

How do we handle Credit Balances – Local Working Practice

Live Customer Domestic

Credit balance taken into account at statement creation by being incorporated into the Direct Debit Reassessment, resulting in lower payment amount. Statement then released to customer.

If customer contacts extraenergy through any channel and requests refund of credit balance, customer is provided advice on their balance, dependant on time of year and the impacts on the future payment amount. If customer still requests refund, manual refund process instigated

Live Customer SME

SME Customer is Receipt of Bill with variable direct debit. Should a SME invoice be in credit we will release the invoice to the customer and credit balance is then carried forward to next invoice.

If customer contacts extraenergy through any channel and requests refund of credit balance manual refund process instigated.

Final Customer Invoice (Domestic and SME)

Should a final invoice be in credit and released to the customer we will instigate the automated refund process at time of release.

Automated Refund Process

1. On final invoices in credit, the function to unlock the invoice has been restricted as upon the unlocking of the invoice the credit balance will be refunded as advised on the bottom of the first page of the invoice.
2. The meter read's **must** be customer read's / Industry validated readings
WE MUST NOT REFUND ON AN ESTIMATED READING FOR LIVE CUSTOMERS

Please note that the automation of final bill credits was released on 5th July 2016 and any invoices released before this date will not be part of the automated release. These accounts are being worked separately and refunds to ensure every customer that has a final credit will be refunded. To be completed circa September 2016.

3. Refund forms need to be signed by different mandate levels depending on the refund value please see below:

Mandate Levels		Refund Value
Ops Manager		Up to £250
Head of Operation		Up to £1000
Director		Above £1000

If the refund form does not have appropriate signatories by the mandatory levels the refund form will be rejected.

4. All the case files need to be on the tracker and kept up to date
5. If the form is not completed correctly and does not include the relevant supporting documents this will be sent back to the person who has requested the refund. It will be their responsibility to make the amendments.
6. Once the refund has been approved, Cash Operations will then process the refund.

Please note:

1. Ensure all customer records including methods of payment are kept secure and processed in accordance with Extra Energy Policy on handling of Personal Sensitive Data and also in accordance with the Data Protection Act 1998.
If there is any reasonable belief of a breach to the safe handling of personal sensitive data this may constitute Gross Misconduct and will be dealt with in accordance with the Disciplinary Policy.
2. Ensure all payments to be processed are the correct amounts
3. Ensure all refunds are submitted and paid into the customer's correct account.
4. Any failure to follow the above without reasonable explanation may lead to disciplinary action in accordance with the Disciplinary Policy.