

LOSS OBJECTIONS

SME objection escalations

Internal briefing document

Please ensure you read and understand the entirety of this briefing document.
If you have any questions or require extended training about the content of this brief, please
raise to your line manager.
23rd February 2016

What is an objection?

An objection is a sub-process within the 'loss of supply' procedure. The objection process is industry governed, enabling the losing supplier to object and prevent a customer from switching under certain circumstances.

What is an escalation?

An escalation, in most cases follows a customer contact about our objection to their switch. Where an agent has carried out a full investigation of the customer's circumstances and feels that our objection is unjustified or invalid, the agent can raise an escalation for further analysis.

Escalations process

Currently, SME escalations are being sent to the Registrations Team. However, any future escalations should be handed off to either:

- **Sales Support Team** (*for contractual objections e.g. still in contract*)
- **Customer Payments Team** (*for debt objections*)

Objection scenarios

SME - Contract terms related objections (contract duration)

extraenergy will automatically raise an objection to a change of supply request, when they still have contractual obligations i.e. the customer signed a contract with us for a specific period and have submitted an application for another supplier to take over their supply within that period.

Please ensure all contractual checks are completed before contacting the Sales Support Team.

If you need a contractual objection to be investigated, follow the below steps:

- Send an email within 8X8 or outlook to sallessupportteam@extraenergy.com
- Clearly state in the subject line: Objection escalation – contractual (*include MPAN/MPRN in the subject header*)
- Please also include following information:
 1. Company name
 2. Contact information
 3. Customer name
 4. Telephone number
 5. Email address

The Sales Support Team will investigate your concern.

SME - Debt related objections (delay in payment)

extraenergy will automatically raise an objection to a change of supply request when a customer has debt on their account which is older than 28 days. The customer will be notified of the objection by email and will have the option to pay their outstanding balance in order for us to remove the objection.

Any contact relating to a debt payment, should be handed off to the Customer Payments Team, who can take payments and/or set up payment plans.

The Customer Payments Team will remove the objection if a resolution is reached within the objection removal window.

Please ensure all debt checks are completed before contacting the Customer Payments Team.

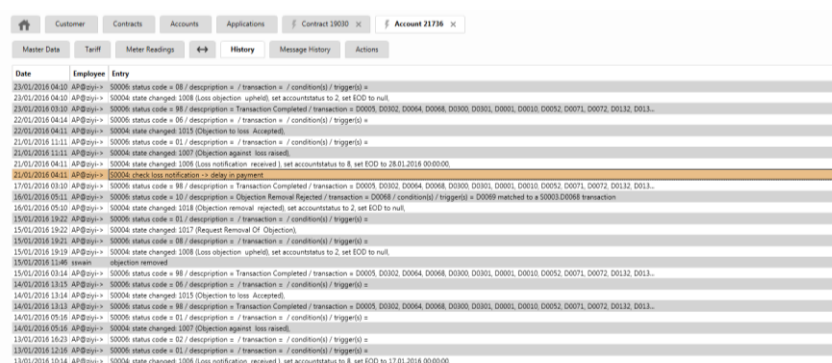
How to identify an objection

In order to identify where, how and why an objection has been raised, simply follow the steps below:

1. Open the account in Account Plus
2. Within the customer window, select the Account tab then History tab
3. Look for the newest 'S0004' (electric) or 'UT004' (gas) history stamp, and then check the loss notification reason

This will either state 'delay in payment' or 'contract duration', which is the reason for the objection. Please see images below.

