

# COMPLAINTS HANDLING

Adele Buswell

[05/08/2016]

## DOCUMENT CONTROL

### i. Version History

This table records the status and version history of this deliverable.

Version	Date	Author	Version History
V0.1	09/07/2015	Adele Buswell	First Draft

### ii. Reviewers

This table records the reviewers responsible for recommending authorisation of this deliverable.

Version	Name	Role	Response
V0.1	Dan Lloyd	Operations Manager	
V0.1	Chris Edge	Team Manager	

### iii. Consultees

This table records subject matter experts consulted about this deliverable.

Version	Name	Role	Response

### iv. Informed

This table records the distribution list for the completed deliverable.

Version	Name	Name	Name

## Contents page


Contents page .....	3
1. How to process a COT .....	4
1.1. Process Final Bill .....	6
1.2. SME to Domestic COT .....	6
2. How to process a tariff change .....	7
2.1. How to locate tariffs.....	7
2.2. Check customers payment method.....	7
2.3. How to process a Tariff change .....	8
2.4. How to cancel and incorrect tariff.....	9
2.5. Errors when changing tariff.....	9
3. Deadlock.....	10
4. No contact off the customer .....	10
5. Account Fixes .....	11
6. Good will gesture .....	12
6.1. Customer Returns Form.....	12
6.2. GWG Validation Amounts.....	13
6.3. Skills of Negotiation .....	13
7. Out of Contract rates.....	14
8. Renewals .....	14
9. Hand off Process.....	15
9.1. Bill request .....	15
9.2. Registrations.....	15
9.3. Disputed Reads .....	16
9.3.1. Tolerance.....	17
9.3.2. Missing read .....	17
9.4. Metering .....	17
9.5. Erroneous Transfers .....	17
10. What extra energy can and can't do?.....	18

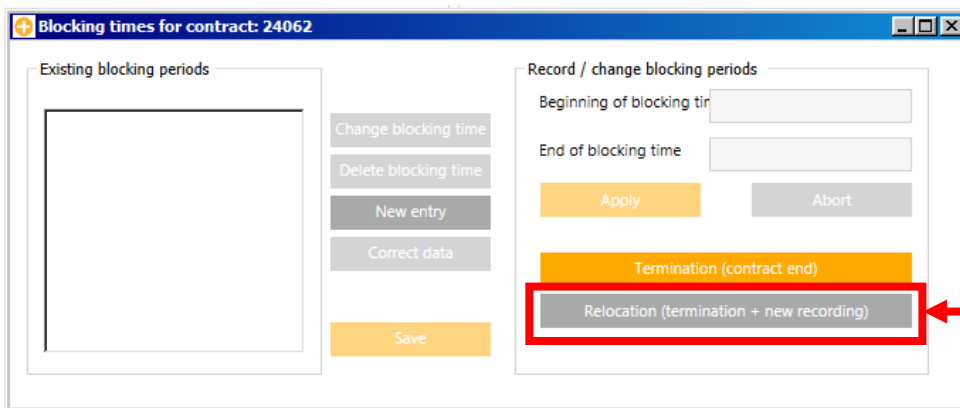
## 1. How to process a COT

Before processing any change of tenancy you need to note down;

- Move in/out date
- Meter reading on change of tenancy date
- Any forwarding address if possible
- New occupier details i.e. name, email, phone number, DOB

SME and Domestic COT's are processed in the same way, and if the customer has gas and electricity you are to process the COT on the electric account.

- Open the current account in Acc+
- Customer
- Contract
- Select the Power
- Master Data
- Click on this icon  in the top left hand corner
- Select the grey icon 'Relocation (termination + new recording)'



Input the date the change of tenancy took place. **THIS CANNOT BE AMENDED LATER ON**

### Reading

If move in read matches the move out read.

### Customer Type

SME or Domestic is to be selected accordingly.

### Contracts

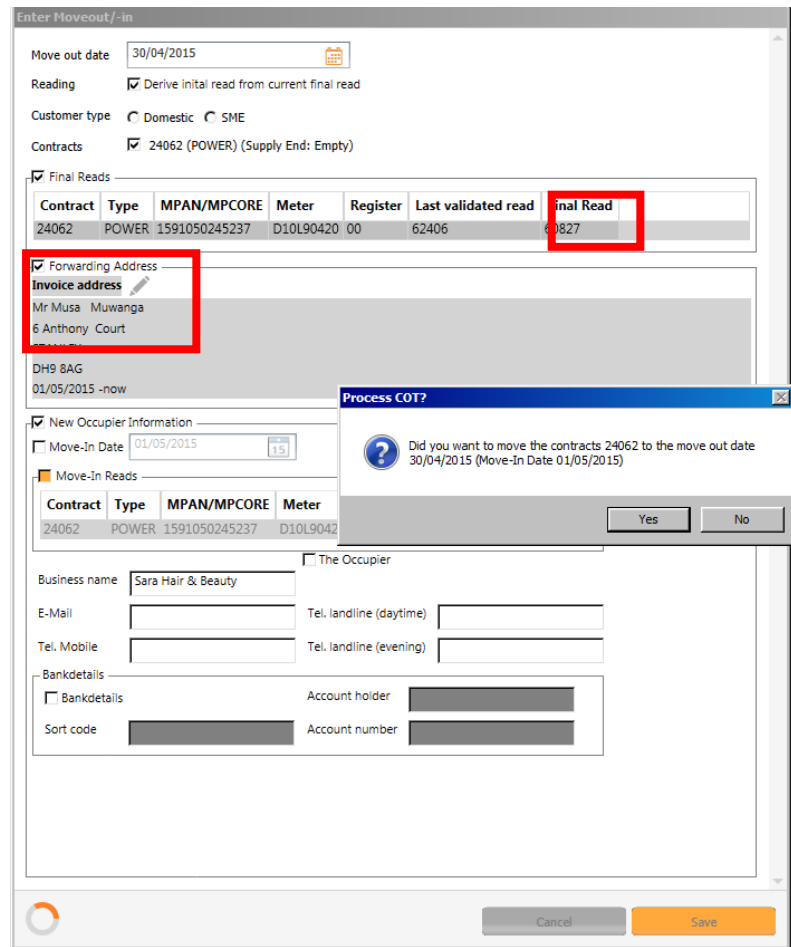
Ensure the relevant contracts reflect the new tenant.

