

Electricity Information Exchange Protocols (EIEP)

EIEP6: Fault notification and service requests Non-regulated

Effective from 1 October 2019



Version control

Version	Date amended	EIEP Ref	Comments
10	27 November 2013	all	Sender format field decreased from 50 to 20 characters.
10.1 draft	30 June 2017	EIEP6	<p>Amendments include:</p> <p>Terminology alignment with ENA pricing guidelines and preferences agreed with ENA</p> <p>Improvements to add clarity and consistency to content.</p> <p>Amended titles and content to reflect EIEP6A is for network related customer faults, whereas EIEP6B is for non-network related customer faults and service requests</p> <p>Job type code added and functionality explained to enable cancellation of service requests</p> <p>Corrections to content where appropriate, including:</p> <ul style="list-style-type: none"> • moved job closure (full description) fields from Initiation file to Status update and closure file. • deleted duplicate additional information job closure codes under different names but with same meaning.
11	2 October 2018	EIEP6	Minor amendments to consultation draft v10.1 to reflect general amendments in decision paper.

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1. EIEP6: Fault notification and service requests

EIEP6 is comprised of two files which may be used for exchange of information between traders and distributors for network related customer faults, and traders and their field services providers for non-network related customer faults and service requests. They are:

- a) EIEP6A, which may be used by traders for reporting network related customer faults to distributors, and by distributors for communicating status updates and closure to traders; and
- b) EIEP6B, which may be used by traders for reporting non-network related customer faults and service requests to their field services providers (who in some cases may also be the distributor), and by field services providers for communicating status updates and closure information to traders.

2. EIEP6A: Network related customer faults

Title:	EIEP6A: Network related customer fault notification, status update and closure
Version:	11
Application:	Where agreed, this protocol allows: <ol style="list-style-type: none"> a) traders to communicate network related customer fault information to distributors b) distributors to communicate status update and closure information to traders
Participants:	Trader/Distributor
Code reference:	
Dependencies:	The use of system agreement between the distributor and the trader may also set out requirements relating to the information that must be provided in this file that the distributor or the trader must comply with.

Description of when this protocol applies
If agreed between the parties, EIEP6A is to be used by the trader when communicating network related customer fault information to the distributor, and by the distributor when communicating network related customer fault status update and closure information to the trader.

Business requirements
<ol style="list-style-type: none"> 1. The distributor and each trader must agree on the file transport mechanism by which the trader or distributor will provide information and the destination address. Non-manual interfaces use electronic file transfer either via File Transfer Protocol (FTP) or Secure File Transfer Protocol (SFTP) connectivity. In the case of FTP a security mechanism must be used to protect confidentiality. Whatever method is agreed that method must be in a format approved and published by the Authority. 2. Where information is required to be transferred using email, the contents must be delivered in a secure manner and password protected.

Business requirements

3. This protocol will be used in the timeframes when required as agreed between parties.
4. An agent may provide data on behalf of the trader, in which case the header will identify the relevant parties. The appointment of an agent must be a permission function of the responsible reconciliation participant and receiving participants must allow for agents in their systems.
5. Only codes that are agreed between the parties or stipulated in this document, or are Electricity Authority approved published codes, or are codes determined in the registry and reconciliation functional specifications are to be used
6. Information provided in the file will be consistent with the terminology used in the Glossary of Standard Terms published by the Authority.
7. The file must contain all mandatory information, failure to provide the required information will result in the file being deemed as incomplete.
8. Information is to be provided in accordance with the following status codes unless otherwise specified:
 - O Optional
 - M Mandatory
 - C Conditional - Mandatory if available, otherwise Null (also refer to validation rules)
9. To assist in understanding where these apply when files can be communicated both ways between participants, the relevant status code is given in the assigned column either Trader to Distributor or Distributor to Trader.
10. One file is to be sent for each service request. The benefit of single job files is that they are easier to track. The Initiation file may be resent with the same service request number and a change of the job type code to CCL if the trader wishes to cancel the service request.
11. The file is not designed to be a complete account of all possible required information.
12. The Initiation file should include a Job Type Code based on the description of the fault given by the customer or the caller.
13. Status update and closure information from the distributor includes a job status code to update the trader. One job or fault can have different status codes used by the distributor, for example the initial should be either AC (Accepted) if the initiation file is in the correct format and has been successfully entered into the distributor's system, or RJ (Rejected) with a reject reason code also provided. Subsequent status updates and closure would use other job status codes as appropriate. If an initiation file is rejected due to insufficient information a new service request with complete information would need to be raised.
14. Job closure codes can be signified by including the appropriate job status code (eg CM) and additional information job closure code (non-itemised) (eg NWF). As an alternative to additional information job closure codes (non-itemised), itemised job closure codes or full text description job closure can be used. For example:
 - Itemised job closure would include Voltage Level code (HV or LV); Charge code; Asset/Equipment Description code; Reason/Action code.
 - Full text description job closure would include (Equipment; What Faulted; Issue; Remedy).
15. As a minimum one of the three closure code options (non-itemised, itemised, or full text description) must be completed when the file is being returned to the trader.

General requirements

16. If there are any conflicts between this document and the Code, the Code will take precedence.
17. In general, all participants must provide the recipient with:
 - (a) accurate information for all points of connection at which they are responsible for the current consumption period

General requirements
<p>(b) when available, revised information for all points of connection at which they have purchased or sold electricity during any previous consumption period</p> <p>(c) any additional information requested in respect of any consumption period.</p> <p>18. A number of data transfers are required between participants in order for the EIEP process to take place. These data flows if not previously agreed between participants are to be those recommended by the Authority. At all times data transfers must take place in a secure and predictable manner.</p> <p>19. It is the responsibility of the parties to meet the principles of the Privacy Act when exchanging customer information.</p>

Data inputs
<p>1. The first file to initiate the request is sent by the initiator (usually the trader) to the distributor or retail service provider.</p> <p>2. The second and any subsequent files are for the recipient of the initiation file (usually the distributor or retail service provider) to provide fault status update and closure information to the trader.</p>

3. EIEP6A: Initiation (network related customer faults)

Event data	Format	Trader to Distributor: Mandatory/Optional/Conditional	Validation rules
<i>Header record type</i>	Char 3	M	HDR – indicates the row is a header record
<i>File type</i>	Char 7	M	File Type - SVFAULT
<i>Version of EIEP</i>	Num 3.1	M	Version of EIEP protocol that is being used for this file.
<i>Sender</i>	Char 20	M	Name of sending party. Participant identifier to be used if the sender is a participant.
<i>Sent on behalf of participant identifier</i>	Char 4	C	Participant identifier of party on whose behalf the file is being sent Mandatory if sender not a participant
<i>Recipient participant identifier</i>	Char 4	M	Valid recipient Participant Identifier
<i>Service Request number</i>	Char 15	M	Service Request (SR) number. Unique to a service request and sender.
<i>Job type code</i>	Char 5	M	As agreed between the parties or as per table of job type codes following this EIEP. May be used to cancel a service request.

