



# **REX: An External Guide for Retailers**

Version 1.4

Effective 1 December 2023

**SA Power Networks**

[www.sapowernetworks.com.au](http://www.sapowernetworks.com.au)

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## General Overview

The REX Portal enables users to create, monitor and manage bookings for various kinds of low voltage electrical work. This guide is designed to introduce new users to REX and to act as a useful point of reference when using REX.

All Retailers operating in the South Australian jurisdiction can connect to the REX portal once they request access and have successfully been through the market participation registration process.

Retailer users can track and check the status of job requests and can validate the SEG (Small Embedded Generator) approval numbers for SEG metering, prior to coordinating a meter exchange.

## Terms and Definitions

The terms and definitions contained in this document:

Term	Definition
<b>B2B</b>	Business to Business Market Transaction
<b>Customer</b>	The entity that has engaged the REC to undertake work on their behalf
<b>Form A</b>	SA Power Network former paper application form
<b>Form B</b>	SA Power Networks former online application form
<b>NMI</b>	National Metering Identification Number
<b>PGE Licence</b>	Plumbers, Gas Fitters & Electricians Licence
<b>PV</b>	Photovoltaic
<b>REC</b>	Registered Electrical Contractor/Customer Agent
<b>Retailer</b>	The Financially Responsible Market Participant for a site
<b>REX</b>	Registered Electrical eXtranet
<b>REX ID</b>	The Allocated Job Number for a submitted application
<b>Scoping</b>	SA Power Networks formal assessment of an application
<b>SEG</b>	Small Embedded Generator
<b>User</b>	The registered end user of the REX application
<b>Webform</b>	The online webform located on the SA Power Networks Website
<b>.XML</b>	eXtensible Markup Language

## SA Power Networks amendments to this user guide

From time to time there will be a need to amend the content of this document based on changes to REX, the connections processes or various other reasons. Proposed amendments may be made to a section of the user guide that will not necessarily mean an update to the entire document.

New amendments to a section will not invalidate previous amendments to those sections not affected by the changes.



## Important Information

- REX allows only Registered Electrical Contractors (REC) to create REX requests for the following job types:
  - New Service Provision, Alteration of Service Provision and Extension/Modification.
- From 1 December 2017 paper Form A and Webform B will no longer be used. As a Retailer, your access to REX will mainly be on a 'Read Only' basis. You can search for and monitor jobs using the various search filters and will also have access to validate SEG approval numbers in REX for PV metering (please refer to the section on SEG/PV metering).

## Getting Started with REX

### Register for REX

If you are a new user to REX:

- Visit the SA Power Networks website at [sapowernetworks.com.au](http://sapowernetworks.com.au).
- Click on Industry → REX Portal. HINT: Save the REX-Home page in your favourites to save time navigating to the REX Portal in the future.
- Select '**Register**' and complete all information in the form as required (this will take approximately 5-10 minutes to complete).

### Create a New Password

Once you have registered to use REX, you will receive a Welcome Letter via email with your unique username.

The first time you access the REX Portal, you will be required to set your password. To do this, complete the following steps.

1. Visit the SA Power Networks website <https://www.sapowernetworks.com.au>.
2. Click on Industry → REX Portal;
3. Select 'Log in', click 'Forgot Password' and enter your username then click Submit;
4. You will receive an email with a recovery code. Enter this along with your new password, as per instructions provided with the recovery code.

Note: Usernames and passwords are case sensitive. Your new password must meet the Minimum Password Requirements as prompted on the change of password screen.

If you have difficulties logging into the REX Portal, please phone the SA Power Networks Customer Service team on 13 12 61 during business hours.

### Accepting Terms & Conditions

Once you have signed up as a REX user and logged in for the first time, the Terms & Conditions will be displayed. Read through them and select 'Yes' at the bottom of the screen if you agree.

**Note:** You cannot use the REX system unless you agree to the Terms and Conditions.



## Manage My Details

By clicking on the 'manage my details' tab, the REX user can update their postal address, email address or mobile phone number. It is the user's obligation to ensure their details are accurate and up to date.

