

EIEP6

Fault and Service Requests version 6.0

Protocol and Guideline

Version control

Version history

This document replaces all previous versions (Inclusive of format, protocol, and examples)

Version	Date	Issue description
V1.0		Initial release
V2.0	April 2004	
V3.0	1 November 2005	Draft for review
V4.0	30/31 May 2006	Draft for approval by Electricity Commission Board
V5.0	8 June 2006	Electricity Commission Board approved
V6.0	6 Oct 2008	Formatted into the Electricity Commission's current style

Change history

Version	Date	Changes
V2.0	April 2004	Contains consistency changes
V3.0	1 November 2005	Split format and guide into new structure Changes to format as per DRIEPS Survey Review Draft for review
V4.0	30/31 May 2006	Draft for approval by Electricity Commission Board
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Related documents

Document	Type	Description
Principles of the data format and reports catalogue	Guide	Overarching guide to use of Data Format Catalogue and General principles for use of Electricity Information Exchange

		Protocols
Data format and reports catalogue (DFRC)	List	Listing of all currently available formats and association between documents

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1. Fault and service requests

- 1.1.1 Fault and service requests encompass both network fault reporting to distributors, and works service requests to retail service providers (who in many cases are also the distributor). This protocol is to be used between retailers and distributors/retailer service providers for the electronic transfer of service request details to the service provider and vice versa.
- 1.1.2 There is one file sent for each service request. This may not be seen as optimum in terms of file transfer efficiency, however, it is current Industry practice and will require minimum changes to legacy systems. The benefit of single job files is that they are often also easier to track.
- 1.1.3 Please note that these files have not been developed in a way that will provide all necessary information for service requests performed at Rules category 2 and above sites.

2. Initiation

- 2.1.1 The first file to initiate the request is sent by the initiator (usually the retailer) to the distributor or retail service provider.

2.2 File naming convention

- 2.2.1 Please refer the principles of data format report catalogue (DFRC).

3. Status update and closure

- 3.1.1 The second file is for the recipient of the initiation file (usually the distributor or retail service provider) to provide fault and retail service request status update and closure information to the retailer.

3.2 Filename convention

- 3.2.1 Sender + Utility Type + Recipient + File Type + Report Month + Report Run Date + UniqueID# (e.g. SR Number) with an extension of .TXT and with the components concatenated using the underscore character, to assist readability.
e.g. TRUS_E_UNET_SVRES_200007_20000802_321916.TXT
[Char4_Char1_Char4_Char5_yyyymm_yyyymmdd_srnumber.TXT]

4. Job types, job status, and additional information codes

4.1.1 It is acknowledged that there are many job related codes utilized within the Industry for the same type of job. It is not intended that this is an exhaustive list of the job types, job status or additional information codes required. The parties will need to agree which job codes they will utilize. The below tables contain codes which are currently widely used in the Industry which may provide a starting point for those that do not already have legacy systems.

Table 1 Job type codes

Job type codes	Description
DIM	Disconnection - Remove Meters
DIP	Disconnection - Building Removal
DIS	Disconnection - Non Payment
EMG	Emergency
FPN	Flickering Power – Network
FOL	Follow Up (Disconnection - Vacant)
MTC	Meter Change
MTF	Meter Reading Final
MTR	Meter Reading
NHW	No Hot Water
NMB	Noisy Meter Board
NPN	No Power Network
OTH	Other Customer
OTN	Other Network
PPN	Part Power Network
REC	Reconnection
REL	Relay Change
TCH	Tariff Change

Table 2 Job status codes

Job status codes	Description
RC	Received
AC	Accepted
RJ	Rejected (with Reason)
DS	Dispatched (to contractor to repair)
OS	On Site (Contractor is on site)
SP	Second response planned
SW	Second response WIP (work in progress)
RS	Restored service
CM	Completed with closure codes
CN	Cancelled (with reason)

Table 3 Additional information codes

Additional information codes	Description
GOA	Going on Arrival
ICC	Internal Customer Fault - Contractor Engaged
ITC	Internal Customer Fault - Contractor Not Engaged
REL	Relay Replaced
SIG	Signal Missed
NWF	Network Fault

5. File format for EIEP6: initiation

Data content and format

Each data file will contain one header record and one or many detail records.

Description	Type	XML Tag	Rule	Example
Header record type	Char (3)			HDR
File type	Char (5)			SVREQ
Sender	Char (4)		Party code of sender	TRUS
Proxy sender	Char (4)		Party code of the sender (e.g. call centre that handles the service requests on behalf of the retailer)	TELN
Recipient	Char (4)		Party code of recipient	UNET
Proxy recipient	Char (4)		Party code of the proxy recipient	VECT
Sender job ID	Char (15)		Service Request (SR) number. Unique to a service request and sender.	321745
Job type	Char (20)		As agreed between the parties	REC
ICP	Char (15)		Unique ICP Identifier. Can be Null	0000965456TU3E E
Distributor ID	Char (4)		Party code of distributor wherever possible. Can be Null	UNET
Job initiation date	DD/MM/YYYY		The date when job was created and notified by the sender	12/03/2003
Job initiation time	HH:MM:SS		The time when job was created and notified by sender	17:39:50
Initiator required job start date	DD/MM/YYYY		Required job start date based on job type and booking time as agreed between parties, can be null	12/03/2003
Initiator required job start time	HH:MM:SS		Required job start time based on job type and booking time as agreed between parties, can be null	17:39:00