Debt objections



Date	Employee	Entry
23/01/2016 04:10	AP@jy>	S0006 status code = 08 / description = / transaction = / condition(s) / trigger(s) =
23/01/2016 04:10	AP@jy>	S0004 state changed 1008 (Loss objection upheld), set accountstatus to 2, set EOD to null.
23/01/2016 09:30	AP@jy>	S0006 status code = 98 / description = Transaction Completed / Transaction = D0005, D0002, D0064, D0068, D0000, D0001, D0010, D0052, D0071, D0072, D0132, D013...
22/01/2016 04:14	AP@jy>	S0006 status code = 06 / description = / transaction = / condition(s) / trigger(s) =
22/01/2016 04:11	AP@jy>	S0004 state changed 1015 (Objection to loss Accepted).
21/01/2016 11:11	AP@jy>	S0006 status code = 01 / description = / transaction = / condition(s) / trigger(s) =
21/01/2016 11:11	AP@jy>	S0004 state changed 1007 (Objection against loss raised).
21/01/2016 04:11	AP@jy>	S0004 state changed 1008 (Loss notification received), set accountstatus to 8, set EOD to 28.01.2016 00:00:00.
15/01/2016 04:10	AP@jy>	S0006 state changed 1008 (Loss notification received).
17/01/2016 09:10	AP@jy>	S0006 status code = 98 / description = Transaction Completed / Transaction = D0005, D0002, D0064, D0068, D0000, D0001, D0010, D0052, D0071, D0072, D0132, D013...
15/01/2016 09:11	AP@jy>	S0006 status code = 107 / description = Objection Removal Requested / Transaction = D0068 / condition(s) / trigger(s) = D0069 matched to a S0003.D0068 transaction
15/01/2016 09:10	AP@jy>	S0004 state changed 1018 (Objection removal rejected), set accountstatus to 2, set EOD to null.
15/01/2016 19:22	AP@jy>	S0006 status code = 01 / description = / transaction = / condition(s) / trigger(s) =
15/01/2016 19:22	AP@jy>	S0004 state changed 1017 (Request Removal Of Objection).
15/01/2016 19:20	AP@jy>	S0006 status code = 08 / description = / transaction = / condition(s) / trigger(s) =
15/01/2016 19:19	AP@jy>	S0004 state changed 1008 (Loss objection upheld), set accountstatus to 2, set EOD to null.
15/01/2016 13:46	ssain	objection removed.
15/01/2016 03:14	AP@jy>	S0006 status code = 98 / description = Transaction Completed / Transaction = D0005, D0002, D0064, D0068, D0000, D0001, D0010, D0052, D0071, D0072, D0132, D013...
14/01/2016 13:35	AP@jy>	S0006 status code = 06 / description = / transaction = / condition(s) / trigger(s) =
14/01/2016 13:14	AP@jy>	S0004 state changed 1013 (Objection to loss Accepted).
14/01/2016 13:13	AP@jy>	S0006 status code = 98 / description = Transaction Completed / Transaction = D0005, D0002, D0064, D0068, D0000, D0001, D0010, D0052, D0071, D0072, D0132, D013...
14/01/2016 09:10	AP@jy>	S0006 status code = 01 / description = / transaction = / condition(s) / trigger(s) =
14/01/2016 09:10	AP@jy>	S0004 state changed 1007 (Objection against loss raised).
13/01/2016 16:23	AP@jy>	S0006 status code = 02 / description = / transaction = / condition(s) / trigger(s) =
13/01/2016 12:16	AP@jy>	S0006 status code = 01 / description = / transaction = / condition(s) / trigger(s) =
13/01/2016 10:14	AP@jy>	S0004 state changed 1008 (Loss notification received), set EOD to 17.01.2016 00:00:00.

If the loss notification is 'delay in payment', and you feel an escalation is required, please send this to the Customer Payments Team.