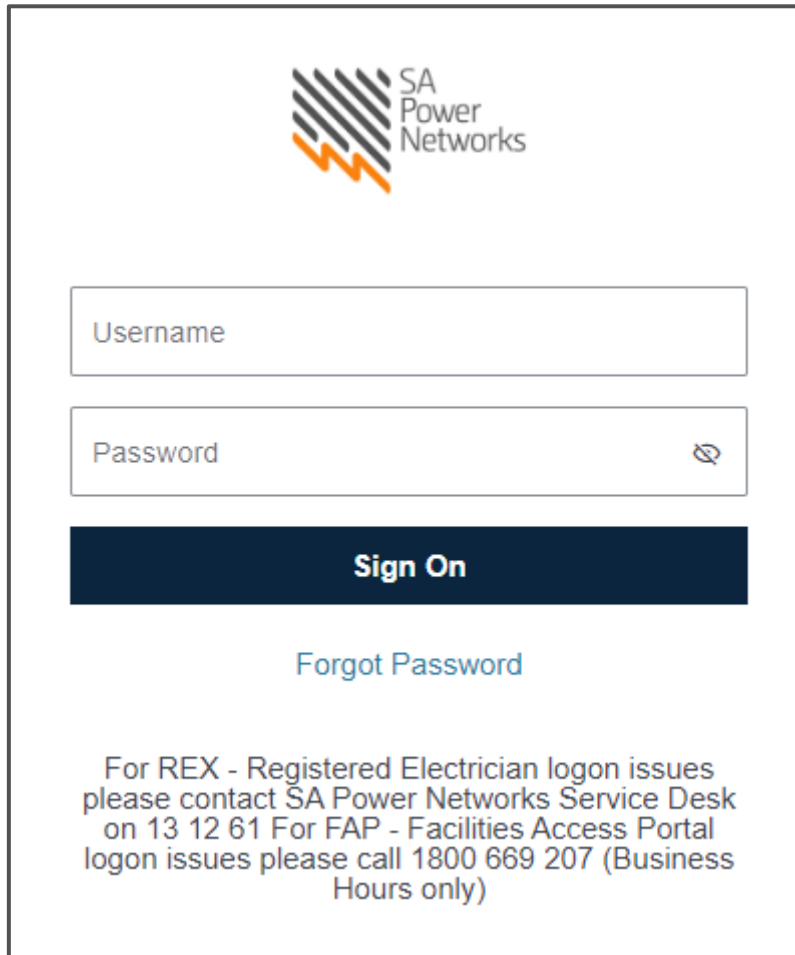
Email Address:	<input type="text" value="john.smith@email.com"/>
Mobile No:*	<input type="text" value="0411222333"/>
Home Phone:	<input type="text"/>


If the business name, license number, or user profile need to be changed, please contact the Customer Service team on 13 12 61.




## Logging in to REX

Visit the SA Power Networks website <https://www.sapowernetworks.com.au>. Click on Industry, REX Portal and select 'Log in'. The sign in screen below will be displayed. Sign in with your username and password.



 SA  
Power  
Networks

Username

Password 

**Sign On**

[Forgot Password](#)

For REX - Registered Electrician logon issues please contact SA Power Networks Service Desk on 13 12 61 For FAP - Facilities Access Portal logon issues please call 1800 669 207 (Business Hours only)



## Job Status Descriptions

The below table outlines the job statuses applicable to SA Power Networks REX jobs and their definition.

Status	Definition
SUBM	Job has submitted to SA Power Networks by an Electrician/Customer
SCRQ	Pre-scope, to be scoped by Desktop Scoper
FSRQ	Job Requires Field Scoping
HOLD	The job has been put on HOLD by SA Power Networks
PHLD	The job has been put on HOLD for a Project by SA Power Networks
RTOC	Ready to Construct (where infrastructure needs to be constructed to provide the service provision). This also signifies the completion of scoping
ANRQ	Scoping complete, awaiting allocation of NMI
RFAP	Job is ready for appointment and can be booked by the Electrician
APPT	Appointment booked
WCMP	Work Completed
CANC	Job cancelled, a new REX request is required

## Job Types & Booking Options

### Brief Explanation of Job Types

**New Service Provision:** A New Service Provision is a new installation that has not been previously connected to the Distribution Network. It requires a connection of service to the network and metering equipment to be installed.

**Alteration of Service Provision:** An Alteration of Service Provision is an existing installation that requires an upgrade/modification to the Service Provision and/or Metering Equipment.

**Abolishment:** An Abolishment is the permanent removal of a service provision and/or metering equipment at a property. This could be for a property being demolished or removal of a temporary building supply.

**Retailer Temporary Isolations:** Where a Retailer requires SA Power Networks to provide outage notification and/or temporary isolation to a single or multiple customer supply. This is generally required where a Meter Provider is conducting metering works and requires SA Power Networks to isolate supply for a temporary period.

**Important:** Please note that from 1 December 2017, REX users can no longer apply for Abolishment or PV Metering (existing installation). These must be applied for via the Retailer.





Request/Application Type	Booking Type Description	Booking Options
<b>New Service Provision</b>	<ul style="list-style-type: none"> <li>AD = Anytime Day</li> <li>AW = Anytime Week</li> <li>FD = Fixed/Forced*</li> </ul>	Can be booked as 'Anytime Week' or 'Anytime Day' – No locked time will be given
<b>Alteration of Service Provision</b>	<ul style="list-style-type: none"> <li>AM = Morning</li> <li>PM = Afternoon</li> <li>FD = Fixed/Forced*</li> </ul>	Can be booked as 'AM' or 'PM' appointment – Electrician will be notified of the time 4 working days prior.
<b>Extension Modification</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	No booking type applicable
<b>Abolishment</b>	<ul style="list-style-type: none"> <li>AD = Anytime Day</li> <li>AW = Anytime Week</li> <li>FD = Fixed/Forced*</li> </ul>	Can be booked as 'Anytime Week' or 'Anytime Day' – No locked time will be given
<b>Retailer Temporary Isolation</b>	<ul style="list-style-type: none"> <li>AM = Morning</li> <li>PM = Afternoon</li> <li>FD = Fixed/Forced*</li> </ul>	Can be booked as 'AM' or 'PM' appointment – Electrician will be notified of the time 4 working days prior.