Event data	Format	Trader to Distributor: Mandatory/Optio nal/Conditional	Validation rules
<i>ICP identifier</i>	Char 15	M	ICP identifier means a unique identifier for an ICP created by a distributor in accordance with clause 1 of Schedule 11.1
<i>Network Participant Identifier</i>	Char 4	M	Network participant identifier
<i>Date/Time stamp</i>	DDMMYYYY YHH MMSS	M	Date and time when transmission is sent (for uniqueness)
<i>Trader Participant Identifier</i>	Char 4	M	The current trader for this installation which may differ from the sender ID e.g. where meters are owned by a trader. Can be Null
<i>Physical Address unit</i>	Char 20	C	Sub dwelling number, level of sub- dwelling.
<i>Physical Address Number</i>	Char 25	C	RAPID Number, Street Number, Dairy Number; issued by government agency or local government authority that identifies a point or location on a street.
<i>Physical address street</i>	Char 30	C	Official road name issued by government agency or local government authority
<i>Physical address suburb</i>	Char 30	C	A bounded locality within a city, town or shire principally of urban character and usually with a focus of a shopping centre, schools or transport facility.
<i>Physical address town</i>	Char 30	C	An officially recognised and named population centre, defined within a geographic boundary.
<i>Physical Address Region</i>	Char 20	C	The regions are based on phone book areas that are generally known by callers. (ref registry functional specs for list)
<i>Physical address property Name</i>	Char 7	C	Name given to the property or building by the owner or party with legal naming rights.
<i>Disconnection restriction</i>	Char 1	C	Y = Yes or N = No for Medically Dependent customers or other critical disconnection restrictions. Mandatory if applicable, otherwise Null
<i>Medical restriction type</i>	Char 3	C	MDN if medical dependent customer notified. MDV if medical dependent customer verified. Mandatory if MDC notified or verified, otherwise Null

Event data	Format	Trader to Distributor: Mandatory/Optional/Conditional	Validation rules
<i>Customer installation type</i>	Char 30	C	Type of installation (common examples are cowshed, pump, cottage, builder's supply etc).
<i>Additional information</i>	Char 75	C	Additional information re premises or nature of fault.
<i>Contact name</i>	Char 75	C	Name of contact or if unknown then Null
<i>Phone number home</i>	Char 15	C	Home land line phone number.
<i>Phone number work</i>	Char 15	C	Number person can be contacted at during business hours.
<i>Phone number Other</i>	Char 15	C	Phone number where customer can be contacted.
<i>Customer Responsibility Advised</i>	Char 1	M	Has customer been advised of possible charges? Y = Yes or N = No
<i>Fault Duration</i>	Num 4.1	C	Duration of fault as advised by caller (in minutes).
<i>Customer advised date</i>	dd/mm/yy	C	The date the fault was advised by the customer.
<i>Customer advised time</i>	hhmmss	C	The time the fault was advised by the customer.
<i>Phases</i>	Num 1	C	Number of phases supplying the property (1-3)
<i>Emergency services</i>	Char 25	C	Have emergency services been on site or remain on site, if so what services? Y = Yes (if Y include which services) or N = No
<i>Life Threatening</i>	Char 1	C	Fault is life threatening Y = Yes or N = No
<i>Emergency Flag</i>	Char 1	M	Is the fault an emergency? Y = Yes or N = No
<i>Emergency Details</i>	Char 50	C	Brief description of emergency. Mandatory if Emergency Flag = Y
<i>Mains Switch On</i>	Char 1	C	Y = Yes or N = No
<i>Neighbours affected</i>	Char 1	C	Y = Yes or N = No

Event data	Format	Trader to Distributor: Mandatory/Optio nal/Conditional	Validation rules
<i>Number of detail records</i>	Num 8	M	Total number of DET records in report

4. EIEP6A: Status update and closure (network related customer faults)

Event data	Format	Distributor to Trader: Mandatory/Optio nal/Conditional	Validation rules
<i>Header record type</i>	Char 3	M	HDR – indicates the row is a header record type
<i>File type</i>	Char 7	M	RESFLT
<i>Version of EIEP</i>	Num 3.1	M	Version of EIEP protocol that is being used for this file.
<i>Sender</i>	Char 20	M	Name of sending party. Participant identifier to be used if the sender is a participant.
<i>Sent on behalf of</i>	Char 4	M	Participant identifier of party on whose behalf consumption data is provided.
<i>Recipient Participant identifier</i>	Char 4	M	Valid recipient participant identifier
<i>Service Request Number</i>	Char 15	M	Service Request (SR) number as per SVFAULT file. Unique to a service request and sender.
<i>Recipient job ID</i>	Char 15	M	Can be used as recipient job number (can differ from Service Request Number)
<i>Job type code</i>	Char 5	M	As agreed between the parties or as per table of job type codes following this EIEP.
<i>ICP identifier</i>	Char 15	M	ICP identifier means a unique identifier for an ICP created by a distributor in accordance with clause 1 of Schedule 11.1
<i>Job status code</i>	Char 10	M	As agreed between the parties or as per table of job status codes following this EIEP.

Event data	Format	Distributor to Trader: Mandatory/Optional/Conditional	Validation rules
<i>Additional information job closure code</i>	Char 3	C	Additional information job closure code (non-itemised) if job accepted; or Reject reason job closure code if job rejected. As per table of additional information job closure codes (non-itemised) and table of reject reason job closure codes following this EIEP. Mandatory if responding with non-itemised job closure code option
<i>Spare</i>			Null
<i>Job closure code (itemised) - Job</i>	Char 2	C	As per table of itemised network job closure codes ((a) Job) following this EIEP Mandatory if responding with itemised job closure code option
<i>Job closure code (itemised) - Charge to</i>	Char 1	C	As per table of itemised network job closure codes ((b) Charge to) following this EIEP. Mandatory if responding with itemised job closure code option
<i>Job closure code (itemised) – Asset/equipment</i>	Char 1	C	As per table of asset/equipment job closure codes following this EIEP. Mandatory if responding with itemised job closure code option
<i>Job closure code (itemised) - Reason</i>	Char 1	C	As per table of Reason/action job closure codes following this EIEP. Mandatory if responding with itemised job closure code option
<i>Job closure (Equipment)</i>	Char 50	C	As per Job closure: full text descriptions table following this EIEP Mandatory if responding with full text job closure option
<i>Job closure (What Faulted)</i>	Char 50	C	As per Job closure: full text descriptions table following this EIEP. Mandatory if responding with full text job closure option
<i>Job closure (Issue)</i>	Char 50	C	As per Job closure: full text descriptions table following this EIEP. Mandatory if responding with full text job closure option

Event data	Format	Distributor to Trader: Mandatory/Optional/Conditional	Validation rules
<i>Job closure (Remedy)</i>	Char 50	C	As per Job closure: full text descriptions table following this EIEP Mandatory if responding with full text job closure option
<i>Status date</i>	DD/MM/YY YY	M	The date from when new status applied.
<i>Status time</i>	HH:MM:SS	M	The time from when new status applied.
<i>Additional information</i>	Char 75	C	Free text field for comments on work done details.
<i>Power on flag</i>	Char 1	C	Indicates whether power is on or off. Y = Yes or N = No
<i>Main Switch On</i>	Char 1	C	Y = Yes or N = No
<i>Number of detail records</i>	Num 8	M	Total number of DET records in report

