



REX: An External Guide for Electrical Contractors

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SA Power Networks

www.sapowernetworks.com.au

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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.

Getting Started with REX

1. Register for REX

If you are a new user to REX:

- Visit the SA Power Networks website at 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).

2. 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.

3. Accept Terms and Conditions

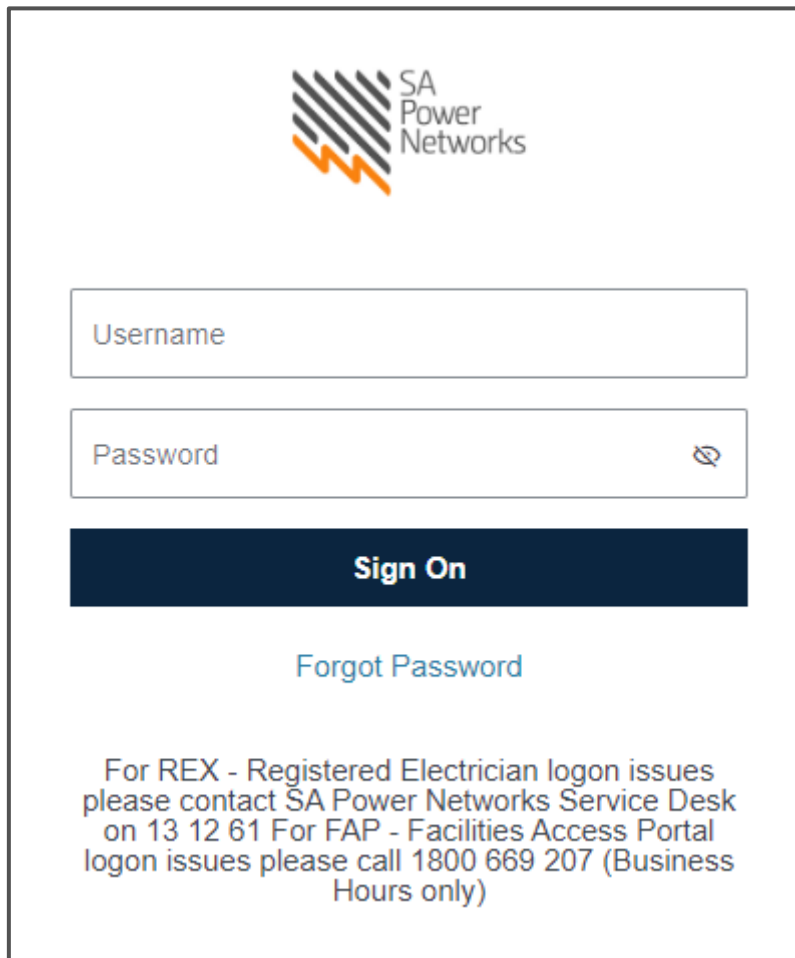
Once you have signed up as a REX user and logged in for the first time, the Terms & Conditions will be displayed. Read through the Terms & Conditions & select 'Yes' at the bottom of the screen if you agree. **Note:** You cannot use the REX Portal unless you agree to the Terms & Conditions.




Using REX


Logging into the REX Portal

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.





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)

MFA Authentication

Sign in with your username and password and complete Multi Factor Authentication (MFA) when prompted (you'll receive an SMS to your mobile phone with a unique 6-digit code - type this code into the box that appears on your screen and accept the terms of use):

 SA Power Networks

Enter the passcode you received to complete authentication.


Passcode

Text Message sent to:
*****60

[Resend passcode](#)

Sign On

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)

 SA Power Networks

Terms of use

By logging into SA Power Networks, you agree to read and to abide by the terms of the Technology Directive and the Surveillance Devices Directive, copies of which can be found on the Intranet.

Your use of this system is strictly monitored and by continuing to access this system you agree to act in accordance with these directives, other policies and legislation applicable to SA Power Networks.

Please note, depending on what you need to access, a second authentication method may be required.