\*In some scenario's SA Power Networks may need to force a job into the schedule, in these cases the booking type will display as 'FD'



## Submitting a New Request – Nominated Retailer

### Create REX Request

Registered Electrical Contractor users can create New Service Provision and Alteration of Service Provision applications in REX. As part of their application, they will nominate their preferred or current Retailer. The nominated Retailer, once the application has been submitted, will then gain visibility of the application information in REX.

Create REX Request

---

[New Request](#)

---

Please select a Request Type:

New Service Provision

Alteration of Service Provision

Extension/Modification (Enquiry)

**Note: Fees may apply for connection work requested**

Refer to the **Negotiated Framework** section on the SA Power Networks website at [www.sapowernetworks.com.au](http://www.sapowernetworks.com.au)

The below is displayed as part of the application and will list all available Retailers in the dropdown menu.

Rural  Commercial  Industrial  Domestic

Nominated Retailer:

## REX Creation Email

In addition to the ability to view the application information in REX, the nominated Retailer will also receive an email upon creation notifying them of the REX ID and application type. Below is an example of the emails for each application type.

**Email title: "REX 2XXXXXX has been created"**

### New Service Provision

Dear Retailer,

SA Power Networks has received the above application for New Service Provision where you are the nominated/current Retailer.

Please use the information available within REX to make contact with the REC/Customer to facilitate the required metering.

Please logon to [REX](#) to view the application.

Regards

SA Power Networks

### Alteration of Service Provision

Dear Retailer,

SA Power Networks has received the above application for Alteration of Service Provision where you are the nominated/current Retailer.

Please use the information available within REX to make contact with the REC/Customer to facilitate the required metering.

Please logon to [REX](#) to view the application.

Regards

SA Power Networks



## Manage REX Request

For New Service Provision applications, once the application is submitted, the REC (or SA Power Networks on request of the REC or customer) can change the nominated Retailer in REX. However, if a B2B Service Order has been received and accepted by SA Power Networks, the REX nominated Retailer cannot be changed.

If the nominated Retailer is changed, the initially nominated Retailer will lose visibility of the application in REX and the newly nominated Retailer will gain access to view the application. No notification will be given to either party to inform them that the nominated Retailer has changed. The below table outlines in which status the nominated Retailer can be changed by a REC (or by SA Power Networks on request of the REC or Customer).

<b>New Service Provision</b>	
<b>User Status</b>	<b>Nominated Retailer can be changed</b>
<b>SCRQ</b>	Yes
<b>FSRQ</b>	Yes
<b>HOLD</b>	Yes
<b>PHLD</b>	Yes
<b>RTOC</b>	Yes
<b>ANRQ</b>	Yes
<b>RFAP</b>	No
<b>APPT</b>	No
<b>WCMP</b>	No
<b>CANC</b>	No



## Searching for jobs in REX

There are different methods to search for jobs in REX. The simplest way to bring up a request is to type in the REX ID number, which is created when the job is submitted:

Manage REX Jobs

---

[Search](#)

---

Please enter your search criteria

---

REX Number:

NMI:  SEG Approval No.:

Request Type:

Job Status:

Activity Code:

Created Date From:   To:

Job Address:

Street Name:

Suburb:

Postcode:

Customer:

Customer Billing Name:

Electrician:

Licence No:

Electrician Business Name:

Retailer:

Retailer:

Include completed requests in search results:

The 'Find All My Jobs' button will retrieve all the jobs created by the REX user that are currently in the system. Please note, only jobs created within REX can be viewed through the REX logon portal. If the job was submitted by the Online Web form, it will not appear in REX. You can also search for completed requests by clicking the 'Include completed requests in search results' check box.



Alternatively, the job can be searched by NMI number, SEG approval number or the job address. Jobs can also be searched by request type and job status. For example, selecting 'New Service Provision' and 'Ready for Appointment' from the drop-down menus will bring up all New Service Provisions that are ready for appointment.

- The search filter can be changed to search on certain jobs. For example:
  - To search on all jobs at 'Ready for Appointment (RFAP)'; simply use the drop-down box next to 'Job status' for the different status types you can search on. This includes statuses such as 'Ready for Appointment (RFAP)', 'Field scoping required (FSRQ)' and 'Appointment booked (APPT)'.

## Manage REX Requests – Search Results & REX Detail Screens

### Search Results

After a successful search has been performed in REX, the search results will be displayed in a list view with high level application, service order and appointment information. Further detailed information about the application is available via the 'Details' button.