Protocol specifications
<ol style="list-style-type: none"> 1. The information is to be provided as a comma delimited text file. Commas are therefore prohibited within fields. For customer names that require separation a tilde character (~) should be used. This is the only provision for the use of a tilde character. 2. Each formatted file will consist of one or more records, with each record being a single line of text as defined in the business rules. Records are to be delimited with one of the following: <ol style="list-style-type: none"> (a) a carriage return character and a line feed character combination (ASCII characters 13 and 10) commonly used in Windows based programs, or (b) a line feed character (ASCII character 10) commonly used in Unix based programs, or (c) a carriage return character (ASCII character 13) commonly used in Mac based programs. 3. Data fields within files are defined using the attributes in the table following these specifications. 4. Matching of file names, code list values, etc, are to be case insensitive. 5. Each data file will contain only one header but can contain any number of detail records. 6. The first record of a file contains 'Header' information followed by zero or more detail lines. 7. The following file naming convention is to be used with this file: Sender + Utility Type + Recipient + File Type + Report Month + Report Run Date + UniqueID# (e.g. hhmm run time, or ICP but limited to Char(60)) with an extension of .TXT and with the components concatenated using the underscore character, to assist readability. e.g. TRUS_E_UNET_SVFAULT_200007_20000802_1232.TXT [Char4_Char1_Char4_Char7_yyyymm_yyyymmdd_UniqueID.TXT]

5. EIEP6B: Non-network related customer faults and service requests

Title:	EIEP6B: Non-network related customer faults and service requests
Version:	11
Application:	Where agreed, this protocol allows: <ul style="list-style-type: none"> a) a trader to communicate non-network customer fault and service request information to its field services provider b) trader's field services provider to communicate fault and service request status update and closure information to the trader
Participants:	Trader/Distributor
Code reference:	
Dependencies:	The use of system agreement between the distributor and the trader may also set out requirements relating to the information that must be provided in this file that the distributor or the trader must comply with.

Description of when this protocol applies
If agreed between the parties, EIEP6B is to be used by a trader when communicating non-network related customer fault and service request information to their field services provider, and by their field services provider when communicating non-network related fault and service request status update and closure information to the trader. Where agreed, a field services provider may also be a distributor.

Business requirements
<ol style="list-style-type: none"> 1. The field services provider and each trader must agree on the file transport mechanism by which the trader or field services provider will provide information and the destination address. Non-manual interfaces use electronic file transfer either via File Transfer Protocol (FTP) or Secure File Transfer Protocol (SFTP) connectivity. In the case of FTP a security mechanism must be used to protect confidentiality. Whatever method is agreed that method must be in a format approved and published by the Authority. 2. Where information is required to be transferred using email, the contents must be delivered in a secure manner and password protected. 3. This protocol will be used in the timeframes when required as agreed between parties. 4. An agent may provide data on behalf of the trader, in which case the header will identify the relevant parties. The appointment of an agent must be a permission function of the trader and field services providers must allow for agents in their systems. 5. Only codes that are agreed between the parties, or stipulated in this document, or are Electricity Authority approved published codes, or are codes determined in the registry and reconciliation functional specifications are to be used. 6. Information provided in the file will be consistent with the terminology used in the Glossary of Standard Terms published by the Authority. 7. The file must contain all mandatory information, failure to provide the required information will result in the file being deemed as incomplete. 8. Information is to be provided in accordance with the following status codes unless otherwise specified: <ul style="list-style-type: none"> <input type="radio"/> Optional

Business requirements	
M	Mandatory
C	Conditional - Mandatory if available, otherwise Null (also refer to validation rules)
9.	To assist in understanding where these apply when files can be communicated both ways between participants, the relevant status code is given in the assigned column either Trader to Field Services Provider or Field Services Provider to Trader.
10.	All network price category codes or price component codes used must be those published by the distributor.
11.	One file is to be sent for each service request. The benefit of single job files is that they are easier to track. The Initiation file may be resent with the same service request number and a change of the job type code to CCL if the trader wishes to cancel the service request.
12.	The file is not designed to be a complete account of all possible required information.
13.	For address information the postal address is considered to be the billing address unless otherwise agreed between parties.
14.	Where a postal address is required, if for a post box or rural area then the PO or RD must be specified.
15.	For international zip codes use the post address post code field.
16.	If the trader or field services provider becomes aware of a format error or the file is incomplete, that party must advise the other party as soon as practical after becoming aware of the issue. The receiver has the choice to request a corrected partial or full replacement file unless otherwise agreed by those parties.
17.	If no agreement can be reached as to whether the file is to be a partial or full replacement for the correction of the error as noted in above, then a full replacement file is required.
18.	Status update and closure information from the field services provider includes a job status code to update the trader. One job can have different job status codes used by the field services provider, for example initial response should be either AC (Accepted) if the initiation file is in the correct format and has been successfully entered in the field services provider's system) or RJ (Rejected) with a Reject reason code also provided. Subsequent status updates and closure would use other job status codes as appropriate. If an initiation file is rejected due to insufficient information a new service request would need to be raised.
19.	Job closure codes can be signified by including the appropriate job status code (eg CM) and an additional job closure (non-itemised) information code (eg NWF). As an alternative to additional information job closure codes (non-itemised), itemised job closure or full text description job closures can be used.
	For example
	<ul style="list-style-type: none"> • Itemised job closure would include Voltage level (HV or LV); Charge code; Asset/equipment description code; and Reason/action code.
20.	<ul style="list-style-type: none"> • Full text description job closure would include Equipment; What faulted; Issue; and RemedyAs a minimum one of the three closure code options must be completed when the file is being returned to the trader.

General requirements	
1.	If there are any conflicts between this document and the Code, the Code will take precedence.
2.	In general, all participants must provide the recipient with: <ul style="list-style-type: none"> (a) accurate information for all points of connection at which they are responsible for the current consumption period (b) when available, revised information for all points of connection at which they have purchased or sold electricity during any previous consumption period

General requirements
<p>(c) any additional information requested in respect of any consumption period.</p> <p>3. A number of data transfers are required between participants in order for the EIEP process to take place. These data flows if not previously agreed between participants are to be those recommended by the Authority. At all times data transfers must take place in a secure and predictable manner.</p> <p>4. It is the responsibility of the parties to meet the principles of the Privacy Act when exchanging customer information.</p>

Data inputs
<p>1. The first file to initiate the request is sent by the initiator (usually the trader) to the field services provider.</p> <p>2. The second file is for the recipient of the initiation file (usually the field services provider) to provide fault and service request status update and closure information to the trader.</p> <p>3. Where agreed, a field services provider may also be a distributor.</p>

6. EIEP6B: Initiation (non-network related customer faults and service requests)

Event data	Format	Trader to Field Services Provider: Mandatory/Optional/Conditional	Validation rules
<i>Header record type</i>	Char 3	M	HDR – indicates the row is a header record type
<i>File type</i>	Char 7	M	SVREQST
<i>Version of EIEP</i>	Num 3.1	M	Version of EIEP protocol that is being used for this file.
<i>Sender</i>	Char 20	M	Name of sending party. Participant identifier to be used if the sender is a participant.
<i>Sent on behalf of</i>	Char 4	C	Participant identifier of party on whose behalf service request is provided. Mandatory if applicable
<i>Recipient identifier</i>	Char 4	M	Identifier of recipient party. Participant identifier to be used if the party is a participant.
<i>Received on behalf of identifier</i>	Char 4	M	Identifier of party on whose behalf service request is received. Participant identifier to be used if party is a participant.
<i>Service request number</i>	Char 15	M	Service Request (SR) number. Unique to a service request and sender.