### Final Read

The read taken when previous occupier moved out. This will be used on their final bill.

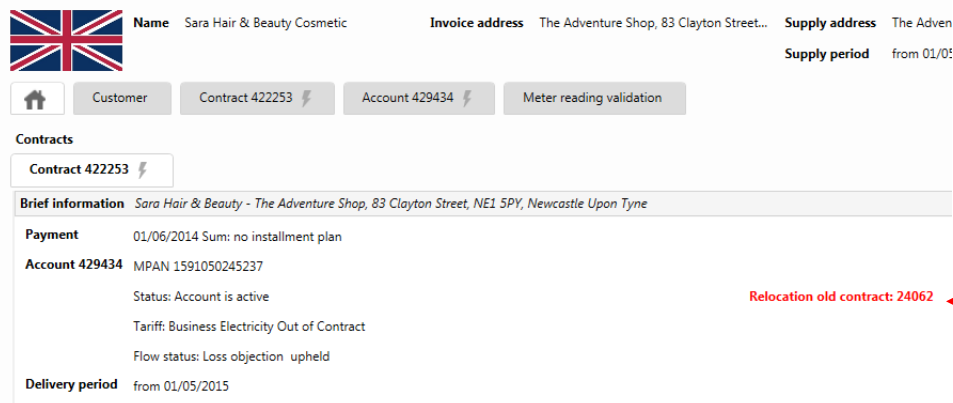
### Forwarding address

This is not always known, but if noted it can be added here.



Once you are confident you have inputted all the relevant information, Select SAVE in the bottom right hand corner. This is confirmation you wish to continue by selecting YES or NO.

Once the new account has been created, you can view the relocation link on the old account on the Home page as shown in the next screen shot. By clicking the link it will take you to the new account. Any further customer details can be added into the new account such as name, address, email address, contact number and date of birth can be added within the new account in Acc+.



## 1.1. Process Final Bill

Once a COT has been processed in Account Plus, a Final Bill is to be produced billing the previous customer up to the move out date. An actual meter read will be required from the customer

- Process the COT in Acc+
- Obtain actual meter read on COT date
- Create a Final bill to the COT date for previous customer

## 1.2. SME to Domestic COT

The customer has set up her business and domestic supply at the same time. They have gas and electric in the domestic supply but only electricity for their business.

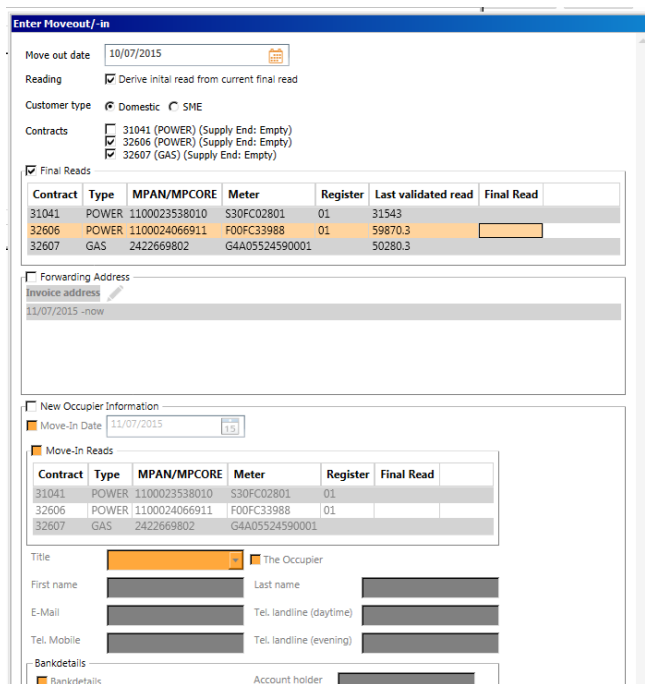
They need to be split, therefore a COT is done on the domestic as the details within Acc+ all relate to the business i.e. name, address, email address and contact number.

The next screen shot shows;

**Customer Type** – Domestic

**Contracts** – The relevant contact numbers relating to the Domestic site are selected

Any further details, such as name, address, email address, contact number and date of birth can be added within the new account in Acc+.



**Enter Moveout/-in**

Move out date: 10/07/2015

Reading: ☒ Derive initial read from current final read

Customer type: ☒ Domestic ☐ SME

Contracts: ☐ 31041 (POWER) (Supply End: Empty) ☒ 32606 (POWER) (Supply End: Empty) ☒ 32607 (GAS) (Supply End: Empty)

☒ Final Reads

Contract	Type	MPAN/MPCORE	Meter	Register	Last validated read	Final Read
31041	POWER	1100023538010	S30FC02801	01	31543	
32606	POWER	1100024066911	F00FC33988	01	59870.3	
32607	GAS	2422669802	G4A05524590001		50280.3	

☐ Forwarding Address

Invoice address: 11/07/2015 -now

☒ New Occupier Information

Move-In Date: 11/07/2015

☒ Move-In Reads

Contract	Type	MPAN/MPCORE	Meter	Register	Final Read
31041	POWER	1100023538010	S30FC02801	01	
32606	POWER	1100024066911	F00FC33988	01	
32607	GAS	2422669802	G4A05524590001		

Title:  ☒ The Occupier

First name:  Last name:

E-Mail:  Tel. landline (daytime):

Tel. Mobile:  Tel. landline (evening):

☒ Bank details

Account holder:

## 2. How to process a tariff change

Before making any changes you need to read through the notes in Acc+ and get an understanding of what the customer wants and when they first requested their tariff to be amended.