I Accept

Continue

[I Don't Accept](#)

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)



Submitting a New Request

Select 'Create REX Request' to begin.

Select the Request type that is required:

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

[Help](#) [Continue >](#)

Complete all mandatory fields on each screen and then click 'Submit' to finalise your application. Once the request has been submitted, you will be issued with a REX Job Reference Number; please keep this number handy for future reference.

Important: Please note that once your application has been submitted, you cannot change any details of your application; for example, Site Address or Customer Name so please ensure the information provided is as accurate as possible. To change information such as the Site Address or Customer Name, please contact the Customer Service team on 13 12 61.

Create REX Request - Nominated Retailer

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

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

Rural Commercial Industrial Domestic

Nominated Retailer:



REX Creation Email - Nominated Retailer

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. For each email, the REX ID can be found in the 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 - Nominated Retailer

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 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 the initially nominated Retailer or the newly nominated retailer to advise them that the nominated Retailer has changed.



To change the nominated Retailer, locate the REX request and navigate to the 'REX Request Details' tab. If the nominated Retailer can be changed, the 'Change Retailer' button will be displayed.

The screenshot shows a form with four radio buttons: Rural, Commercial, Industrial, and Domestic. The 'Domestic' radio button is selected. Below the radio buttons, there is a label 'Nominated Retailer:' followed by a dropdown menu showing 'AGL' and a 'Change Retailer' button.

Clicking the 'Change Retailer' button enables the Retailer to be changed. When a new Retailer has been selected, click on 'Save Retailer' to complete the change.

The screenshot shows the same form as above, but the 'Save Retailer' button is now highlighted with a dashed border, indicating it is the next step in the process.

The below table outlines in which job status the nominated Retailer can be changed by a REC (or by SA Power Networks on request of the REC or customer).

New Service Provision	
Job Status	Nominated Retailer can be changed
SCRQ	Yes
FSRQ	Yes
HOLD	Yes
PHLD	Yes
RTOC	Yes
ANRQ	Yes
RFAP	No
APPT	No
WCMP	No
CANC	No

Brief Explanation of Job Types

New Service Provision: The provisioning of an electrical service at a new installation that has not been previously connected to the Distribution Network.

Alteration of Service Provision: A upgrade or modification to a service at an existing installation already connected to the Distribution Network.

Extension Modification: An application for a quote/enquiry for the extension or modification to a new connection, or an upgrade of an existing connection.

An Extension Modification can be applied for via the Online Web Form which can be accessed via the SA Power Networks website at <https://www.sapowernetworks.com.au/connections/request-a-quote/>



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

Formal Offer Request

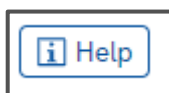
Formal Offer Request

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.

Formal Offer Request is an option within the Online Web application and the REX Portal. Check this box only if a customer elects to receive a formal offer for a connection service. Most connection work undertaken by SA Power Networks can usually follow a streamlined expedited process where customers require and agree to a Basic Connection Service.

Applicants should be aware that by checking this field the completion of a connection service could be delayed by up to 3 months and incur additional costs while a formal offer is being prepared and a Customer's acceptance is received.

For more assistance completing a new request, please click on the Help icon which is available on every screen of the REX Request.



Cancelling a job in REX

If a job is no longer required in REX, users will need to contact the Customer Service team on 13 12 61 to have the job cancelled. The job will display a status of CANC on the day of cancellation, however, it may take up to 48 hours for the cancelled job to be removed from REX.



Searching for jobs in REX

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

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:

Include completed requests in search results:

The 'Find All My Jobs' button will retrieve all the open 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 Portal. If the job was submitted via the Online Web Form, it will not display under the REX users account. 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 supplies that are ready for appointment. The REX user can then book all new supplies that are ready for appointment.