Event data	Format	Trader to Field Services Provider: Mandatory/Optional/Conditional	Validation rules
<i>Job type code</i>	Char 5	M	As agreed between the parties or as per table of job type codes following this EIEP. May be used to cancel service request.
<i>ICP identifier</i>	Char 15	M	ICP identifier means a unique identifier for an ICP created by a distributor in accordance with clause 1 of Schedule 11.1. Can be Null
<i>Network participant identifier</i>	Char 4	M	Network participant identifier.
<i>POC</i>	Char 8	C	POC (point of connection) code to which the ICP is connected at the time of the service request.
<i>Date/Time stamp</i>	DDMMYY YYHH MMSS	M	Date and time when transmission is sent (for uniqueness)
<i>Job initiation time</i>	HH:MM:SS	M	The time when job was created and notified by sender
<i>Initiator required job start date</i>	DD/MM/YY YY	C	Required job start date based on job type and booking time as agreed between parties, can be Null
<i>Initiator required job start time</i>	HH:MM:SS	C	Required job start time based on job type and booking time as agreed between parties, can be Null
<i>Initiator required job end date</i>	DD/MM/YY YY	C	Required job end date based on job type and start time as agreed between parties, can be Null
<i>Initiator required job end time</i>	HH:MM:SS	C	Required job end time based on job type and start time as agreed between parties, can be Null
<i>Priority</i>	Char 3	C	Job initiator assigned job priority. Numeric as agreed between parties.
<i>Participant identifier</i>	Char 4	C	The current trader for this installation which may differ from the sender ID e.g. where meters are owned by a trader.
<i>Previous occupier</i>	Char 50	C	Previous occupier of the installation which is useful to find vacant properties.
<i>Physical address unit</i>	Char 20	C	Sub dwelling number; Level of sub dwelling

Event data	Format	Trader to Field Services Provider: Mandatory/Optional/Conditional	Validation rules
<i>Physical address number</i>	Char 25	C	RAPID Number, Street Number, Dairy Number; issued by government agency or local government authority that identifies a point or location on a street.
<i>Physical address street</i>	Char 30	C	Official road name issued by government agency or local government authority.
<i>Physical address suburb</i>	Char 30	C	A bounded locality within a city, town or shire principally of urban character and usually with a focus of a shopping centre, schools or transport facility.
<i>Physical address town</i>	Char 30	C	An officially recognised and named population centre, defined within a geographic boundary.
<i>Physical address region</i>	Char 20	C	The regions are based on phone book areas that are generally known by callers. (ref registry functional specs for list)
<i>Physical address post code</i>	Char 30	C	The post code assigned by NZ post (zip code if outside NZ).
<i>Physical address property name</i>	Char 75	C	Name given to the property or building by the owner or party with legal naming rights.
<i>Phone number physical</i>	Char 15	C	Phone number at ICP location.
<i>Postal address free form</i>	Char 30	C	Additional postal information. .
<i>Postal address unit</i>	Char 25	C	Sub dwelling number; Level of sub dwelling.
<i>Postal address number</i>	Char 25	C	Number issued by government agency or local government authority that identifies a point or location on a street for postal purposes.
<i>Postal address street</i>	Char 30	C	Official road name issued by government agency or local government authority.
<i>Postal address PO Box/RD</i>	Char 30	C	Number assigned a postal delivery box or rural delivery number.
<i>Postal address suburb</i>	Char 30	C	A bounded locality within a city, town or shire principally of urban character.
<i>Postal address town</i>	Char 30	C	An officially recognised and named population centre, defined within a geographic boundary.

Event data	Format	Trader to Field Services Provider: Mandatory/Optional/Conditional	Validation rules
<i>Postal address postcode</i>	Char 30	C	The post code assigned by NZ post (zip code if outside NZ).
<i>Postal address country</i>	Char 30	C	The country for postal information
<i>Chargeable location zone</i>	Char 3	C	"URB" = Urban, "RUR" = Rural, and "REM" = Remote Rural. Mandatory if applicable, otherwise Null
<i>Disconnection restriction</i>	Char 1	C	Y = Yes or N = No for Medically Dependent customers or other critical disconnections Mandatory if applicable, otherwise Null
<i>Medical restriction type</i>	Char 3	C	MDN if medical dependent customer notified. MDV if medical dependent customer verified. Mandatory if MDC notified or verified, otherwise Null
<i>Transformer number</i>	Char 12	C	Transformer number if available.
<i>Installation additional information</i>	Char 75	C	Type of installation (common examples are cowshed, pump, cottage, builder's supply etc).
<i>Meter location description</i>	Char 50	C	Full text description.
<i>Meter reader notes</i>	Char 50	C	Additional text information based on meter reader notes.
<i>Meter board reference number</i>	Char 20	C	Number of meter board .
<i>Additional location information</i>	Char 75	C	Freeform additional location details.
<i>Location co-ordinate reference</i>	Char 10	C	Code for the co-ordinate reference system used by location X and location Y. New Zealand Transverse Mercator 2000(NZTM2000) coordinates, as defined in Land Information New Zealand's LINZS25002 standard (Standard for New Zealand Geodetic Datum 2000 Projections)
<i>Location X</i>	Char 10	C	Easting of the location of the job.
<i>Location Y</i>	Char 11	C	Northing of the location of the job
<i>Contact name</i>	Char 75	C	Name of contact or if unknown then Null

Event data	Format	Trader to Field Services Provider: Mandatory/Optional/Conditional	Validation rules
<i>Phone number home</i>	Char 15	C	Home land line phone number.
<i>Phone number work</i>	Char 15	C	Number person can be contacted at during business hours.
<i>Phone number other</i>	Char 15	C	Phone number where customer can be contacted.
<i>Customer responsibility advised</i>	Char 1	M	Has customer been advised of possible charges? Y = Yes or N = No
<i>Key held flag</i>	Char 1	C	Y = Yes or N = No, or Can be Null, no value is interpreted as N.
<i>Key number</i>	Char 15	C	Key identification number.
<i>Access issues</i>	Char 1	C	Flag that indicates access issues at the site. Y = Yes or N = No
<i>Access additional information</i>	Char 75	C	Description of access or issues with access
<i>Dog code</i>	Char 1	C	Dog at premises. Y = Yes or N = No Can be Null which would be interpreted as N.
<i>Dog note additional information</i>	Char 75	C	Additional notes about a dog's likely behaviour
<i>Hazard description</i>	Char 255	C	Description of any possible hazards at site
<i>Danger</i>	Char 1	C	Danger to public or property. Y = Yes or N = No
<i>Additional information</i>	Char 75	C	Free text field for comments including possible fault cause if known. Note no commas to be used.
<i>Amount owing</i>	Char 10	O	Can be used for Credit Disconnect jobs. Can be Null
<i>Disconnection location/method</i>	Char 4	C	Applies to disconnection jobs only. POL = Pole, PIL = Pillar Box, MET = Meter Board, REM = Remote via AMI, MSW = Mainswitch
<i>Spare</i>			Null
<i>Meter count</i>	Int 3	C	Number of meters installed at the ICP.