Details	REX Num	Request Description	No. Mtrd Conns	Status	Bkng Type	Booking Start Date	Customer	Site Address	Electrician	Created Date	CISOV NMI	Retailer SO Num
<a href="#">Details</a>	2173741	New Service Provision	1	SUBM			JOHN SMITH	1 SMITH ROAD ADELAIDE	BUSINESS NAME	27.11.2023		

### Key Column(s)

**No. Mtrd Conns (Number of Metered Connections)** – This column is only applicable to New Service Provision applications. This column displays the total number of metered connections the REC has applied for as part of their application. Where the number is greater than 1, this may indicate a multi-customer service provision. For all other application types, this column will display as '0'.

**Booking Type** – This column displays the previous or current appointment type selected by the REC when an appointment is made.

**Booking Start Date** – This column displays the date of attendance, with the exception of Anytime Week appointments where the Booking type is 'AW'. This column only shows the first possible day



of attendance in the selected week period. The booking schedule tab will provide further attendance information once the appointment has been confirmed.

### REX Request Details

The REX Request Details screen displays the application information completed by the REC and includes information such as the service type and service phase applied for, as well as contact information for the REC and Customer.

**Note:** The information displayed is only what has been requested by the REC. The final service and phasing options may change after submission.

### Installation Details

The Installation Details section displays the site address for the application, and also includes information such as the property type and customer quoting options.

The screenshot shows a web interface with a navigation bar at the top containing four tabs: 'REX Request Details' (active), 'Scoping Summary', 'Booking Schedule', and 'Allocated NMIs'. Below the navigation bar, the page title is 'REX Request Details'. There is a 'Print' button with a printer icon. The main section is titled 'Installation Details'. It contains a checkbox with the text: 'I do not want an expedited connection\* and request SA Power Networks to prepare and provide a formal offer for my review and acceptance before undertaking the requested works. I acknowledge that this request may delay my connection by up to 3 months.' Below this are four radio button options: 'Rural', 'Commercial' (selected), 'Industrial', and 'Domestic'. The 'Job Address:' section displays the following text: '1 SMITH ROAD' and 'ADELAIDE SA 5000'.



## Customer (Billing) Details

The Customer Details section displays customer information such as name, postal address and contact information (phone number(s) and/or email).

Customer (Billing) Details

Billing Name:\*  ABN:

Postal Address:

P.O. BOX 1  
ADELAIDE SA 5001

Home Phone: \*

Business Phone: \*

Mobile Phone: \*

Customer Email: \*

## Electrician Details

The Electrician Details section shows the responsible Registered Electrical Contractor who will be performing the electrical work on site and includes their license, business and personal contact information.

Electrician Details

Licence No.:\*  Business Name:\*  [+ Business](#)

Contact Person:

Surname:\*  Given Name:\*

Mobile:  Business Phone:

Email:

## Load Details

The Load Details displays electrical load information requested by the REC as part of their application.

Load Details

Provide Unmetered Supply?  Yes  No

Are there fixed appliances or loads of 2.5kW or greater?  Yes  No

Please do not make commitments for electrical equipment until SA Power Networks confirms the phases and voltage are available.

Max Demand of installation:\*  AMPS Per Phase  
(in accordance with Australian Standard AS/NZS 3000)





## Service

This section details the requested service type, service phase and number of metered connections the service provision will supply. If previous work has been performed by SA Power Networks, the REC can provide the previous job reference in this section.

Service

---

New or Altered Service required

Service Type:\*

Service Phase:\*  1  2  3

Is this a Temp Builder Supply?  Yes  No

Is this Service provision supplying more than 1 Metered Connection?  Yes  No

Number Connections:\*

Please note the importance of considering the number of metered connections and any landlord meters on the site

If SA Power Networks has done prior work to supply a connection point, please quote the Notification number provided by the NPO:

## Comments/Notes and Notification Options

These sections show application comments from the REC as well as their preferred contact preferences.

Comments / Notes

---

New build requesting underground power from street

Notification Options

---

How would you like to be notified when this job is ready to be booked?  Email  SMS  Both

Email address for notification:

Mobile phone number for SMS:

## Scoping Summary

The Scoping Summary tab shows critical SA Power Networks scoping information, such as the service type and phasing information. This is what SA Power Networks will be installing as part of the Service Provision. It is recommended users check this information as it may differ to the original application information seen in the Service section.



2173741 ---- New Service Provision---- Status: Appointment Booked

[← Back to Search](#)

[REX Request Details](#)
[Scoping Summary](#)
[Booking Schedule](#)
[Allocated NMs](#)

Scoping Information: 00002173741 - New Service Provision

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[Scheduling](#)
[Service](#)
[Instructions / Hazards](#)

New Service

---

Service

Phase: \*  1  2  3

Service Type:

Service Length (m):

Road Xing Cable Size:

Maximum Demand:

Service Location (100 chars) – this will be sent to electrician/customer

Pole / Service Info (200 chars)

### Booking Schedule Tab


The Booking Schedule tab displays current appointment information. When an appointment is made by the REC, the selected booking type and date will be displayed.