REX Number:	<input type="text"/>		
NMI:	<input type="text"/>	SEG Approval No.:	<input type="text"/>
Request Type:	New Service Provision ▼		
Job Status:	Ready For Booking ▼		
Activity Code:	<input type="text"/> ▼		
Created Date From:	<input type="text"/>	To:	<input type="text"/>

Tracking your request via REX

After the service details have been completed, the request is submitted to SA Power Networks, a job number is created and the job displays a status of SCRQ if it's a New Service Provision. For Alteration of Service Provision, the status will display initially as SUBM, then it will change to SCRQ. Once the job has been submitted, users cannot edit or delete the job, however, a copy of the job can be printed.

REX Request Details	Scoping Summary	Booking Schedule
REX Request Details		
 Print		

When the status of the job changes to SCRQ, the job has been raised by SA Power Networks processing centre and is being desktop scoped. Depending on the nature of the job, it can be set to RFAP status (within 10 business days) or sent to the field to be field scoped (which is indicated by the status FSRQ).

When the job appears as RFAP, it can be booked in.

Booking an appointment in REX

When a request in the status of RFAP, a booking can be made via the REX Portal by the external user. Different booking types are available for different types of jobs and these booking types can be selected from the drop-down menu shown below:

Request/Application Type	Booking Type Description	Booking Options
New Service Provision	<ul style="list-style-type: none"> AD = Anytime Day AW = Anytime Week FD = Fixed/Forced* 	Can be booked as 'Anytime Week' or 'Anytime Day' – NO locked time will be given
Alteration of Service Provision	<ul style="list-style-type: none"> AM = Morning PM = Afternoon 	Can be booked as 'AM' OR 'PM' appointment – Electrician will be

	<ul style="list-style-type: none"> FD = Fixed/Forced* 	notified of the time 4 working days prior.
Extension Modification	<ul style="list-style-type: none"> N/A 	No booking type applicable

*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'.

SMS/Email Notification

When selecting your appointment, you can also choose to receive appointment reminders, to receive them ensure your account settings are opted into appointment reminders and that an email and/or mobile is populated in the screen below (if opted in, contact information will be pre filled):

Please select which type of booking you would like and enter a start date from which the job(s) will be ready to be booked from.

Booking Type:

Start Date:

Would you like to be notified of the booking time 4 business days prior to the selected job(s) being scheduled? Yes No

Mobile phone number for SMS:

Email address for notification:

[Get Available Booking Times](#)

Appointment Reminders

Once a booking has been made and confirmed, SA Power Networks can provide an appointment reminder SMS and/or email based on your notification preferences and the contact information provided. If no is selected, then no reminder will be sent. SA Power Networks recommends users opt-in to receive appointment reminders.

All appointment reminders will be sent out 4 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' appt – A confirmation of the booking date AND locked time will be provided.

Overview:

- Select 'get available booking times'. The system will then search for the next available appointment date. If no date is retrieved after the first try, keep pressing the button until dates appear. Select the date you would prefer and press 'confirm booking times'.
- When the booking is made, the option to have an email/SMS sent to a mobile number or email address automatically defaults to 'yes'. The REX user can enter any mobile number or email address into the fields shown above to receive the notifications.
- If 'Anytime Week Appointment' is selected for a New Service Provision or Abolishment of Service Provision, a day will lock and be texted/emailed to the REX user or customer 4 working days prior to the appointment date. No time will be given, only a day.
- If 'An Anytime Day Appointment' is selected for a New Service Provision, no time will be given in the notification, only a confirmation of the booking date.

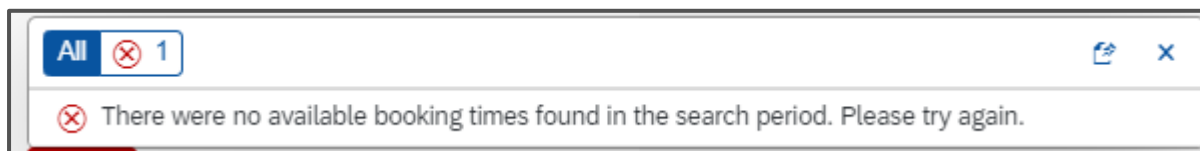


- For Alteration of Service Provision, the booking options of *AM* or *PM* will lock for a particular time which will be advised via the notification 4 working days out from the appointment date.
- AM/PM appointments: Locked times for attendance may be +/- 15 minutes of the time provided.