Event data	Format	Trader to Field Services Provider: Mandatory/Optional/Conditional	Validation rules
<i>Spare</i>			Null
<i>Meter reading/bill sequence number</i>	Char 6	C	Indicates the meter reading/bill sequence number the customer is on, helpful if keys are required
<i>Network fuse size</i>	Num 4	C	Size of fuse in Amps if known
<i>Voltage category</i>	Char 2	C	HV = High Voltage, LV = Low Voltage
<i>Metering installation certificate number</i>	Char 15	C	Certificate of compliance number
<i>Spare</i>			Null
<i>Metering category</i>	Num 1	C	Meter category (0–6) as defined within Part 10 of the Code
<i>Phase</i>	Num 1	C	Number of phases supplying the property (1-3)
<i>CoV on site</i>	Char 1	C	Is there a CoV on site? Y = Yes or N = No.
<i>Location of CoV</i>	Char 50	C	Free text field to describe location of CoV
<i>Electrician name</i>	Char 30	C	Name of electrician.
<i>Electrician phone</i>	Char 15	C	Contact phone number of electrician.
<i>Inspector's name</i>	Char 50	C	Name of electrical inspector
<i>Number of detail records</i>	Num 8	M	Total number of DET records in report

Meter detail

Event data	Format	Trader to Field Services Provider: Mandatory/Optional/Conditional	Validation rules
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Event data	Format	Trader to Field Services Provider: Mandatory/Optional/Conditional	Validation rules
<i>Detail record type</i>	Char 3	M	DET – indicates the row is a detail record.
<i>Metering component type</i>	Char 1	C	M = meter, C = CT, V = VT, D = Data storage device, L = Load control device
<i>Service request number</i>	Char 15	C	Service Request (SR) number. Unique to a service request and sender.
<i>Equipment owner</i>	Char 4	C	Participant identifier assigned to the equipment owner
<i>Equipment manufacturer</i>	Char 30	C	Equipment manufacturer – if available
<i>Equipment model</i>	Char 30	C	Model number – if available
<i>Metering component serial number</i>	Char 25	C	Actual serial number of the device. Where integral to the meter, will be the same as the meter serial number.
<i>Meter type</i>	Char 3	C	Mandatory where the metering component type = 'M'. Can only be assigned as: 'NHH' if the metering category is 1 or 2 'PP' if the metering category is 1. 'HHR' can be assigned for any metering category value.
<i>Channel number</i>	Num 3	C	A sequential number that identifies each data channel within the metering component
<i>Load control channel identifier</i>	Char 30	C	The channel code identifier for the network device that is used.
<i>Ratio compensation</i>	Num 6	C	Multiplier to be applied to channel consumption.
<i>Read end date and time</i>	DD/MM/YYYY Y	C	End date and time of requested register channel read. Mandatory for half hour read requests.
<i>Low reading limit</i>	Num 9	C	Minimum anticipated new reading based on consumption history
<i>High reading limit</i>	Num 9	C	Maximum anticipated new reading based on consumption history
<i>Meter channel dial count</i>	Num 2	C	Number of dials/digits on a meter's channels.

Event data	Format	Trader to Field Services Provider: Mandatory/Optional/Conditional	Validation rules
<i>Energy flow direction</i>	Char 1	C	An identifier of whether the channel records the import (injection from the ICP into the Network) ("I"), or the export (extraction from the Network to the ICP) ("X")

Meter channel detail

Event data	Format	Trader to Field Services Provider: Mandatory/Optional/Conditional	Validation rules
<i>Detail record type</i>	Char 3	C	DET – indicates the row is a detail record.
<i>Service request number</i>	Char 15	C	Service Request (SR) number. Unique to a service request and sender.
<i>Metering component serial number</i>	Char 25	C	Actual serial number of the device. Where integral to the meter, will be the same as the meter serial number
<i>Channel number</i>	Num 3	C	A unique number within the metering component that identifies each data channel within the metering component.
<i>Register content code</i>	Char 6	C	A code that identifies the type of information being recorded by the channel, selected from a list in the registry.
<i>Last reading</i>	Num 10	C	Last meter register reading
<i>Period of availability</i>	Num 2.1	C	Minimum number of hours within a day that supply is available (or controlled part is available for an inclusive channel), Must be <= 24. Mandatory where metering component type = M or D.
<i>Price component code</i>	Char 25	C	Price component code for delivery price as per the distributor's published delivery price schedule

Load control device/contactors detail

Event data	Format	Trader to Field Services Provider: Mandatory/Optional/Conditional	Validation rules
<i>Detail record type</i>	Char 3	C	DET – indicates the row is a detail record.

Event data	Format	Trader to Field Services Provider: Mandatory/Optional/Conditional	Validation rules
<i>Metering component type</i>	Char 1	C	L = Load Control device
<i>Service request number</i>	Char 15	C	Service Request (SR) number. Unique to a service request and sender.
<i>Load control device number</i>	Char 15	C	Load control device serial number for the install
<i>Metering component serial number</i>	Char 15	C	Actual serial number of the load control device.
<i>Load control device channel code</i>	Char 10	C	Load control device channel code that identifies the channel that the relay will respond to

7. EIEP6B: Status update and closure (non-network related customer faults and service requests)

Event data	Format	Field Services Provider to Trader: Mandatory/Optional/Conditional	Validation rules
<i>Header record type</i>	Char 3	M	HDR – indicates the row is a header record type
<i>File type</i>	Char 7	M	SVUPDATE
<i>Version of EIEP</i>	Num 3.1	M	Version of EIEP protocol that is being used for this file.
<i>Sender</i>	Char 20	M	Name of sending party. Participant identifier to be used if the sender is a participant.
<i>Sent on behalf of identifier</i>	Char 4	M	Identifier of party on whose behalf data is provided. Participant identifier to be used if the party is a participant
<i>Recipient participant identifier</i>	Char 4	M	Identifier of recipient. Participant identifier to be used if recipient is a participant.

Event data	Format	Field Services Provider to Trader: Mandatory/Optional/Conditional	Validation rules
<i>Received on behalf of identifier</i>	Char 4	M	Identifier of party on whose behalf status update or closure is received. Participant identifier to be used if a participant.
<i>Service request number</i>	Char 15	M	Service Request (SR) number. Unique to a service request and sender.
<i>Recipient job ID</i>	Char 15	M	Can be used as recipient job number (if different from sender job ID)
<i>Job type code</i>	Char 5	M	As agreed between the parties or as per the table of job type codes following this EIEP.
<i>ICP identifier</i>	Char 15	M	ICP identifier means a unique identifier for an ICP created by a distributor in accordance with clause 1 of Schedule 11.1
<i>Contractor zone</i>	Char 50	C	As per contractor information
<i>Job status code</i>	Char 10	M	As agreed between the parties or as per table of job status codes following this EIEP
<i>Additional information job closure code</i>	Char 2	O	Additional information job closure code (non-itemised) if job accepted; or reject reason code if job rejected. As per table of additional information job closure codes (non-itemised) and table of reject reason codes following this EIEP. Mandatory if responding with non-itemised job closure code option
<i>Job Closure (Equipment)</i>	Char 50	C	As per table of job closure: full text descriptions following this EIEP. Mandatory if responding with full text job closure option.
<i>Job Closure (what faulted)</i>	Char 50	C	As per table of job closure: full text descriptions following this EIEP. Mandatory if responding with full text job closure option
<i>Job Closure (issue)</i>	Char 50	C	As per table of job closure: full text descriptions following this EIEP. Mandatory if responding with full text job closure option.