- What tariff do they want to go onto
- What date did they request the change of tariff

### 2.1. How to locate tariffs

There is a Tariff Change booklet spreadsheet which includes all offered tariffs.

Location - \\LD5V-FILE-I01\CC-Teams\Extra Energie\Customer Service Team\Pricing and Tariffs  
Then open the **Domestic Tariff** book with the most recent date.

The tabs along the bottom show each tariff we offer. Once you have our selected Tariff the customer wishes to go onto, make a note of the creation date to input into Acc+ under 'Tariff Date' and ensure the prices match what you are looking for.

1	Created	12/12/2014				Created	12/12/2014			
2	Launched on Switching S					Launched on Switching S				
3	Launched on Website					Launched on Website				
4	Available via Telesales					Available via Telesales				
5	Valid until	31/03/2016				Valid until	31/03/2016			
6	Withdrawn	16/12/2014				Withdrawn	16/12/2014			
7	Type	Acquisition				Type	Acquisition			
8	Early Termination fee	£25 per fuel				Early Termination fee	£25 per fuel			
9	Dual fuel discount	None				Dual fuel discount	None			
10	Account management	Online				Account management	Online			
11	Payment type	Fixed Df				Payment type	Fixed Df			
12	Price book version	Ev70 & Ev47				Price book version	Ev70 & Ev47			
13										
14	Extra Energy - Fresh Fixed Price Mar 2016 v1					Extra Energy - Fresh Fixed Price Mar				
15	Dual Fuel - Standard					Dual Fuel - Standard				
16	Region	Area	Std Chg	Unit rate	Unit rate	Region	Area	Std Chg	Unit rate	Unit rate
17	10	East	11.055	3.083	17.325	10	East	21.554	3.083	17.325
18	11	East Midlands	14.055	2.933	17.125	11	East Midlands	21.554	2.933	17.125
19	12	London	12.355	3.219	22.325	12	London	26.054	3.219	22.325
20	13	Manusb	15.255	3.073	21.525	13	Manusb	26.954	3.073	21.525
21	14	Midlands	12.055	3.083	17.083	14	Midlands	25.754	3.083	17.083
22	15	North	14.255	3.111	21.625	15	North	27.354	3.111	21.625
23	16	North	14.055	3.111	19.025	16	North	27.154	3.111	19.025
24	17	Scottish Hydro	13.515	2.333	24.633	17	Scottish Hydro	32.514	2.333	24.633
25	18	Scottish Power	13.055	2.333	23.633	18	Scottish Power	32.054	2.333	23.633
26	19	South	14.855	3.190	21.905	19	South	28.854	3.190	21.905
27	20	South	14.855	3.190	21.905	20	South	28.854	3.190	21.905
28	21	Swalec	17.055	3.219	24.465	21	Swalec	30.754	3.219	24.465
29	22	Swalec	17.055	3.219	22.525	22	Swalec	30.754	3.219	22.525
30	23	Yorkshire	16.255	3.083	17.083	23	Yorkshire	29.954	3.083	17.083
31	24	Yorkshire	16.255	3.083	17.083	24	Yorkshire	29.954	3.083	17.083
32	Electricity only - Standard					Electricity only - Standard				
33	Region	Area	Std Chg	Unit rate	Unit rate	Region	Area	Std Chg	Unit rate	Unit rate
34	10	East	11.055	3.083	17.325	10	East	21.554	3.083	17.325
35	11	East Midlands	14.055	2.933	17.125	11	East Midlands	21.554	2.933	17.125
36	12	London	12.355	3.219	22.325	12	London	26.054	3.219	22.325
37	13	Manusb	15.255	3.073	21.525	13	Manusb	26.954	3.073	21.525
38	14	Midlands	12.055	3.083	17.083	14	Midlands	25.754	3.083	17.083
39	15	North	14.255	3.111	21.625	15	North	27.354	3.111	21.625
40	16	North	14.055	3.111	19.025	16	North	27.154	3.111	19.025
41	17	Scottish Hydro	13.515	2.333	24.633	17	Scottish Hydro	32.514	2.333	24.633
42	18	Scottish Power	13.055	2.333	23.633	18	Scottish Power	32.054	2.333	23.633
43	19	South	14.855	3.190	21.905	19	South	28.854	3.190	21.905
44	20	South	14.855	3.190	21.905	20	South	28.854	3.190	21.905
45	21	Swalec	17.055	3.219	24.465	21	Swalec	30.754	3.219	24.465
46	22	Swalec	17.055	3.219	22.525	22	Swalec	30.754	3.219	22.525
47	23	Yorkshire	16.255	3.083	17.083	23	Yorkshire	29.954	3.083	17.083
48	24	Yorkshire	16.255	3.083	17.083	24	Yorkshire	29.954	3.083	17.083
49	Dual Fuel - Economy 7					Dual Fuel - Economy 7				
50	Region	Area	Std Chg	Unit rate	Unit rate	Region	Area	Std Chg	Unit rate	Unit rate
51	10	East	11.055	3.083	22.340	10	East	21.554	3.083	22.340
52	11	East Midlands	14.055	2.933	20.340	11	East Midlands	21.554	2.933	20.340
53	12	London	12.355	3.219	22.340	12	London	26.054	3.219	22.340
54	13	Manusb	15.255	3.073	21.540	13	Manusb	26.954	3.073	21.540
55	14	Midlands	12.055	3.083	17.083	14	Midlands	25.754	3.083	17.083
