the supplied NMI (Retailer Ref No: 0601993/New Service Order)
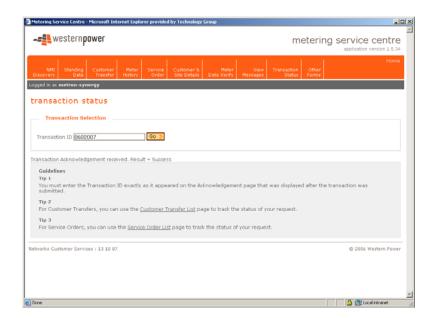
Transaction Acknowledgement received. Result = 202 - Tariff is incorrect for this type of retailer (8001021406/Tariff is incorrect for this type of retailer)

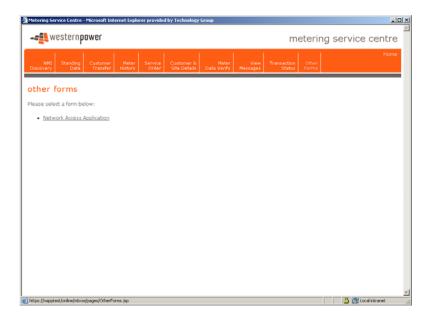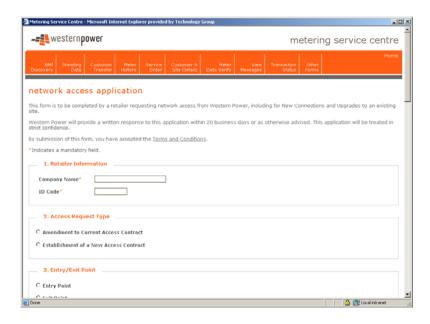Transaction Acknowledgement received. Result = Success.

12   Other Forms

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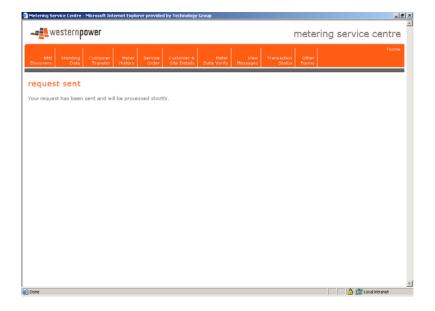
Before beginning...

- Ensure that Internet Access is available

- Ensure that a User ID has been obtained. If a User ID has not been obtained, select the **Click here to register** link on the Log In page. The telephone number (08) 9411 7338 is provided to users to apply for a User Account or alternatively email Western Power Networks by clicking on the Contact Us link on the same Log In page.

1. Log into the Metering Service Centre if necessary.

2. Click on the Other Forms navigation tab. This page will display a link to the Network Access Application Form.

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

4. Complete the fields as required. Note that fields marked with an orange asterisk are mandatory.

5. Once the required fields are complete, click on the [Send Application »] button.

6. A confirmation page will appear indicating the request has been sent.

13   Appendices

13.1   Service Order Page Generation

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

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

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	Information	
New Connection	Site Address, Request Details, Contact Details, Site Information	Customer Details, Load Details, Installation Details
Re-energisation	Meter Number, Request Details, Contact Details, Site Information	No Data to supply – Confirmation page
Special Read	Meter Number, Request Details, Contact Details, Site Information	No Data to supply – Confirmation page
Supply Abolishment	Meter Number, Request Details, Contact Details, Site Information	No Data to supply – Confirmation page

13.2 Service Order Status

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

Service Order Status	Description
Sent to MBS	The Service Order has been raised in the Metering Service Centre and sent to MBS, but no acknowledgment has been received from MBS.
Requested	The Service Order has been raised in the Metering Service Centre and sent to MBS. MBS has

returned an acknowledgment to the Metering Service Centre.

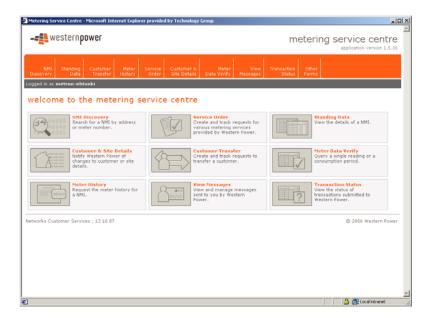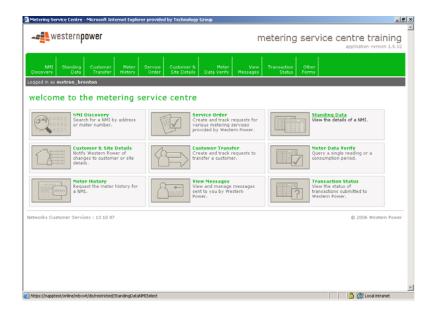|	
Completed	The Service Order has been completed by Metering Services in entirety.
Not Completed	The Service Order was unable to be completed by Metering Services. (E.g. Site was inaccessible)
Partially Completed	The originally raised Service Order was completed, but any associated Service Orders were not.
Rejected	The Service Order has been raised in the Metering Service Centre and sent to MBS. MBS has responded with a negative acknowledgment indicating the Service Order was rejected. No processing was performed on the Service Order in MBS. (E.g. An Adds & Alts Service Order was raised against a NMI by a Retailer who did not own it).
Cancellation Requested	The Service Order has been raised in the Metering Service Centre and sent to MBS. The Retailer has subsequently requested a cancellation of the Service Order. The Metering Service Centre is waiting for a response from MBS.
Cancelled	The Service Order has been raised in the Metering Service Centre and sent to MBS. The Retailer has subsequently requested a cancellation of the Service Order. MBS has sent an acknowledgement indicating the Service Order has been cancelled in MBS.

13.3 Environment Colours

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

- Orange – Production Environment

- Green – Training Environment

- Blue – Testing Environment

Make sure you are logged into the correct environment before you start using the Metering Service Centre.