Event data	Format	Field Services Provider to Trader: Mandatory/Optional/Conditional	Validation rules
<i>Job Closure (remedy)</i>	Char 50	C	As per table of job closure: full text descriptions following this EIEP. Mandatory if responding with full text job closure option
<i>Status Date</i>	DD/MM/YYYY	M	The date from when new status applied.
<i>Status Time</i>	HH:MM:SS	M	The time from when new status applied.
<i>Metering installation certificate number</i>	Char 15	C	Certificate of compliance number, Mandatory if livening notice
<i>Metering installation certification expiry date</i>	DD/MM/YYYY	C	Metering installation certification expiry date.
<i>Meter location description</i>	Char 50	C	Full text description
<i>Network fuse size</i>	Num 4	C	Size of fuse in Amps if known
<i>Phase</i>	Num 1	C	Number of phases supplying the property (1-3)
<i>Additional information</i>	Char 75	C	Free text field for comments.
<i>Spare</i>			Null
<i>Power on flag</i>	Char 1	M	'Y' or 'N'
<i>Main switch on</i>	Char 1	M	'Y' or 'N'
<i>Disconnection location/method</i>	Char 4	C	Applies to disconnection jobs only. POL = Pole, PIL = Pillar Box, MET = Meter Board
<i>No. of detail records</i>	Num 8	M	Number of detail records (0 to 99)

Meter detail

Event data	Format	Field Services Provider to Trader: Mandatory/Optional/Conditional	Validation rules
<i>Detail record type</i>	Char 3	C	DET – indicates the row is a detail record.

Event data	Format	Field Services Provider to Trader: Mandatory/Optional/Conditional	Validation rules
<i>Metering component type</i>	Char 1	C	M = meter, L = load control device/register (includes contactor) C = CT, V = VT, D = Data storage device.
<i>Service request number</i>	Char 15	C	Service Request (SR) number. Unique to a service request and sender.
<i>Equipment owner</i>	Char 4	C	Participant identifier assigned to the equipment owner
<i>Equipment manufacturer</i>	Char 30	C	Equipment manufacturer – if available
<i>Equipment model</i>	Char 30	C	Model number – if available
<i>Metering component serial number</i>	Char 25	C	Actual serial number of the device. Where integral to the meter, will be the same as the meter serial number.
<i>Channel number</i>	Num 3	C	A sequential number that identifies each data channel within the metering component
<i>Retail price code</i>	Char 6	C	Retail price code to be applied by the retailer
<i>Ratio compensation</i>	Char 6	C	Multiplier to be applied to channel consumption.
<i>Number of dials</i>	Num 2	C	Number of dials/digits on a meter's channels.
<i>Reading</i>	Char 10	C	Reading for the channel
<i>Meter or load control device status code</i>	Char 3	C	As per table of meter or load control device status codes following this EIEP
<i>Energy flow direction</i>	Char 1	C	An identifier of whether the channel records the import (injection from the ICP into the Network) ("I"), or the export (extraction from the Network to the ICP) ("X")

Meter channel detail

Event data	Format	Field Services Provider to Trader: Mandatory/Optional/Conditional	Validation rules
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Event data	Format	Field Services Provider to Trader: Mandatory/Optional/Conditional	Validation rules
<i>Detail record type</i>	Char 3	C	DET – indicates the row is a detail record.
<i>Service request number</i>	Char 15	C	Service Request (SR) number. Unique to a service request and sender.
<i>Metering component serial number</i>	Char 25	C	Actual serial number of the device. Where integral to the meter, will be the same as the meter serial number
<i>Channel number</i>	Num2	C	Must be a unique number within the metering component assigned by the MEP.
<i>Register content code</i>	Char 6	C	A code that identifies the type of information being recorded by the channel, selected from a list in the registry.
<i>Period of availability</i>	Num 2.1	C	Minimum number of hours within a day that supply is available (or controlled part is available for an inclusive channel), Must be <=24.
<i>Price component code applied</i>	Char 25	C	The specific network price component code for the price category and meter register content code. Can be Null.

Load control device detail

Event data	Format	Service Provider to Trader: Mandatory/Optional/Conditional	Validation rules
<i>Detail record type</i>	Char 3	C	DET – indicates the row is a detail record.
<i>Metering component type</i>	Char 1	C	L = Load Control device
<i>Service request number</i>	Char 15	M	Service Request (SR) number. Unique to a service request and sender.
<i>Load control device number</i>	Char 15	C	Serial number for the load control device installed.
<i>Metering component serial number</i>	Char 25	C	Actual serial number of the load control device.
<i>Load control device channel code</i>	Char 10	C	Load control device channel code that identifies the channel that the relay will respond to.

Protocol specifications

Protocol specifications
<p>1. The information is to be provided as a comma delimited text file. Commas are therefore prohibited within fields. For customer names that require separation a tilde character (~) should be used. This is the only provision for the use of a tilde character.</p> <p>2. Each formatted file will consist of one or more records, with each record being a single line of text as defined in the business rules. Records are to be delimited with one of the following:</p> <ul style="list-style-type: none"> (d) a carriage return character and a line feed character combination (ASCII characters 13 and 10) commonly used in Windows based programs, or (e) a line feed character (ASCII character 10) commonly used in Unix based programs, or (f) a carriage return character (ASCII character 13) commonly used in Mac based programs. <p>3. Data fields within files are defined using the attributes in the table following these specifications.</p> <p>4. Matching of file names, code list values, etc, are to be case insensitive.</p> <p>5. Each data file will contain only one header but can contain one or many detail records.</p> <p>6. The first record of a file contains 'Header' information followed by zero or more detail lines.</p> <p>7. The following file naming convention applies:</p> <p>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.</p> <p>e.g. TRUS_E_UNET_SVREQST_200007_20000802_321916.TXT [Char4_Char1_Char4_ Char5_yyyymm_yyyymmdd_srnumber.TXT]</p>

8. Table of codes used in EIEPs 6A and 6B

Table 1 List of attributes to define data fields used in EIEPs 6A and 6B.