56	15	North	14.255	3.111	21.625	15	North	27.354	3.111	21.625
57	16	North	14.055	3.111	19.025	16	North	27.154	3.111	19.025
58	17	Scottish Hydro	13.515	2.333	24.633	17	Scottish Hydro	32.514	2.333	24.633
59	18	Scottish Power	13.055	2.333	23.633	18	Scottish Power	32.054	2.333	23.633
60	19	South	14.855	3.190	21.905	19	South	28.854	3.190	21.905
61	20	South	14.855	3.190	21.905	20	South	28.854	3.190	21.905
62	21	Swalec	17.055	3.219	24.465	21	Swalec	30.754	3.219	24.465
63	22	Swalec	17.055	3.219	22.525	22	Swalec	30.754	3.219	22.525
64	23	Yorkshire	16.255	3.083	17.083	23	Yorkshire	29.954	3.083	17.083
65	24	Yorkshire	16.255	3.083	17.083	24	Yorkshire	29.954	3.083	17.083
66	Electricity only - Economy 7					Electricity only - Economy 7				
67	Region	Area	Std Chg	Unit rate	Unit rate	Region	Area	Std Chg	Unit rate	Unit rate
68	10	East	11.055	3.083	22.340	10	East	21.554	3.083	22.340
69	11	East Midlands	14.055	2.933	20.340	11	East Midlands	21.554	2.933	20.340
70	12	London	12.355	3.219	22.340	12	London	26.054	3.219	22.340
71	13	Manusb	15.255	3.073	21.540	13	Manusb	26.954	3.073	21.540
72	14	Midlands	12.055	3.083	17.083	14	Midlands	25.754	3.083	17.083
73	15	North	14.255	3.111	21.625	15	North	27.354	3.111	21.625
74	16	North	14.055	3.111	19.025	16	North	27.154	3.111	19.025
75	17	Scottish Hydro	13.515	2.333	24.633	17	Scottish Hydro	32.514	2.333	24.633
76	18	Scottish Power	13.055	2.333	23.633	18	Scottish Power	32.054	2.333	23.633
77	19	South	14.855	3.190	21.905	19	South	28.854	3.190	21.905
78	20	South	14.855	3.190	21.905	20	South	28.854	3.190	21.905
79	21	Swalec	17.055	3.219	24.465	21	Swalec	30.754	3.219	24.465
80	22	Swalec	17.055	3.219	22.525	22	Swalec	30.754	3.219	22.525
81	23	Yorkshire	16.255	3.083	17.083	23	Yorkshire	29.954	3.083	17.083
82	24	Yorkshire	16.255	3.083	17.083	24	Yorkshire	29.954	3.083	17.083
83	Dual Fuel - Economy 7					Dual Fuel - Economy 7				
84	Region	Area	Std Chg	Unit rate	Unit rate	Region	Area	Std Chg	Unit rate	Unit rate
85	10	East	11.055	3.083	22.340	10	East	21.554	3.083	22.340
86	11	East Midlands	14.055	2.933	20.340	11	East Midlands	21.554	2.933	20.340
87	12	London	12.355	3.219	22.340	12	London	26.054	3.219	22.340
88	13	Manusb	15.255	3.073	21.540	13	Manusb	26.954	3.073	21.540
89	14	Midlands	12.055	3.083	17.083	14	Midlands	25.754	3.083	17.083
90	15	North	14.255	3.111	21.625	15	North	27.354	3.111	21.625
91	16	North	14.055	3.111	19.025	16	North	27.154	3.111	19.025
92	17	Scottish Hydro	13.515	2.333	24.633	17	Scottish Hydro	32.514	2.333	24.633
93	18	Scottish Power	13.055	2.333	23.633	18	Scottish Power	32.054	2.333	23.633
94	19	South	14.855	3.190	21.905	19	South	28.854	3.190	21.905
95	20	South	14.855	3.190	21.905	20	South	28.854	3.190	21.905
96	21	Swalec	17.055	3.219	24.465	21	Swalec	30.754	3.219	24.465
97	22	Swalec	17.055	3.219	22.525	22	Swalec	30.754	3.219	22.525
98	23	Yorkshire	16.255	3.083	17.083	23	Yorkshire	29.954	3.083	17.083
99	24	Yorkshire	16.255	3.083	17.083	24	Yorkshire	29.954	3.083	17.083
100	Electricity only - Economy 7					Electricity only - Economy 7				
101	Region	Area	Std Chg	Unit rate	Unit rate	Region	Area	Std Chg	Unit rate	Unit rate
102	10	East	11.055	3.083	22.340	10	East	21.554	3.083	22.340
103	11	East Midlands	14.055	2.933	20.340	11	East Midlands	21.554	2.933	20.340
104	12	London	12.355	3.219	22.340	12	London	26.054	3.219	22.340
105	13	Manusb	15.255	3.073	21.540	13	Manusb	26.954	3.073	21.540
106	14	Midlands	12.055	3.083	17.083	14	Midlands	25.754	3.083	17.083
107	15	North	14.255	3.111	21.625	15	North	27.354	3.111	21.625
108	16	North	14.055	3.111	19.025	16	North	27.154	3.111	19.025
109	17	Scottish Hydro	13.515	2.333	24.633	17	Scottish Hydro	32.514	2.333	24.633
110	18	Scottish Power	13.055	2.333	23.633	18	Scottish Power	32.054	2.333	23.633
111	19	South	14.855	3.190	21.905	19	South	28.854	3.190	21.905
112	20	South	14.855	3.190	21.905	20	South	28.854	3.190	21.905
113	21	Swalec	17.055	3.219	24.465	21	Swalec	30.754	3.219	24.465
114	22	Swalec	17.055	3.219	22.525	22	Swalec	30.754	3.219	22.525
115	23	Yorkshire	16.255	3.083	17.083	23	Yorkshire	29.954	3.083	17.083
116	24	Yorkshire	16.255	3.083	17.083	24	Yorkshire	29.954	3.083	17.083