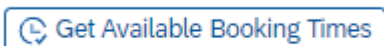
Troubleshooting – Booking Appointments

The following message can occur when attempting to book an appointment (either on the first or subsequent appointment search):

Message



To continue making an appointment when this message occurs, press the 'Get Available Booking Times' button again the start date of the search window will progress further into the future and continue looking for available booking times.

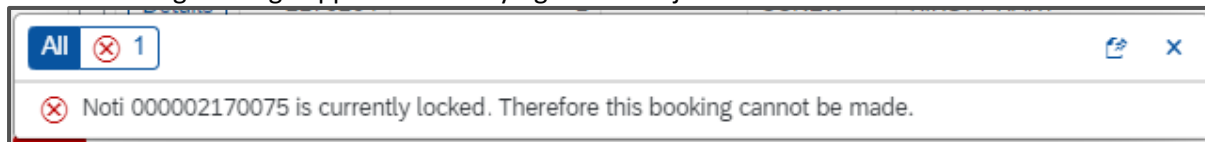


No date retrieved when searching for an appointment

If attempting to book a job and after repeatedly pressing 'get available booking times' no date is retrieved by REX (and the 'Start Date' range shown above has moved forward approximately 6 months into the future) please contact the Customer Service team on 13 12 61. The operator will consult with the relevant scheduler to book in the appointment.

User locked in REX job

If the following message appears when trying to book a job:



and it is the user's ID that is listed, it may mean that another session of REX is open with that same request open within it. If this has been checked and is not the case, it may mean that a previous session of REX has been closed unexpectedly with that request still open (for example, you have pressed 'X' to close the session down with that job open, rather than backing out of it with the 'back to search' button. Wait for approximately 1-3 hours and the problem will rectify itself. If after this time the problem is still occurring, please call the Customer Service team on 13 12 61.

Cancelling an appointment in REX

The screenshot shows a web interface titled "Manage REX Jobs". At the top, there is a search bar with the text "Search" and a "Results" button. Below the search bar, it states "1 record found in less than a second". At the bottom of the interface, there are two buttons: "Book Job(s)" with a clock icon and "Cancel Booking(s)" with a red 'X' icon.

If a booked appointment needs to be rescheduled, select the 'Cancel Booking' option to cancel the appointment. The job will then go back into RFAP status and can be rebooked. Please note, REX will not allow the user to cancel jobs **2 working days prior** to the scheduled appointment. If the job needs to be cancelled within this period, the user must contact the Customer Service team on 13 12 61 to cancel the appointment. A wasted connection fee will be charged to the electrician/installer for jobs that have been cancelled within the two-working day period.

REX Features

Before booking a job in REX, it is advisable to check the 'scoping summary' tab of each job to check if there are any notes for the electrician/installer, or any charges to the customer.

It is the electrician's/installer's responsibility to advise the customer if there are any charges from SA Power Networks for the requested work. Charges are listed exclusive of GST. Any notes from the Scoper are listed under the 'service/meter' tab. Any charges to the customer are listed under the 'charges' tab.

Scoping Tab

Displays the service provision requirements and location.

The screenshot shows the "Scoping Summary" tab for a REX Request. The page has three tabs: "REX Request Details", "Scoping Summary" (active), and "Booking Schedule". Below the tabs, there is a green checkmark icon and the text "Scoping Information: 000002160043 - New Service Provision".

There are four sub-tabs: "Scheduling", "Service" (active), "Instructions / Hazards", and "Charges".