Contract objections

Customer			Contract 262737	Account 289874	Application 111188
Master Data			Tariff	Meter Readings	History
Date	Employee	Entry			
23/01/2016 04:10	AP@eji>	S0006 status code = 08 / description = / transaction = / condition() / trigger() =			
23/01/2016 04:10	AP@eji>	S0004 state changed: 1008 (Loss objection upheld); set accountstatus to 2; set EOD to null			
09/01/2016 09:50	AP@eji>	S0006 status code = 08 / description = Transaction Completed / transaction = S0005, D0030, D0064, D0068, D0030, D0001, D0010, D0052, D0071, D0072, D0132, D0131			
22/01/2016 04:14	AP@eji>	S0006 status code = 06 / description = / transaction = / condition() / trigger() =			
22/01/2016 04:14	AP@eji>	S0004 state changed: 1015 (Objection to loss Accepted)			
21/01/2016 11:11	AP@eji>	S0006 status code = 01 / description = / transaction = / condition() / trigger() =			
21/01/2016 11:11	AP@eji>	S0004 state changed: 1007 (Objection against loss raised)			
21/01/2016 04:11	AP@eji>	S0004 state changed: 1008 (Loss notification received); set accountstatus to 8; set EOD to 18.02.2016 00:00:00			
18/02/2016 04:00	AP@eji>	S0006 state loss notification = contract duration			
26/02/2015 18:13	AP@eji>	S0004 state changed: 1005 (Opening Test Received)			
26/02/2015 17:00	AP@eji>	CR010 End of gains process: OFT_CR010 (CR010 received); set accountstatus to 2; set CS00 to 15.02.2015 00:00:00			
18/02/2015 11:54	dw@eji>	Entry for reworking point			
09/02/2015 17:14	AP@eji>	S0004 state changed: 1014 (Awaiting Final Flow)			
09/02/2015 18:10	AP@eji>	S0004 state changed: 1013 (Awaiting Meter details)			
09/02/2015 04:12	AP@eji>	S0004 state changed: 1011 (Agents Appointment requested)			
09/02/2015 04:12	AP@eji>	S0004 state changed: 1001 (Registration accepted by MPAS)			
10/02/2015 17:00	AP@eji>	S0004 state changed: 1009 (Registration Requested)			
28/02/2015 04:11	AP@eji>	S0004 state changed: 1001 (Registration terminated - Objection upheld)			
27/02/2015 04:13	AP@eji>	S0004 state changed: 1001 (Registration objection received)			
22/02/2015 18:13	AP@eji>	S0004 state changed: 1014 (Awaiting Final Flow)			
20/02/2015 18:05	AP@eji>	S0004 state changed: 1013 (Awaiting Meter details)			
20/02/2015 04:11	AP@eji>	S0004 state changed: 1011 (Agents Appointment requested)			
20/02/2015 04:10	AP@eji>	S0004 state changed: 1001 (Registration accepted by MPAS)			
17/02/2015 15:10	AP@eji>	S0004 state changed: 1001 (Registration Requested)			

If the loss notification is 'contract duration', check the 'contract term' in the Tariff tab.

Customer

Contract 262737

Account 289874

Application 111188

Master Data

Tariff

Meter Readings

History

Message History

Actions

Change product

Tariff Business Electricity Fixed Term Contract_R 20150918:3

Valid from 15/02/2016

show / add termination notice

Name	Description	Value	valid from	valid until	Price in	Payment Method	TPE
Unit Rate	Day	14.55 pence			Net	Direct Debit	00001
Standing Charge	Daily Standing Charge	13.30 pence			Net	Direct Debit	
Payment Method	Direct Debit	0				Direct Debit	
Contract Term	1 year(s) contract period	1				Direct Debit	

Tariff Business Electricity Fixed Term Contract 20140708:30

Valid from 17/01/2015

Valid to 14/02/2016

show / add termination notice

Name	Description	Value	valid from	valid until	Price in	Payment Method	TPE
Unit Rate	Day	8.27 pence	10/12/2014		Net	Direct Debit	00001
Standing Charge	Daily Standing Charge	23.48 pence	10/12/2014		Net	Direct Debit	
Payment Method	Direct Debit	0	10/12/2014			Direct Debit	
Contract Term	1 year(s) contract period	1	10/12/2014			Direct Debit	

Look at the customer's contract end date and if we've accepted termination, and they're no longer contractually obliged. If you feel an escalation is required, please send this to the Sales Support Team at sallessupportteam@extraenergy.com

If any other objection reasons appear, such as "EOD in past", email the Sales Support Team immediately.

With immediate effect, don't contact the Registrations Team or any other department to lift objections other than directed on this brief.