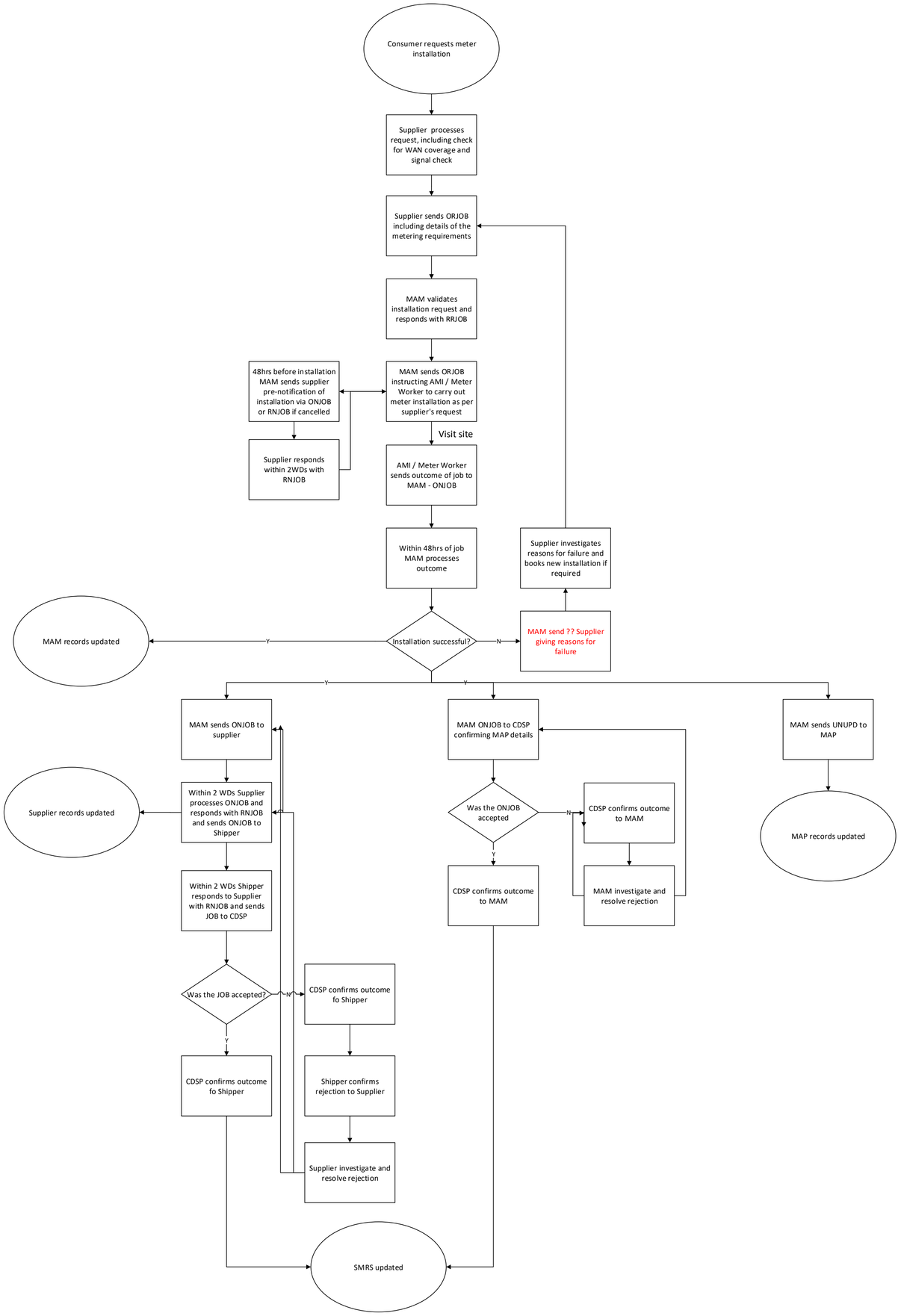
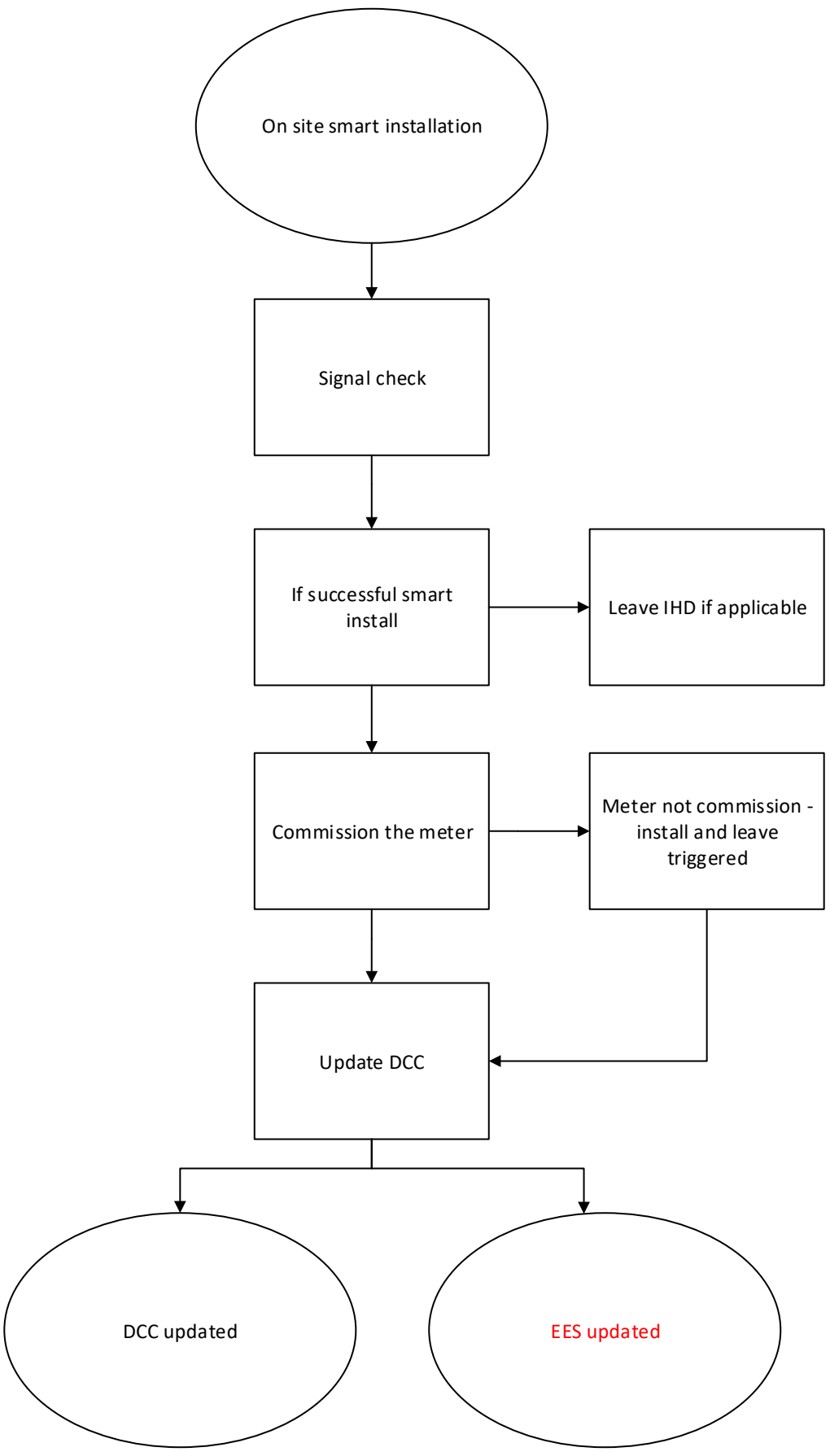

Consumer requests meter installation
Supplier processes request, including check for WAN coverage and signal check
Supplier sends ORJOB including details of the metering requirements
MAM validates installation request and responds with RRJOB
MAM sends ORJOB instructing AMI / Meter Worker to carry out meter installation as per supplier's request
48hrs before installation MAM sends supplier pre-notification of installation via ONJOB or RNJOB if cancelled
Supplier responds within 2WDs with RNJOB
Visit site
AMI / Meter Worker sends outcome of job to MAM - ONJOB
Within 48hrs of job MAM processes outcome
Supplier investigates reasons for failure and books new installation if required
MAM records updated
Installation successful?
Y
N
MAM send ?? Supplier giving reasons for failure
Y
Y
MAM sends ONJOB to supplier
MAM ONJOB to CDSP confirming MAP details
MAM sends UNUPD to MAP
Supplier records updated
Within 2 WDs Supplier processes ONJOB and responds with RNJOB and sends ONJOB to Shipper
Was the ONJOB accepted
N
CDSP confirms outcome to MAM
MAP records updated
Y
CDSP confirms outcome to MAM
MAM investigate and resolve rejection
Within 2 WDs Shipper responds to Supplier with RNJOB and sends JOB to CDSP
Was the JOB accepted?
N
CDSP confirms outcome fo Shipper
Y
CDSP confirms outcome fo Shipper
Shipper confirms rejection to Supplier
Supplier investigate and resolve rejection
SMRS updated


On site smart installation
Signal check
If successful smart install
Leave IHD if applicable
Commission the meter
Meter not commission - install and leave triggered
Update DCC
DCC updated
EES updated