Logical format	Data type	Rules	Example
INT (n)	Integer	<p>ASCII representation of an integer number (ie no decimals), no leading zeros, no spaces, a leading "-" if negative (no sign if positive), with 1 to n digits.</p> <p>Numbers only: ASCII characters 48 to 57, and 45 where applicable.</p>	<p>INT (4)</p> <p>12</p> <p>-1234</p>

Logical format	Data type	Rules	Example
NUM (n.d)	Decimal	<p>ASCII representation of a decimal number (ie a rational number), no spaces, a leading "-" if negative (no sign if positive), with up n digits including up to (n minus d) digits to the left of the decimal place, and up to d digits to the right of the decimal place.</p> <p>For integers, the decimal point is not required.</p> <p>A decimal point on its own must not be used to represent zero (use "0")</p> <p>Trailing zeros are optional.</p> <p>No leading zeros other than when the number starts with "0."</p> <p>Numbers only: ASCII characters 48 to 57, and 45/46 where applicable.</p>	<p>NUM (6.2)</p> <p>123.45</p> <p>1234.0</p> <p>-12.32</p> <p>NUM (6.3)</p> <p>-0.123</p> <p>23.987</p> <p>987.000</p> <p>8</p>
CHAR (n)	Text	<p>Up to n characters (ASCII characters 32 to 43 and 45 to 126 only).</p> <p>As commas (ASCII character 44) are used as field separators, they must not be used within the field data (it is recommended that any commas found in source data be changed to a semi-colon (ASCII character 59) when files are created.</p> <p>Where customer names require separation, a tilde character (~) should be used.</p> <p>Fields must not contain any leading or trailing spaces.</p>	The quick brown fox
DATE	Date	<p>ASCII format with: Year represented as:</p> <ul style="list-style-type: none"> — YYYY for century and year <p>Month represented as:</p> <ul style="list-style-type: none"> — MM to display leading zero <p>Day represented as</p> <ul style="list-style-type: none"> — DD to display leading zero <p>ASCII format for any separators used</p>	<p>YYYYMMDD e.g.</p> <p>20050216</p> <p>DD/MM/YYYY e.g.</p> <p>16/02/2005</p>
TIME	Time	<p>ASCII in 24 hour format</p> <p>Hour represented as HH with leading zeros</p> <p>Minutes represented as MM with leading zeros</p> <p>Seconds represented as SS with leading zeros</p> <p>ASCII format for any separators used</p> <p>Note: both NZST and NZDT will be used and will be indicated as necessary</p>	<p>HH:MM:SS e.g.</p> <p>13:15:01</p> <p>HH:MM</p> <p>e.g. 13:15</p>
DATETIME	Date/Time	ASCII format with same rules as both Date and Time Data Types	<p>YYYYMMDDHHMMSS</p> <p>e.g. 20050216131501</p>
NULL	Null	Field contains no data	

Table 2 ASCII character set for use within fields of EIEPs 6A and 6B.

Character	ASCII	Character	ASCII	Character	ASCII
32	Space	64	@	97	a
33	!	65	A	98	b
34	"	66	B	99	c
35	#	67	C	100	d
36	\$	68	D	101	e
37	%	69	E	102	f
38	&	70	F	103	g
39	'	71	G	104	h
40	(72	H	105	i
41)	73	I	106	j
42	*	74	J	107	k
43	+	75	K	108	l
		76	L	109	m
45	-	77	M	110	n
46	.	78	N	111	o
		79	O	112	p
47	/	80	P	113	q
48	0	81	Q	114	r
49	1	82	R	115	s
50	2	83	S	116	t
51	3	84	T	117	u
52	4	85	U	118	v
53	5	86	V	119	w
54	6	87	W	120	x
55	7	88	X	121	y
56	8	89	Y	122	z
57	9	90	Z	123	{
58	:	91	[124	
59	;	92	\	125	}
60	<	93]	126	~
61	=	94	^		
62	>	95	_		

Character	ASCII	Character	ASCII	Character	ASCII
63	?	96	,		

Tables 3 to 10 Job related status update and closure codes.

It is acknowledged that there are many job related codes utilised within the industry for the same type of job. It is not intended that this is an exhaustive list of the job type codes, job status codes or additional information codes required. The parties will need to agree which codes they will utilise, and ideally map their existing codes to the codes below where a description matches but the code does not. 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 3 Job type codes

Job type codes	Description
CCL	Cancel service request previously communicated in an Initiation file (use the original service request number and change the job type code).
CRD	Customer Request Disconnected for Safety
DEM	Demolition – Remove Meters
DIM	Disconnection - Remove Meters
DIP	Disconnection - Building Removal
DIS	Disconnection - Safety
DIT	Disco/Recon after 20 minutes
EMG	Emergency
FPN	Flickering Power
FOL	Follow Up (Disconnection - Vacant)
HTP	Hit pole/plinth or cable
HZT	Hazardous Tree
ICF	Internal Customer Fault
LDO	Line Down
LDR	Line Drop
LOC	Cable location
LVT	Low Voltage
MAP	Mapping Request
MTC	Meter Change

Job type codes	Description
MTF	Meter Reading Final
MTR	Meter Reading
NHW	No Hot Water
NMB	Noisy Meter Board
NPN	No Power
OTH	Other Customer / Customer Request
OTN	Other Network Problem
OTR	Other Trader Request
POE	Point of Entry
PPN	Part Power
REC	Reconnection
REL	Load control device Change / Repair
RTT	Routine Tree
SLT	Streetlight
SMN	Service Mains
TCH	Network Price Component (previously Tariff) Change
TPD	Third Party Damage
UGT	Urgent Tree
VOL	Voltage Issue
WNC	Work For Network Control

Table 4 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

Job status codes	Description
SW	Second response WIP (work in progress)
RS	Restored service
CM	Completed with closure codes
CN	Cancelled (with reason)

Table 5A Meter or load control device status codes

Meter or load control device status codes	
REM	Removed
INS	Installed
LR	Left Running
DAM	Damaged

Table 5 Additional information job closure codes (non-itemised)

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

Table 6 Reject reason job closure codes

Reject reason codes	Description
R1	Insufficient address details supplied
R2	Insufficient other details
R3	Duplicate SR number from trader
R4	Duplicate SR details from trader

Reject reason codes	Description
R5	SR is part of Area (feeder) Outage

Table 7 Itemised network job closure codes(a) **Job:**

Code	Description
HV	High Voltage
LV	Low Voltage

(b) **Charge to:**

Code	Description
A	Network Overhead
B	Network Underground
C	Customer Installation
D	Trader Request

Table 8 Itemised asset/equipment description job closure codes

Asset/equipment code	Description
A	Internal Fault
B	LV Box (Gyro, Pillar, Pod)
C	Underground Cable
D	Temporary Safety Disconnect Customer Request
E	Temporary Safety Reconnect Customer Request
F	Network Fuse
G	Trader Issue
H	Fuse Holder / Base / Cutout
I	Insulator
J	Jumper Cable
K	
L	Network Line
M	Overhead Service Line

Asset/equipment code	Description
N	No Action
O	Neutral Cable
P	Pole
Q	Close Proximity Permit
R	Load control device
S	Streetlight
T	Transformer
U	
V	
W	
X	Cross arm
Y	
Z	Line Down

Table 9 Itemised reason/action job closure codes

Reason/action code	Description
A	Animal
B	Bird Strike
C	Polly loggers Requested
D	Device Deteriorated Aged
E	Emergency
F	Fire Service Call
G	Chargeable
H	Hit by Third Party
I	Non-Network, No Action
J	Junction Street Control Room
K	Third Party Damage
L	Lightning

Reason/action code	Description
M	Motor Vehicle
N	Non-Network Fault
O	Overload
P	Poor Workmanship
Q	Customer Meter Board Fault
R	Error
S	Complete
T	Trees
U	Unknown
V	Vandalism
W	Weather
X	Customer Upgrade Required
Y	Network Upgrade Required
Z	

An example of how these codes would be reported back is: HV,D,L,L.

