

CUSTOMER TRANSFER OF SUPPLY

SME

Title:	SME change of supply requests (inc objections)
Version:	0.2
Date Published:	08.08.2016
Process owner/useful contacts:	Payments / Renewals / Sales Support
Impacted Areas:	All

Internal briefing document

Please ensure you read and understand the content of this brief.
Should you have any questions, please raise these to your
line manager who will be able to answer or escalate to the
relevant business owner where appropriate.

Description

With effect from 29th July 2016 the way we manage meter transfer requests from other suppliers was significantly enhanced.

Key Points

Before 29/07/2016:

Before these enhancements were implemented, when Account Plus received a transfer request (loss notification) it would check to see if we should object to that transfer because of debt reasons first, and contractual reasons second.

Additionally when we decided to object, our decision was not communicated to the customer, who were reliant on their new supplier informing them of our objection to their transfer, and those that did not actually ask for a transfer did not know until the transfer was completed.

After 29/07/2016:

We have improved the way Account Plus decides on its objection reason, by checking for contractual reasons first, and then debt reasons second.

As of 03/08/2016 we send letters to communicate our transfer request decision to our customers.

What to look for:

In the Account Plus account history tab, you will now see the following loss notification decisions:

S0004: check loss notification -> No termination letter

- Which means the customer has not had a valid termination notice accepted

S0004: check loss notification -> contract conditions

- Which means the customer has had a valid termination notice accepted, but the new supplier has applied too early (before the contract has actually ended)

S0004: check loss notification -> contract is in debt*

- Which means the customer has had a valid termination notice accepted, and the new supplier has applied for a valid date after the contract end date, but has outstanding debt

S0004: check loss notification -> accepted

- We have agreed to the transfer

FAQ:

** What are our debt rules?*

Debt is now classified as any aged debt over 28 days on the date the loss notification was created on Account Plus, and over £100. In instances when the account has multiple meters, this classification is against the individual meter debt, not the group debt.

Notes:

Out Of Contract – Customers on this tariff are not subject to any contractual objection business rules, but are subject to debt business rules

DEEMED – Customers on this tariff are those that have completed a COT, and therefore not subject to ANY objection business rules, and will be allowed to leave.

Communication with customers:

The letters we now send are:

- [CQM25] – When a transfer has been objected to as either the new supplier applied for the transfer to take place before the customers contract end date, and/or we have not received or accepted a termination letter from the customer
- [CQM24] – When a transfer has been objected to due to debt
- [CQM114] – When a transfer has been accepted

Phase 2

We will soon have additional Account Plus functions available to a defined list of users, including the ability to:

- Remove an objection to a current loss notification
- Force an objection to a current loss notification (usually for ET LOSS purposes)
- Mark the meter so that we Do Not Object to a future loss notification
- Mark the meter so that we Force an Objection to a future loss notification (usually for ET LOSS purposes)

Notes:

Each of the above will have certain time constraints, and we will send additional letters relevant for each action.

Once our phase 2 developments have been implemented, we will communicate further information to you and provide additional training to those who have access to the new functions.

Process

Customers will receive a letter or email explaining our actions, and a copy of these can be found on their customer portal.

You can also view these letters via Account Plus in the Contract/Documents tab.

Notes:

Escalation paths: If you feel the system has objected incorrectly, follow your normal escalation process for the following objection reasons:

- “No termination letter” – Escalate to Renewals
- “Contract conditions” – Escalate to Sales Support
- “Contract is in debt” – Escalate to Payments**

**If the customer wishes to pay any outstanding balance, we may be able to remove our objection provided it is within certain timescales. Therefore please make sure you warm transfer the call (if appropriate) to the Payments team.

If the customer requires further information please refer them to our Terms and Conditions on our website www.extraenergy.com/business