### 2.2. Check customers payment method

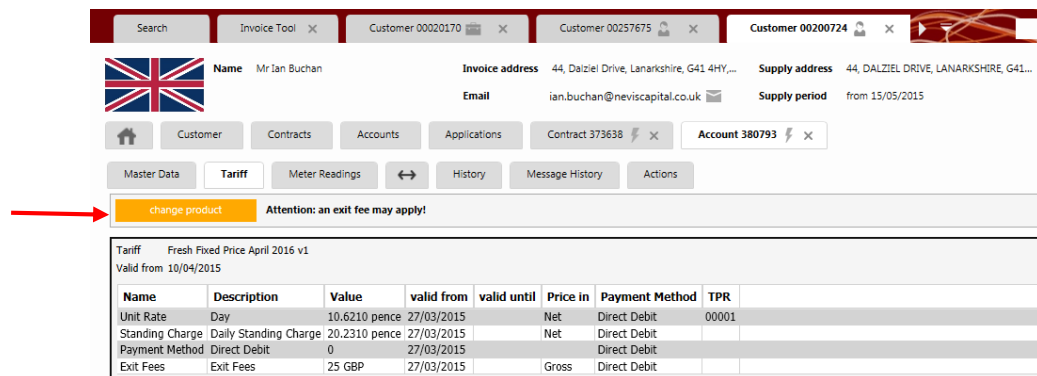
The payment method status needs to be checked before any tariff change can be actioned.

This can be checked in 2 ways;

## 2.3. How to process a Tariff change

Within the customer's account;

- Accounts tab
- Power
- Tariff
- Click on 'Product Change'



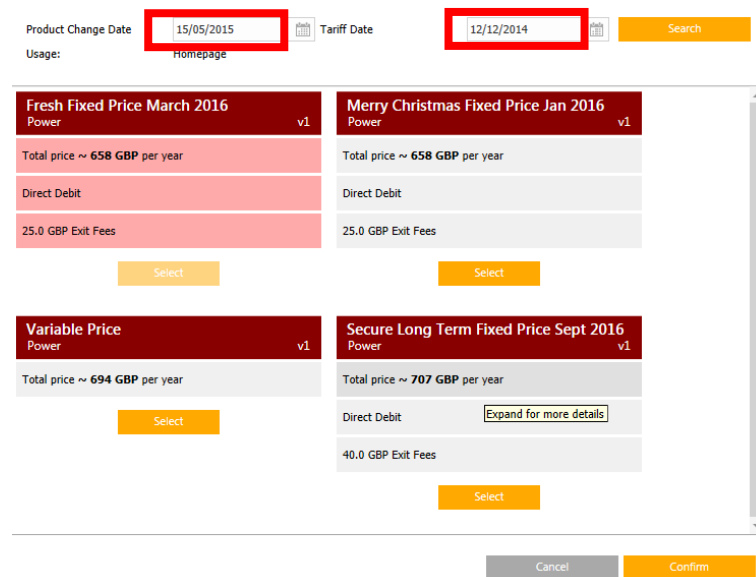
The screenshot shows the 'Customer 00200724' account page. The 'Tariff' tab is selected, and the 'change product' button is highlighted with a red arrow. Below the button, a table displays the current tariff details.

Name	Description	Value	valid from	valid until	Price in	Payment Method	TPR
Unit Rate	Day	10.6210 pence	27/03/2015		Net	Direct Debit	00001
Standing Charge	Daily Standing Charge	20.2310 pence	27/03/2015		Net	Direct Debit	
Payment Method	Direct Debit	0	27/03/2015		Gross	Direct Debit	
Exit Fees	Exit Fees	25 GBP	27/03/2015		Gross	Direct Debit	

Product Change Date – The day you want the tariff to become effective from

Tariff Date – The 'Creation Date' from the spreadsheet of when the product was available

Select - the tariff you require / Confirm



The screenshot shows the product selection interface. The 'Product Change Date' is set to 15/05/2015 and the 'Tariff Date' is set to 12/12/2014. Below these fields, four tariff options are displayed, each with a 'Select' button.

Product Name	Power	Total price ~	Exit Fees
Fresh Fixed Price March 2016	Power	658 GBP per year	25.0 GBP
Merry Christmas Fixed Price Jan 2016	Power	658 GBP per year	25.0 GBP
Variable Price	Power	694 GBP per year	40.0 GBP
Secure Long Term Fixed Price Sept 2016	Power	707 GBP per year	40.0 GBP

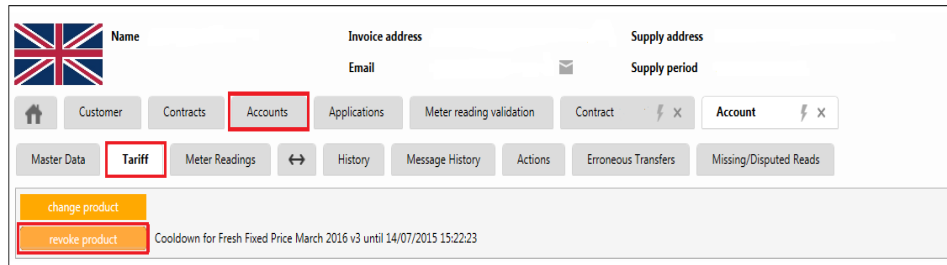
At the bottom of the interface, there are 'Cancel' and 'Confirm' buttons.



## 2.4. How to cancel and incorrect tariff

- Account tab
- Power
- Tariff tab
- Select 'revoke product'

Follow the instructions appearing on the screen on how to cancel the incorrect product.