Description	Type	XML Tag	Rule	Example
Initiator required job end date	DD/MM/YYYY Y		Required job end date based on job type and start time as agreed between parties, can be null	12/03/2003
Initiator required job end time	HH:MM:SS		Required job end time based on job type and start time as agreed between parties, can be null	20:39:00
Initiator priority	Char (1)		Job initiator assigned job priority. Numeric as agreed between parties.	2
Retailer ID	Char (4)		The current retailer for this installation which may differ from the sender ID e.g. where meters are owned by a retailer. Can be Null	GENE
Previous occupier	Char (50)		Previous occupier of the installation which is useful to find vacant properties. Can be Null.	PIZZA HUTT
Install addr unit	Char (20)		All address fields mandatory if available. Sub Dwelling number, Shop number, Building Floor. Can be Null	Shop 9
Install addr num	Char (25)		RAPID number, street number, dairy number. Can be Null	64A
Install addr street	Char (30)		Road or street name. Can be Null	High Street
Install addr suburb	Char (30)		Suburb name. Can be Null	Kingston
Install addr town	Char (30)		Town or city name. Can be Null	Kaitaia
Install addr region	Char (20)		Region based on telephone book areas. Can be Null	Northland
Install addr postcode	Char (4)		Postcode. Can be Null	3030
Install property name	Char (75)		Installation type, building name, etc. Can be Null	ASB Bank
Install phone	Char (10)		Can be Null	075767782
Postal free form	Char (30)		Can be Null	C/- Gemtime Jewellers

Description	Type	XML Tag	Rule	Example
Postal addr unit	Char (4)		Can be Null	
Postal addr num	Char (6)		Can be Null	
Postal addr street	Char (30)		Street name	High Street
Postal box/RD	Char (30)		PO Box or RD and number, Can be Null	PO Box 2
Postal addr suburb	Char (30)		Can be Null	SURBURBIA
Postal addr town	Char (30)		Can be Null	ANYTOWN
Postal addr postcode	Num (6)		Can be Null	3030
Postal addr zipcode	Num (6)		Can be Null	36345
Postal addr country	Char (30)		Can be Null	Australia
Install location zone	Char (3)		"URB" = Urban, "RUR" = Rural, and "REM" = Remote Rural. Can be Null	URB
Critical code	Char (3)		"CRI" for critical customers – empty string if not. Can be Null	
Distributor transformer number	Char (12)		If available. Can be Null	TD6-053
Installation type	Char (15)		Full text description. Can be Null	DW DWELLING
Meter location	Char (20)		Full text description. Can be Null	RW Right Wall
Meter reader notes	Char (75)		Additional text information based on meter reader notes. Can be Null	1ST UP DRIVE
Meter board reference number	Char (20)		Number of meter board (if available). Can be Null	2142608
Location details	Char (75)		Freeform additional location details. Can be Null	DP25221

Description	Type	XML Tag	Rule	Example
Location co-ordinate reference	Char (10)		Code for the co-ordinate reference system used by location X and location Y NZMG = NZ Map Grid NZGD2000 = NZ Geodetic Datum 2000 NZTM = NZ Transverse Mercator based on NZGD2000	NZGD2000
Location X	Char (10)		Easting of the location of the job	175.2345
Location Y	Char (10)		Northing of the location of the job	-44.5432
Contact name	Char (75)		Name of contact or if unknown then Null	YOUNG R
Home phone number	Char (15)		Home phone number. Can be Null	07 1234567
Work phone number	Char (15)		Work phone number. Can be Null	07 1234568
Contact phone number	Char (15)		Contact phone number. Can be Null	027 1234500
Key required flag	Char (1)		'Y' or 'N', no value is interpreted as 'N' Can be Null	N
Key number	Char (15)		Key identification number. Can be Null	157687
Dog code	Char (1)		'Y' or 'N', no value is interpreted as 'N'	N
Job details	Char (480)		Free text field for comments. Note – no commas to be used. Can be Null	WILL THERE BE SOMEONE HOME? NO. IF NO ARE APPLIANCES SWITCHED OFF? YES. WILL LEAVE KEY IN WATERING CAN TIN BY FRONT

Description	Type	XML Tag	Rule	Example
				DOOR. SMALL FRIENDLY DOG INSIDE PLEASE CLOSE DOOR AND LEAVE KEY BACK IN TIN AS THIS THE ONLY ONE
Amount owing	Char (10)		Can be used for Credit Disconnect jobs. Can be Null	133.26
Disconnect location	Char (3)		Only sent our where information has been provided on the disconnection. "POL" = Pole, "PIL" = Pillar Box, "MET" = Meter Board	POL
Job status code	Char (4)		IAs agreed between the parties	AL
Meter count	Num (2)		This indicates number of meters at the premise (0 to 99).	1
Meter reading / bill sequence number	Char (6)		Indicates the meter reading / bill sequence number the customer is on. (helpful if keys are required)	24281
Network fuse size	Num (4)		Size of fuse in Amps if known	60
Voltage level	Char (2)		"HV" for High Voltage or "LV" for Low Voltage	LV
EGR certification number	Char (15)		Installation EGR certification number	2284
EGR certification expiry date	DD/MM/YYYY		Installation EGR certification expiry date	01/01/2015
Registry EGR category	Num (1)		EGR registry meter category (0-6)	1
Phase	Num (1)		Number of phases supplying the property (1-3)	1
No. of detail records	Num (2)		Number of detail records (0 to 99)	1