2173741 ---- New Service Provision---- Status: Appointment Booked

[← Back to Search](#)

[REX Request Details](#)
[Scoping Summary](#)
[Booking Schedule](#)
[Allocated NMs](#)

Booking Information

 This request has been booked as "ANYTIME WEEK" starting on Monday 22/01/2024

 The date and time is yet to be confirmed.



Booking confirmations will only occur four working days prior to the date of attendance. Prior to this, only the booking information will be shown and the booking confirmation will show 'The time is yet to be confirmed'.

### Appointment Reminders

Once a booking has been made and confirmed, SA Power Networks will provide an appointment reminder SMS and/or email to the REC based on the notification preferences and the contact information provided by the REC. If no is selected, then no reminder will be sent. Retailers who are opted-in to email notifications will still receive an appointment reminder. Please refer to the Retailer Messaging and Communications section to learn more about opt-in communications.

**All appointment reminders will be sent out four working days prior to the appointment date.**

**New Service Provision:** If booked as 'Anytime Week' or 'Anytime Day' – No locked time will be given, only a confirmation of the booking date.

**Alteration of Service Provision:** If booked as an 'AM' or 'PM' appointment – A confirmation of the booking date **and** locked time will be provided.

- If 'Anytime Week Appointment' is selected for a New Service Provision or Abolishment of Service Provision, a day will lock and be texted and/or emailed to the REX user or customer four working days prior to the appointment date. No time will be given, only a day.
- If 'Anytime Day Appointment' is selected for a New Service Provision or Abolishment of Service Provision, no time will be given in the notification, only a confirmation of the booking date.
- For Alteration of Service Provision, the booking options of *AM* or *PM* will lock for a particular time, which will be advised via the notification four working days out from the appointment date.



**Allocated NMI tab (New Service Provision Only)**

The Allocated NMIs tab displays the B2B Service Order information received and accepted by SA Power Networks for a New Service Provision job.

Retailers only have access to view their own Service Order information.

NMI Number	NMI Checksum	ISU Service Order	Retailer	Retailer SO Number	Addr String	CISOV NMI Alloc Dt	Meter Inst. Date	Meter Provider Desc
2001535561	2	190005452	AGL	AG: 5525	1 SMITH STREET ADELAIDE SA 5000	27.11.2023		ACUMEN METERING

**This tab also tracks the status of Allocated NMIs related to the New Service Provision application:**

- **NMIs Requested** – The number of metered connections requested by the REC on application.
- **NMIs Approved** - The number of metered connections SA Power Networks has approved to be provisioned.
- **NMIs Received** – The number of allocated NMIs received for the REX ID (the total number that can be received is determined by the number of NMIs approved by SA Power Networks).
- **NMIs Connected** – The number of allocated NMIs that have been energised and a meter install has been completed by an MP.

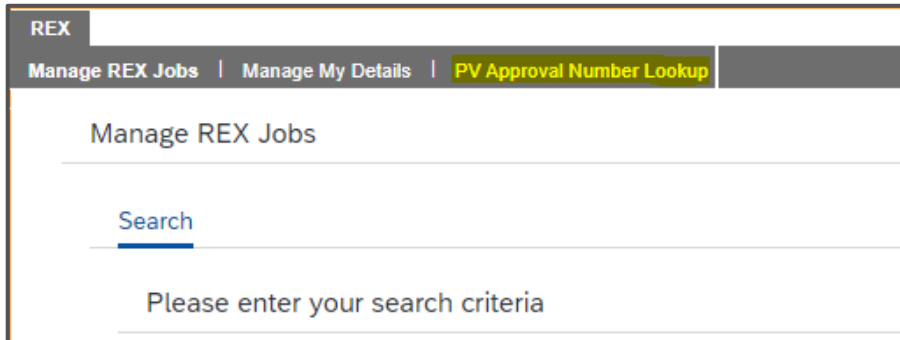


## SEG/PV Metering

Under Metering Contestability, SA Power Networks will no longer be responsible for the provision of metering equipment for SEG/PV installations. However, Retailers will be required to validate SEG approval numbers prior to coordinating a meter exchange.