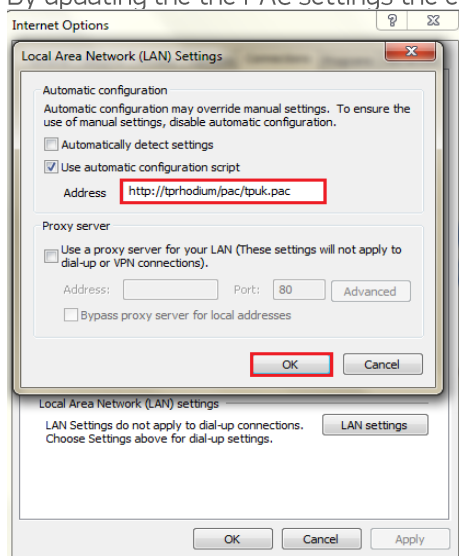


## 2.5. Errors when changing tariff

If any errors occur when trying to change the tariff you will need to check the PAC settings within your internet settings.

- Start
- All programmes
- Internet explorer
- Tool Icon in the top right hand corner
- Internet options
- Connections
- LAN settings icon
- Address field – input <http://tprhodium/pac/tpuk.pac?revision=246>

By updating the the PAC settings the error issue should be resolved.



### 3. Deadlock

When you agree to disagree with the customer, you have looked into their case and you feel we have given them a fair result. But they do not wish to accept our proposal.

The details are to be documented, adding all notes from Acc+ relating to the complaint.

The spreadsheet is located;

FILES Operations\3. Complaints\Templates\New email Templates – DOM CD8 Final Position.

Complete the relevant customer details within the email template and ensure the 'Steps we have taken' are written in fine detail. Document all contact made to the customer of what we have or have not done.

### 4. No contact off the customer

REMEMBER each time you call the customer, always leave a voicemail and add notes in Acc+ to explain your actions as to why you have made the call. This will help Customer Service advisors to help the customer if they return the call to us.

This process is completed within 17 days from 1<sup>st</sup> call made to the customer, below shows an example of this.

Day 1	1 <sup>st</sup> June	Call the customer
Day 2	2 <sup>nd</sup> June	Call the customer
Day 3	3 <sup>rd</sup> June	Call the customer
Day 4	4 <sup>th</sup> June	1 <sup>st</sup> email explaining that we have been trying to make contact
Wait 7 working days before next contact		
Day 11	11 <sup>th</sup> June	2 <sup>nd</sup> email advising of Complaint closure date in 7 days
Wait 7 working days before next contact		
Day 17	18 <sup>th</sup> June	3 <sup>rd</sup> email Complaint closed due to no contact

## 5. Account Fixes

An account fix is needed where the system does not allow you to action a request due to a defect in account plus or there is currently no functionality.

A template is used to record our issues on an Account Fix Request Form. This is sent to your senior advisor to quality check and send to operations support.

These requests are reported on and fed through to SSAT (System Support and Testing) who raise tickets with developers in Germany to either fix the defect or develop the functionality. SSAT will liaise with Germany to agree on delivery dates for these fixes and will communicate this to the ops support advisor. This will then be communicated out to the business once completed.

Although the specific account which you are working won't necessarily be fixed it is vital an account fix form is filled out so that we as a business are aware of these issues and the volumes.

The next screen shot shows an example of a completed form.

### Account Fix Request Form

Request Details				
Raised By	Stephanie swain		Date Raised	05/03/2015
Authorised By (One Required)	Jo Robertson	Mandy Orton	Martyn Palmer	Allan Machesney
Customer No:	96153	MPAN/MPRN	3071383800/1012730101183	

Request Type			
Type	SLA	Tick Relevant Box	Completion due by
Threat of Ombudsman	3 Days	<input type="checkbox"/>	Click here to enter a date.
Complaint resolution deadline exceeded		<input type="checkbox"/>	Click here to enter a date.
Press Complaint		<input type="checkbox"/>	Click here to enter a date.
Standard Complaint	5 Days	<input checked="" type="checkbox"/>	12/03/2015
Urgent Tariff Change		<input type="checkbox"/>	Click here to enter a date.
Other Ad Hoc Request		<input type="checkbox"/>	Click here to enter a date.
Description of work required			
<p>Customer is requesting the final bill since January.</p> <p>Mr Trevor George Moran</p> <p>00 09 61 53</p> <p>3071383800/1012730101183</p> <p>SSD 19/11/2014</p> <p>Closed 19/01/2015</p> <p>Opening readings</p> <p>Electric 01- 13327</p> <p>Electric 02- 56428</p>			

## 6. Good will gesture

If the customer is requesting a good will gesture, take on board what the customer wishes but advise them that you will need to look into their case before agreeing anything. Your goal is to always try and resolve the complaint.


### 6.1. Customer Returns Form

You will need to complete the **Customer Returns** form, this needs to include evidence as to why they customer should receive any kind of compensation.

Location

\_FILES\_Operations\3. Complaints\Refunds – Open the file 'Returns Template New

- Complete the necessary information
- Input a Refund value ready to be agreed and signed off
- Ensure you add comments explaining your reasons
- Attached a print out of evidence, notes from Acc+ to back up your request



### Customer Returns

Date: 21/04/2015  
 Customer Account Number: 6069  
 Customer Name: Mr Matthew Kelly  
 Case File Reference Number: Mr Matthew Kelly

**Requesting Department: Complaint**

Refund Requested By	Confirm Account No. (if SD state N/A SD)	Method of Refund (method must be the same as funds paid)	Date Refund Wanted
Chris Edge	6069	BACS	ASAP

Full Customer Name	Bank Account Number	Sort Code	Bank Name
Mr Matthew Kelly	60096989	400200	HSBC