Description	Type	XML Tag	Rule	Example
Detail record type	Char (3)			DET

Equipment type	Char (1)		'M' – meter, 'R' – relay or contactor	M
Equipment owner	Char (4)		Party code	TRUS
Manufacturer	Char (30)		Equipment manufacturer – if available	Ferranti
Model	Char (30)		Model number – if available	F2K-100
Equipment number	Char (25)		Equipment number – should where possible be the actual serial number on the equipment	18862CG
Meter type	Char (3)		"HHR" for half hour, "NHH" for non-half hour, "UNM" for Un-metered, "PP" for prepayment	NHH
Register no	Num (2)		To be used if meter has multiple registers	1
Retail tariff or relay channel code	Char (10)		Retail tariff or relay channel code	DDAI
Multiplier	Num (4)		Multiplier to be applied to register consumption.	40
Last reading	Num (9)		Last meter register reading	31986
Last reading date	DD/MM/YYYY		Last meter reading date	27/02/2003
Reading type	Char (2)		Type applying to last reading RD = Read, ES = Estimate, FL = Final, RV = Reversal, UB = Unbilled	RD
Low reading limit	Num (9)		Minimum anticipated new reading based on consumption history	32514
High reading limit	Num (9)		Maximum anticipated new reading based on consumption history	34101
Number of dials	Num (1)		0 to 9	6

6. File format for EIEP6: status update and closure

Data content and format

Each data file will contain one header record and one or many detail records.

Description	Type	XML Tag	Rule	Example
Header record type	Char (3)			HDR
File type	Char (5)			SVRES
Sender	Char (4)		Party code of sender	TRUS
Proxy sender	Char (4)		Party code for the sender (e.g. call center that handles service requests on behalf of the retailer)	TELN
Recipient	Char (4)		Party code of recipient	AOTE
Proxy recipient	Char (4)		Party code of the proxy recipient	VECT
Sender job ID	Char (15)		Service Request (SR) number. Unique to a service request and sender.	321916
Recipient job ID	Char (15)		Can be used as recipient job number (if different from sender job ID)	A12345
Job type	Char (5)		Refer table below for allowable codes	FOL
ICP ID plus checksum	Char (15)		Unique ICP Identifier	0000965456TU3EE
Job status code	Char (10)		As agreed between the parties	CC
Status date	DD/MM/YYYY		The date from when new status applied.	18/03/2003
Status time	HH:MM:SS		The time from when new status applied.	16:10:00
EGR certification number	Char (15)		Installation EGR certification number	2284

EGR certification expiry date	DD/MM/YYYY Y		Installation EGR certification expiry date	01/01/2015
Meter location	Char (20)		Full text description	RW Right Wall
Network fuse size	Num (4)		Size of fuse in Amps if known	60
Phase	Num (1)		Number of phases supplying the property (1-3)	1
Amount received	Char (10)		Applies to Credit Disconnect jobs normally. \$ received by field worker	133.25
Work done details	Char (240)		Free text field for comments.	
Job closure code	Char (5)		As agreed between parties for additional information e.g. charging details	GOA
Power on flag	Char (1)		'Y' or 'N'	N
Main switch on flag	Char (1)		'Y' or 'N'	N
Disconnection location	Char (3)		Applies to disconnection jobs only. "POL" = Pole, "PIL" = Pillar Box, "MET" = Meter Board	POL
No. of detail records	Num (2)		Number of detail records (0 to 99)	1

Description	Type	XML Tag	Rule	Example
Detail record type	Char (3)			DET
Equipment type	Char (1)		'M' – meter, 'R' – relay or contactor.	M
Equipment owner	Char (4)		Party code	NGCM
Equipment manufacturer	Char (10)		Equipment manufacturer – if available	SCHLUMBERG
Equipment model	Char (10)		Model number – if available	MLXL4
Equipment number	Char (25)		Meter number – should where possible be the actual serial	0206010356

Description	Type	XML Tag	Rule	Example
			number on the equipment	
Register No	Num (2)		To be used if meter has multiple registers	1
Retail tariff code	Char (6)		Retail tariff code	ND24
Multiplier	Char (6)		Multiplier to be applied to register consumption.	1
Number of dials	Char (1)		Number of meter register dials. 0 to 9	6
Meter reading	Char (6)		Meter register reading if applicable.	10219
Meter or relay status	Char (10)		As agreed between the parties e.g. "REM" = Removed, "INS" = installed, "LR" = Left Running, "DAM" = Damaged	LR