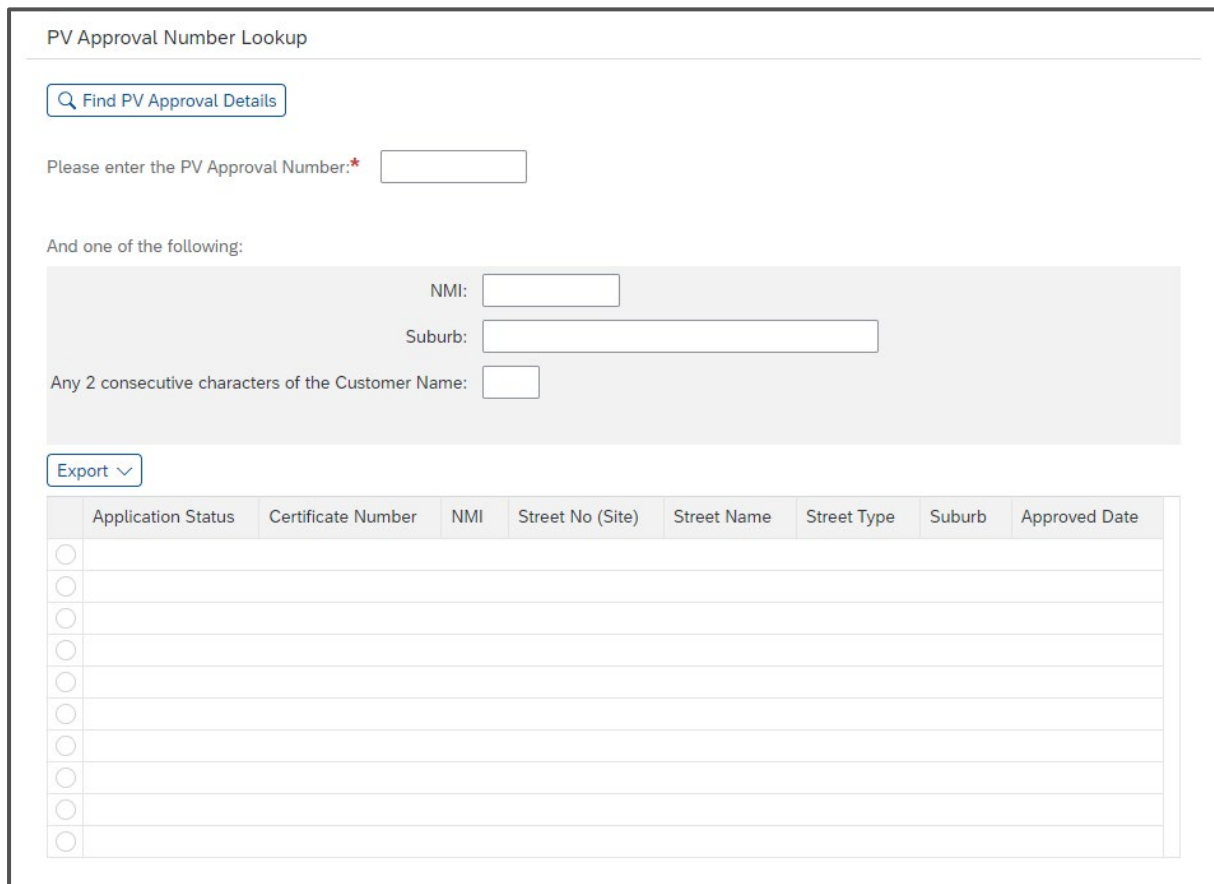
SA Power Networks will continue to provide the 'Approval Request' function via the 'Small Embedded Generator Request Form' on their website.

### Initial REX portal screen with tab highlighted



The screenshot shows the REX portal interface. At the top, there is a navigation bar with three tabs: 'Manage REX Jobs', 'Manage My Details', and 'PV Approval Number Lookup'. The 'PV Approval Number Lookup' tab is highlighted in yellow. Below the navigation bar, the main content area is titled 'Manage REX Jobs'. Underneath this title, there is a 'Search' button and a text input field with the placeholder text 'Please enter your search criteria'.

### Initial PV Lookup screen



The screenshot shows the 'PV Approval Number Lookup' screen. At the top, there is a search bar with a magnifying glass icon and the text 'Find PV Approval Details'. Below this, there is a text input field with the label 'Please enter the PV Approval Number: \*'. Underneath, there is a section titled 'And one of the following:' which contains three input fields: 'NMI:', 'Suburb:', and 'Any 2 consecutive characters of the Customer Name:'. Below these fields, there is an 'Export' button with a dropdown arrow. At the bottom, there is a table with the following columns: 'Application Status', 'Certificate Number', 'NMI', 'Street No (Site)', 'Street Name', 'Street Type', 'Suburb', and 'Approved Date'. The table contains several rows of data, each with a radio button in the 'Application Status' column.

Application Status	Certificate Number	NMI	Street No (Site)	Street Name	Street Type	Suburb	Approved Date
<input type="radio"/>							
<input type="radio"/>							
<input type="radio"/>							
<input type="radio"/>							
<input type="radio"/>							
<input type="radio"/>							
<input type="radio"/>							
<input type="radio"/>							
<input type="radio"/>							
<input type="radio"/>							



### Successful Validation (Approved)

All  1

The SEG approval number entered is Approved. Please ensure that approval matches the requested application details before any action is taken.