Description	Refund Value
REFUND -m Credit on account	£330.16

Customer Type		Complaint type			
Domestic	<input checked="" type="checkbox"/>	Business	<input type="checkbox"/>	Ombudsman	<input type="checkbox"/>
				Executive	<input type="checkbox"/>
				Complaint	<input checked="" type="checkbox"/>

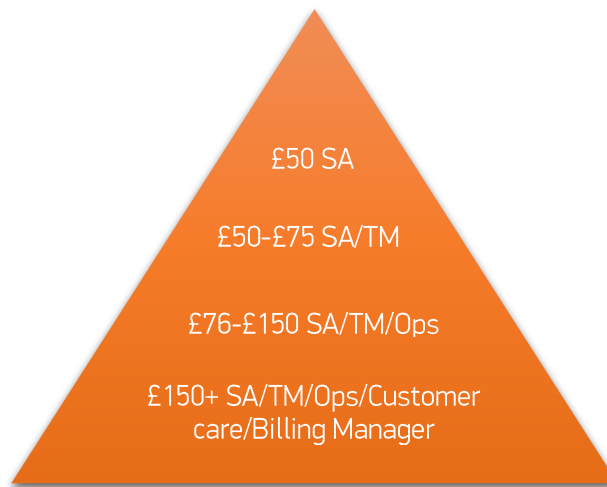
Refund Reason	
<input type="checkbox"/>	Refund
<input type="checkbox"/>	Credit on account

	Name	Signature and date signed
<b>Auth Requester</b> (Ensure you attach ALL documented supporting evidence such as bill or screen print)		
<b>Senior Advisor</b>	Chris Edge	
<b>Auth Team Manager</b>	Natalie Jenns	

- The document will then go through a relevant sign off process of 3-5 days before being accepted
- Once agreed the complaint can then be closed
- If the customer does NOT accept the final offer – it goes to DEADLOCK
- They are free to go to the Ombudsmen along with all their paperwork as evidence

## 6.2. GWG Validation Amounts

Once the customer returns form has been produced this will need to go through the gwg validation process.



Once this has been done the quality analysts will do the final quality check.

## 6.3. Skills of Negotiation

To help you decide if the customer has been treated fairly or not and deserves any kind of gwg, you need to look into each case weighing up their journey so far.

- Free phone number
- Customers time
- Bank charges incurred (show evidence)
- Poor service e.g. late bill
- Defects our side
- Number of times they have had to call us
- Poor service from our staff (listen to calls)

What happens next!

- After quality check, quality analysts give completed gwg's to the managing director to authorise on the following day of receiving the gwgs at 9:00am
- Once submitted the quality analysts will collect these at the end of each day
- Quality analysts update the tracker
- Then hand the gwg back to the relevant teams to update the customer
- The quality analysts will send the gwgs to the payments team to action
- Payments team will send a document to the complaints administrator of all the gwgs actioned at the beginning of each week
- Payments team will also leave a note on account plus confirming the action.

Refund	A Customer Return has been processed:  Type: GWG Amount: £ 25 . 00 Payment Date: 05 / 06 / 2015
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## 7. Out of Contract rates

Reason for it not coming over could be any fault, and it is up to the advisor to investigate the fault.

## 8. Renewals

Domestic renewals will not take effect until September 2015.

### SME Renewals

The below customers will be affected.

- Any new SME micro-business customer who enters into a contract **ON** or **AFTER** 30 April 2015.
- Any existing SME micro-business customer who renews their contract **ON** or **AFTER** 30 April 2015.

There are two changes:

1. To all customers affected, we will send notification of renewal at least **60** days before the contract end date instead of the current **120 days**
2. The customer will be able to serve notice up to **30 days** before the end of their contract, compared to the current **90 day** requirement

The changes have been made by Ofgem to improve the protections offered for businesses when they renew an energy contract by improving the clarity of information provided by suppliers and bringing more consistency to the renewal process.

Any existing customers who already have contracts with us will not be affected. These changes are only for new customers who take out new contracts or renew their contracts with us.

The renewals are only sent out by post not an email (attach template of what is sent out)

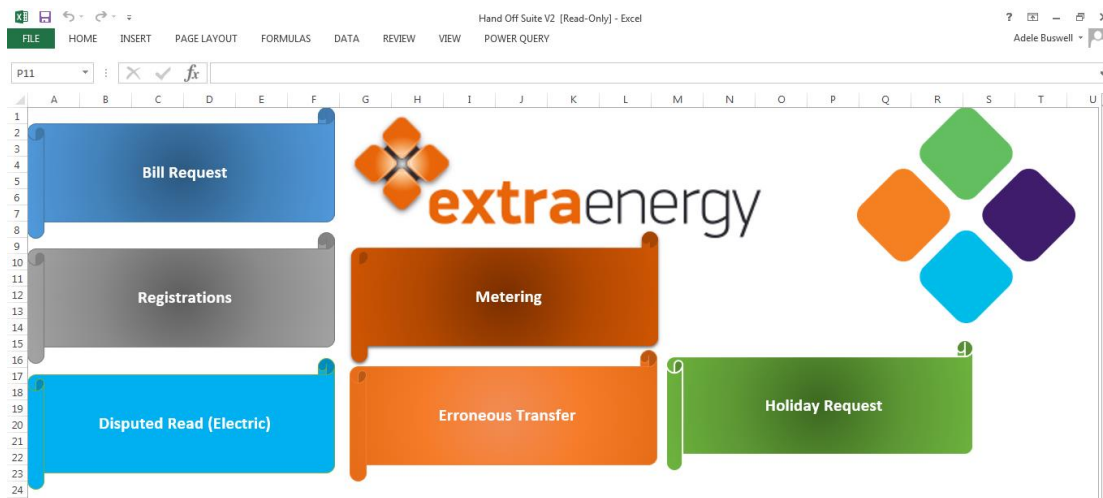
We track through royal mail to see if it has been dispatched.