Under the "Service" tab, there is a section titled "New Service". Below this, there is a "Service" section with the following fields:

- Phase: * (Radio buttons for 1, 2, 3; 1 is selected)
- Service Type: OVERUND... (dropdown menu)
- Service Length (m): (input field)
- Road Xing Cable Size: (dropdown menu)
- Maximum Demand: 60.0 (input field)

Below these fields, there is a section titled "Service Location (100 chars) – this will be sent to electrician/customer" with a text input field containing "Service to be hung on existing pole on northern boundary of property."

At the bottom, there is a section titled "Pole / Service Info (200 chars)" with a text input field containing "1ph O/U northern boundary of property."

Charges Tab

Displays the applicable costs associated with the service provision requirements and requested work.

REX Request Details Scoping Summary Booking Schedule

Scoping Information: 000002160043 - New Service Provision

Scheduling Service Instructions / Hazards **Charges**

Charges

Charge 1: Charge Amount 1 (Excl. GST):

Charge 2: Charge Amount 2 (Excl. GST):

Total (Excl. GST):

Charge Text (80 chars):

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:

Mobile No.*:

Home Phone:

Users can also select how notifications regarding RFAP status or booking confirmations are sent, as shown in the screenshot below:

Method of Request Notification:

Request Notification Email:

Request Notification Mobile No:

Method of Booking Notification:

Booking Notification Email:

Booking Notification Mobile No:

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

Adding additional users

To add extra users to your REX account, please fill out a new REX application via the SA Power Networks website:

<https://www.sapowernetworks.com.au/incapsula-redirect/rex/rex-new-user-application-form>

When selecting the user type, refer to the following REX User Types:

REX User Types

- Registered Electrical Contractor – Admin: user can see all jobs created under the REX account.
- Registered Electrical Contractor: User can only see jobs they have submitted themselves using their REX id.
- Retailer – Validate SEG approvals and view some jobs created by other users under the REX account.

If you encounter any issues adding extra users to your REX account, please contact the Customer Service team on 13 12 61.



Quick Reference Guide

Job Status descriptions	
SUBM	Job is submitted to SA Power Networks
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. Contact the Builders & Contractors line on 1300 650 014 if more information is required.
PHLD	The job has been put on HOLD for a Project by SA Power Networks. Contact the Builders & Contractors line on 1300 650 014 if more information is required.
RTOC	Ready to Construct (where infrastructure needs to be constructed to provide the Service Provision)
ANRQ	Allocate NMI required
RFAP	Job is ready for appointment and can be booked
APPT	Appointment booked
WCMP	Work Completed
CANC	Job cancelled, a new REX request is required

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

*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'.



Summary

- The REX Portal allows users to complete applications for the job types listed in the above table. For non-REX users, an Online Webforms will also be available on our website to apply for the applications listed above.
- Please note that from 1 December 2017, Forms A and B will no longer be used.
- 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, such as 'Ready for booking RFAP', 'Field scoping required FSRQ', 'Appointment booked APPT'.
- Before booking a job, remember to check scoping notes and charges for the job. To do this, simply search for the job, select 'Details' and click on 'Scoping Summary' tab, then book.
- Remember to mark 'Yes' to be notified of booking day/time.
- Appointment reminder notifications are sent 4 working days prior to the booking date.
- 'Any time day' appointment reminder notifications for New Service Provision and Abolishment: this will send notification(s) of the day of the appointment but NO time will be given.
- Notification for Alteration of Service Provision: If 'AM' or 'PM' is selected, the notification will be sent advising the time SA Power Networks crews will be onsite, plus or minus 15 minutes either side of that time.
- To cancel an appointment, search for the job and click 'Cancel Booking'. If the appointment is 2 working days away, you will be able to cancel. If the appointment is within 2 working days, you will need to call the Customer Service team to cancel it. Please note that a late cancellation fee will apply in this instance.

If you need to update any of the details of your job, or if you forget your User ID and password, please contact the Customer Service team on 13 12 61.

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, click on Industry then select REX Portal.