PV Approval Number Lookup

Please enter the PV Approval Number:\*

And one of the following:

NMI:

Suburb:

Any 2 consecutive characters of the Customer Name:

	Application Status	Certificate Number	NMI	Street No (Site)	Street Name	Street Type	Suburb	Approved Date
<input checked="" type="radio"/>	APPROVED	327232	20023409735	224	ALLAN RICE	ROAD	ASCOT PARK	14.11.2019
<input type="radio"/>								
<input type="radio"/>								
<input type="radio"/>								
<input type="radio"/>								
<input type="radio"/>								
<input type="radio"/>								
<input type="radio"/>								
<input type="radio"/>								

### Unsuccessful Validation (Not Valid)

All  1

The SEG approval number entered is either incorrect, pending investigation or no longer valid. Please double check the number or direct your enquiry to : seg@sapowernetworks.com.au

PV Approval Number Lookup

Please enter the PV Approval Number:\*

And one of the following:

NMI:

Suburb:

Any 2 consecutive characters of the Customer Name:

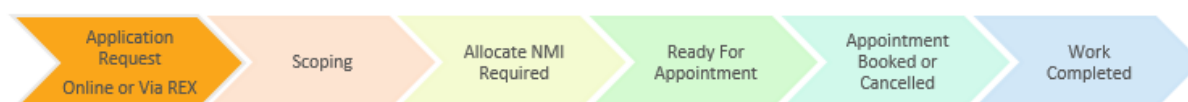
	Application Status	Certificate Number	NMI	Street No (Site)	Street Name	Street Type	Suburb	Approved Date
<input type="radio"/>								
<input type="radio"/>								
<input type="radio"/>								
<input type="radio"/>								
<input type="radio"/>								
<input type="radio"/>								
<input type="radio"/>								
<input type="radio"/>								
<input type="radio"/>								
<input type="radio"/>								

## Retailer Messaging & Communications

Retailer users have the option to opt-in or out of additional email notifications at key stages of New Service Provision and Alteration of Service Provision applications. SA Power Networks recommends Retailers opt-in to all key notification steps to ensure they have the most up to date information. Due to the variable nature of appointments and application statuses, Retailers should check the notification action in the REX application to ensure it has not changed after the notification has been sent out.

### Application Types & Lifecycles

- **New Service Provision**



- **Alteration of Service Provision**



### When an Allocate NMI is received

#### New Service Provisions



#### Single Site

For single site New Service Provision applications, once an Allocate NMI Service Order is received and accepted by SA Power Networks, the job status will then progress to Ready for Appointment (RFAP) and the opted-in Retailer will be advised. If an appointment is made by the REC prior to the notification going to the Retailer to advise the job is RFAP, the opted-in Retailer will instead receive notification that an appointment has been made.

#### Multi-Site

For New Service Provision applications for multiple metered connections, Allocate NMI services can be received at various stages of the application lifecycle between an appointment being made and the successful energisation of the requested work.

In the event an Allocate NMI is received and an action has occurred, the last action will be notified to the Allocate NMI retailer.

### Communication Timings and Frequency

Retailer communications are sent once per day at close of business with the exception of infrequent event-based communications such as a bushfire or storm event. These communications will be sent immediately where appointments are affected.



## Communication Format

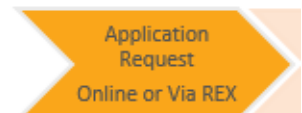
Emails from SA Power Networks to Retailers will be sent from a No-Reply email address with an .xml attachment. Do not respond to these emails as they are not monitored or actioned by SA Power Networks.


### Retailer Communication Content

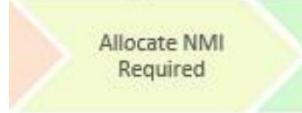
- **Email Text Format:** HTML
- **Email Title:** Contains the REX ID
- **Email Body:** Contains Application Type, NMI, NMI Checksum, Site address suburb
- **Email Attachment Format:** .XML


## Opt-in Communications

The below tables provide descriptions for each of the email notifications available to Retailers.

New Service Provision and Alteration of Service Provision		
Phase	Email Title	Description
	<ul style="list-style-type: none"> <li>• REX 2XXXXXX has been created</li> </ul>	Sent to the Nominated Retailer when a New Service Provision or Alteration of Service Provision application is submitted to SA Power Networks

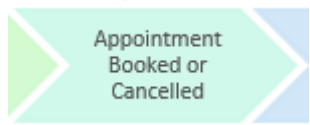
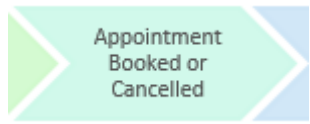

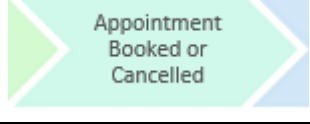



New Service Provision and Alteration of Service Provision		
Phase	Email Title	Description
	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	N/A


New Service Provision		
Phase	Email Title	Description
	<ul style="list-style-type: none"> <li>• REX 2XXXXXX Update CCNEW ANRQ has been Scoped</li> <li>• REX 2XXXXXX Update CCALT ANRQ has been Scoped</li> </ul>	SA Power Networks has completed scoping and an Allocate NMI Service Order can now be received from the Retailer