Explained on t@c's if customer disputing – once letter sent it will be uploaded into Acc+ to view with the batch number.

If we think there are grounds they can come in their contract. This can be escalated and the reason looked into by SA/TM/Operations/Sales Manager.

## 9. Hand off Process

\_FILE-Operations\EE Hub\Forms



### 9.1. Bill request

Complaint handlers will have skills to complete most billing issues so there will not be any need to hand off any work to the Billing team

### 9.2. Registrations

Any rejections and objections will show within Acc+ in 2 areas;

- Account / Message History
- Account / History

(add screen shot of rejection / objection here)

Rejections Codes are located;

<\\ld5v-file-i01\cc-teams\extraenergie\CustomerServiceTeam\EEHub\Registrations>

There are 2 files located for each fuel – Electricity Rejections and for the Gas SPAFileRejectionCodesV13. From these files you can identify the code against the issue.

The example in the next screen shot shows the Electricity Rejections, if the code in Acc+ was 1 Instruction Type Invalid, this particular issue would need to be investigated and corrected where possible.

Look into the root cause, if the customer is at fault or extra energy.



<b>Item Name:</b> Rejection Reason Code	
<b>Item Reference:</b> J0107	
<b>Item Ownership:</b> MRA	
<b>Item Description:</b> A code defining the reasons for rejections/exceptions raised.	
<b>Units:</b> None	
<b>Valid Set:</b>	
1	Instruction Type Invalid
10	Invalid Meter Operator Appointment Dates
11	Meter Timeswitch Code Unknown
12	Invalid Meter Timeswitch Effective From
Dates	
13	Meter Measurement Class Unknown
14	Invalid Meter Measurement Class Effective
From Dates	
15	Meter SSC/Profile Class Unknown
16	Invalid SSC/Profile Class Effective From
Dates	
17	Energisation Status Unknown
18	Invalid Energisation Status Effective From
Dates	
19	Invalid Supplier Registration Effective From
Dates	
2	MPAN Core Already Exists
20	Supplier Not Registered At Metering Point
21	Supplier Registration is Currently Objected
22	No Registration Exists For Metering Point
23	MPAN is Disconnected
24	Registration After Disconnection Date
25	Only "Old" Supplier Allowed to Raise
Objection on This Metering Point	
26	Metering Point Has No Objection Currently
Held Against It	
27	No Change of Supplier Request Has Been

### 9.3. Disputed Reads

A disputed read is when the opening or closing read is incorrect. This can be identified on receipt of an actual read either from Lowribeck or the customer.

For example:

7632 for 24/09/2014 - MBR Gas opening read  
7614 for 07/11/2014 – Customer submitted an actual read

Meter reading date	Valid from	Valid to	Creation date	MPAN/MRPN	Meter number	Reading type	Meter reading	E	Ir	Message type
	01/10/2012	30/09/2013	20/08/2014	2461303307	0274844	KIND PREVIOUS ANNUAL CONSUMPTION	6386			
	01/10/2013	01/10/2014	03/09/2014	2461303307			17851			UT004
24/09/2014			11/10/2014	2461303307	0274844		7632	Nc	Va	MBR
	01/10/2014	30/09/2015	12/11/2014	2461303307	0274844		13445			NRO
07/12/2012			12/11/2014	2461303307	0274844		6819	Nc	Va	NRO
03/01/2014			12/11/2014	2461303307	0274844		7352	Nc	Im	NRO
07/11/2014			13/11/2014	2461303307	0274844	Customer own read	7614	Nc	Im	
07/11/2014			14/11/2014	2461303307	0274844		7614	Nc	Im	URS
	01/10/2014	30/09/2015	18/12/2014	2461303307	0274844		13445			NRO

Based on the customers reading of 7614 this clearly highlights that our opening read of 7632 is incorrect and needs disputing.



### 9.3.1. Tolerance

You always need to be conscious of tolerance, the average customer uses;

Electric – 250 units per month

Gas Metric – 109 units per month

Gas Imperial – 39 units per month

You can use this as a guide when understanding if a customer's COS read (change of supply) needs disputing.

We only dispute reads within tolerance, so if the opening read on a 4 dial meter was 1000, but you think it should be 1030. As there are only 30 units different we would not amend the read as it is within the 39 units of tolerance. Therefore, if you raised a disputed read, it would not get processed unless it was highly escalated.

*Note: Not all customers will have an average usage, for any excessive usage it is best to obtain actual meter readings.*

### 9.3.2. Missing read

If there is no COS read in Account Plus, ensure the correct number of days have lapsed before raising a missing read.

Electricity Gain	32 working days
Electricity Loss	30 working days
Gas Gain	17 working days
Gas Loss	15 working days

Disputed and Missing reads are to be raised on a spreadsheet where an expert will send a proposal to the other supplier until they come to an agreement.

Things to consider!

- COS read cannot be disputed if within tolerance unless highly escalated
- COS read cannot be disputed if over 12 months
- Do not raise a disputed read if there is an ET on the account (check the notes)

## 9.4. Metering

There are a number of issues that can be hard to deal with, a lot of work does get handed off to the Metering team or end up as account fixes going to Germany.

## 9.5. Erroneous Transfers

You need to identify if the customer wishes to come over to us or not. Obtain the correct information i.e. the correct meter and customer details etc.

## 10. What extra energy can and can't do?

As of 22/07/2015 – this will change as and when corrections are made and issues are being looked into.

### Can Do

- Bill disputed read accounts with agreed read
- Bill the new COT accounts
- Bill tariff change accounts

### Can't do

- Bill meter exchanges
- Release bills on accounts that have credit or indemnity claims
- Bill dual fuel with only 1 live account
- Transfer credit between accounts
- Change a COT end date
- SME tariff changes