Table 10 Job closure: full text descriptions

Equipment	What faulted	Issue	Remedy
Network Overhead HV	Address Not Found Conductor Connection Cross Arm DDO HT Fuse Loom No Fault Found Pin Insulator Pole Strain Insulator Switch / Recloser Transformer Zone Substation	Animal Cause Not Apparent Device Aging Lightning Line Clash Maintenance Outstanding Motor Vehicle Damage Overload Poor Workmanship Protection Settings Third Party Damage Tree Contact Vandalism Weather	Generator Installed Made Safe Maintenance Required No Action Required Repaired Replaced Like for Like Temporarily Repaired Trees Trimmed Treescape Required
Equipment	What faulted	Issue	Remedy
Network Overhead LV	Address Not Found Cross Arm Cut-out (Fuse Carrier) Insulator Jumper Knife Link Loom LT Fuse Neutral Conductor Neutral Jumper Neutral Connection No Fault Found Phase Conductor Phase Connection Phase Jumper Pole Service Fuse Tramway (Fuse Carrier) Transformer	Animal Cause Not Apparent Device Aging Lightning Line Clash Maintenance Outstanding Motor Vehicle Damage Overload Poor Workmanship Third Party Damage Tree Contact Vandalism Weather	Generator Installed Install RVM Made Safe Maintenance Required No Action Required Repaired Replaced Like for Like Temporarily Repaired Trees Trimmed Treescape Required
Equipment	What faulted	Issue	Remedy
Network Underground HV	Address Not Found Cable Connection HT Fuse Loom No Fault Found Plinth / Pillar / Pit	Animal Cause Not Apparent Device Aging Lightning Maintenance Outstanding Motor Vehicle Damage Overload Poor Workmanship	Generator Installed Made Safe Maintenance Required No Action Required Remove Vegetation Repaired Replaced Like for Like Temporarily Repaired

Equipment	What faulted	Issue	Remedy
	Switch Transformer	Third Party Damage Tree Roots Vandalism Weather	
Equipment	What faulted	Issue	Remedy
Network Underground LV	Address Not Found Fuse Carrier Loom LT Fuse Neutral Cable Neutral Connection No Fault Found Plinth / Pillar / Pit Phase Cable Phase Connection Service Fuse Transformer Zone Substation	Animal Cause Not Apparent Device Aging Lightning Maintenance Outstanding Motor Vehicle Damage Overload Poor Workmanship Protection Settings Third Party Damage Tree Roots Vandalism Weather	Generator Installed Install RVM Made Safe Maintenance Required No Action Required Remove Vegetation Repaired Replaced Like for Like Temporarily Repaired
Equipment	What faulted	Issue	Remedy
Network Hot Water Overhead	Address Not Found Conductor Connection Failed Signal Insulator Jumper Line Fuse Network Load control device No Fault Found Service Fuse	Animal Cause Not Apparent Device Aging Lightning Line Clash Maintenance Outstanding Motor Vehicle Damage Overload Poor Workmanship Third Party Damage Tree Contact Vandalism Weather	Made Safe Maintenance Required No Action Required Repaired Replaced Like for Like Temporarily Repaired Trees Trimmed Treescape Required
Equipment	What faulted	Issue	Remedy
Network Hot Water Underground	Address Not Found Cable Connection Line Fuse Network Load control device No Fault Found Plinth / Pillar / Pit Service Fuse	Animal Cause Not Apparent Device Aging Lightning Maintenance Outstanding Motor Vehicle Damage Overload Poor Workmanship Third Party Damage Tree Roots	Made Safe Maintenance Required No Action Required Remove Vegetation Repaired Replaced Like for Like Temporarily Repaired

Equipment	What faulted	Issue	Remedy
		Vandalism Weather	
Equipment	What faulted	Issue	Remedy
Customer Hot Water	Address Not Found Element Hot Water Switch Internal Fuse / Circuit Breaker No Access to Property No Fault Found Plumbing Point of Entry Trader Meter Trader Load control device (IPR) Trader Load control device (Zellweger)	Cause Not Apparent Device Aging Lightning Maintenance Outstanding Overload Poor Workmanship	Left Calling Card No Action Required Referred Back to Customer Referred Back to Trader Load control device Bridged Load control device Reset Replaced Like for Like Testing Completed
Equipment	What faulted	Issue	Remedy
Streetlight Overhead	Address Not Found Conductor Connection Insulator Jumper Line Fuse Network Load control device No Fault Found Photo Cell Streetlight Head	Animal Cause Not Apparent Device Aging Lightning Line Clash Maintenance Outstanding Motor Vehicle Damage Overload Poor Workmanship Third Party Damage Tree Contact Vandalism Weather	Made Safe Maintenance Required No Action Required Referred Back to Asset Owner Repaired Replaced Like for Like Temporarily Repaired Trees Trimmed Treescape Required
Equipment	What faulted	Issue	Remedy
Streetlight Underground	Address Not Found Cable Connection Line Fuse Network Load control device No Fault Found Photo Cell Plinth / Pillar / Pit Service Fuse	Animal Cause Not Apparent Device Aging Lightning Maintenance Outstanding Motor Vehicle Damage Overload Poor Workmanship Third Party Damage Tree Roots Vandalism Weather	Made Safe Maintenance Required No Action Required Referred Back to Asset Owner Remove Vegetation Repaired Replaced Like for Like Temporarily Repaired

Equipment	What faulted	Issue	Remedy
Disconnection / Reconnection	Customer Not on Site Customer Safety No Access to Property Trader Disco / Reco	N/A	Left Calling Card Removed Fuse Replaced Fuse
Equipment	What faulted	Issue	Remedy
Customer Fault	Address Not Found Internal Wiring / Fuses Main Switch No Access to Property No Fault Found Point of Entry Trader Equipment Service Cable Service Conductor	Animal Cause Not Apparent Device Aging Lightning Line Clash Maintenance Outstanding Motor Vehicle Damage Overload Poor Workmanship Third Party Damage Tree Contact Tree Roots Vandalism Weather	Customer Informed Customer Signed Up Generator Installed Left Calling Card No Action Required Made Safe - Customer Advised Repaired Replaced Like for Like Temporarily Repaired
Equipment	What faulted	Issue	Remedy
Customer Request	Address Not Found Check for Safety Close Approach Permit Customer Not on Site Line Drop No Access to Property Standover Voltage Check	N/A	Completed Standover Dropped Lines Install RVM Left Calling Card Made Safe - Customer Advised Made Safe - Maintenance Advised Permit Issued
Equipment	What faulted	Issue	Remedy
Telecom Asset Fault	N/A	N/A	Customer Informed Left Calling Card
Equipment	What faulted	Issue	Remedy
Saturn Asset Fault	N/A	N/A	Customer Informed Left Calling card
Equipment	What faulted	Issue	Remedy
Network Control Switching	N/A	N/A	Switching Cancelled