New Service Provision and Alteration of Service Provision		
Phase	Email Title	Description
	<ul style="list-style-type: none"> <li>• REX 2XXXXXX Update CCNEW RFAP</li> <li>• REX 2XXXXXX Update CCALT RFAP</li> </ul>	The job is ready for a booking to be made by the REC





<b>New Service Provision and Alteration of Service Provision</b>		
<b>Phase</b>	<b>Email Title</b>	<b>Description</b>
	<ul style="list-style-type: none"> <li>• REX 2XXXXXX Update CCNEW APPT has been Booked</li> <li>• REX 2XXXXXX Update CCALT APPT has been booked</li> </ul>	An appointment has been made. Appointment types include: Anytime Day, Anytime Week, AM, PM or Forced
	<ul style="list-style-type: none"> <li>• REX 2XXXXXX Update CCNEW APPT has been Re-Booked</li> <li>• REX 2XXXXXX Update CCALT APPT has been Re-booked</li> </ul>	A second or subsequent appointment has been made. Appointment types include: Anytime Day, Anytime Week, AM, PM or Forced
	<ul style="list-style-type: none"> <li>• REX 2XXXXXX Update CCNEW APPT Cancellation</li> <li>• REX 2XXXXXX Update CCALT APPT Cancellation</li> </ul>	An appointment has been cancelled
	<ul style="list-style-type: none"> <li>• REX 2XXXXXX Update CCNEW APPT Confirmation</li> <li>• REX 2XXXXXX Update CCALT APPT Confirmation</li> </ul>	Confirmation of an existing appointment. Sent 4 business days prior to scheduled date.
	<ul style="list-style-type: none"> <li>• REX 2XXXXXX Update CCNEW APPT Knockback</li> <li>• REX 2XXXXXX Update CCALT APPT Knockback</li> </ul>	An appointment could not be completed (Customer or SAPN Reason)
	<ul style="list-style-type: none"> <li>• REX 2XXXXXX Event CCNEW APPT Cancellation</li> <li>• REX 2XXXXXX Event CCALT APPT Cancellation</li> </ul>	An appointment has been cancelled due to an event. Event types include: Bushfire, Storm, Extreme Weather and Unforeseen Circumstances
	<ul style="list-style-type: none"> <li>• REX 2XXXXXX Event CCNEW APPT re-booked</li> <li>• REX 2XXXXXX Event CCALT APPT re-booked</li> </ul>	An appointment has been re-scheduled after an event

<b>New Service Provision</b>		
<b>Phase</b>	<b>Email Title</b>	<b>Description</b>
	<ul style="list-style-type: none"> <li>• Energisation NMI 2XXXXXXXXXX</li> </ul>	SA Power Networks has attended site and energised a New Service Provision

## Summary

- When a New Service Provision or Alteration of Service Provision application is submitted to SA Power Networks, the nominated Retailer will be notified by email and will have access to view application information in REX.
- For New Service Provision applications, Registered Electrical Contractors (or SA Power Networks on request of the REC or customer) can change the nominated Retailer prior to an Allocate NMI Service Order being received. No notification is given if the nominated Retailer is changed.
- Retailers will only have visibility of a REX job where they are the current/nominated retailer or have an accepted B2B Service Order.
- Retailers only have access to view their own B2B information.
- The search filter can be changed to search on certain jobs. For example:
  - To search on all jobs at 'Ready for Appointment RFAP', simply use the drop-down box next to 'Job status' for the different status types you can search on. This includes statuses such as 'Ready for booking RFAP', 'Field scoping required FSRQ' and 'Appointment booked APPT'.
  - Search results are displayed in a list view and will display high level application and service order appointment information.
  - The number of metered connections field is only applicable to New Service Provision applications. For all other job types, this field will display as '0'.
- Appointment dates are confirmed by SA Power Networks four working days prior to the booking date.

Appointment information available to Retailers in REX should be used as a guide. For detailed site attendance information, Retailers should contact the Registered Electrical Contractor responsible for the REX Request.

## Appendix

### Frequently Asked Questions

For general information, access to the REX Portal and answers to frequently asked questions, visit the SA Power Networks website at [www.sapowernetworks.com.au](http://www.sapowernetworks.com.au), click on Industry then select REX Portal.

### Contact Information

SA Power Networks REX Contact Details

**Customer Service: 13 12 61. (business hours only)**

**For assistance with:** Information on the jobs listed in REX, forgotten User ID or password, enquiries for newly created users, password resets or change of user details (business name, PGE license information), difficulty logging in and feedback regarding the REX system.



### **Retailer Messaging and Communications**

To change your preferences for any of the opt-in notifications, this can be requested via email to:

[RetailerRelations@sapowernetworks.com.au](mailto:RetailerRelations@sapowernetworks.com.au).

