

Quarterly TPI Briefing – Q3/Q4 2012

Here's your bi-annual TPI update from E.ON. This includes all briefs previously sent out in the last 6 months. To make things easier for you, we've collated all the information into one simple document.

It's important that you, your teams and your agents read and understand this information. If you have any questions please speak to your Relationship Manager.

In this briefing:

General

- Team opening hours
- New version of BCRS rejection and failure codes including new audit rejection codes
- Red card process for upheld complaints
- Timescales for submission of contracts
- BCRS Reason code - GuTo Required (Process change)
- Update on renewal process - 14 day calling
- Terminations process
- Contract end date on bills
- Amendment to LOA process – Different signatory in ICE to what is on the LOA

The Code

- Guidance Notes to assist with the TPI Code of Practice
 - Including contract reference on BCRS submission spreadsheet
 - DPA Guidelines
 - Process for Major breaches
-

General

Team Opening hours

For clarification the TPI Support team will now be open from 8am to 4.30pm Monday to Friday.

New version of BCRS rejection and failure codes including new audit rejection codes

Attached is the new version of all rejection and failure codes for BCRS and which action is to be taken with each. This should assist you when working your twice weekly ConRec reports.



Broker Codes
External v9.0 140113

Red Card process for upheld complaints

Attached is the updated Red card process for upheld complaints.



Red card process
280912.doc

Timescales for submission of contracts

Feedback from TPI's has indicated that they need a 'grace' period prior to the 120 day window to contract start date to allow them to tie up the contract, agree the verbal etc. Following discussions with SME Compliance it has been agreed that whilst contracts still must not be submitted before 120 days. We will allow the TPI's 5 days prior to this to agree contracts/verbals etc. Therefore the contract will not be rejected for this being outside this tolerance UNLESS it is greater than 125 days old.

All contracts must be submitted to EON within 5 days of agreement.

BCRS Reason code - GuTo Required (Process change)

Previously, where Eon was waiting for the GuTo (COT) to be actioned the contract would sit in a reject status. Now, we will leave these in GuTo required for a maximum of 4 weeks until either input or rejected.

- If Business moves advise of a False COT we'll reject as ' No COT has taken place'
- If Business moves require further information from the customer we'll reject as 'Further customer info required for COT'
- If Business moves team action the COT we'll then input the contract
- After 4 weeks if the COT still hasn't been actioned (for a reason not listed above) and cannot be resolved via the TPI channel, we'll reject as 'Arrange COT through business Moves Team'.

Update on renewal process - 14 day calling

As you aware, from the beginning of 2012 we introduced an additional step in the renewals process of contacting customers at day 10. Contact only being made if we had received no renewal contract from you.

We introduced this process as we were finding numerous instances where no contact had been made with the customer throughout the renewal window, potentially meaning more expensive out of contact or deemed rates and, more importantly providing a less than adequate customer experience.

Due to the time it takes for us to access this data and make contact with the customer, we will be enhancing this process and changing the contact date from day 10 to day 14. The full process is outlined below:

- You will continue to receive your renewal information at day 150
- We will continue to accept your renewal contracts from 120 before the new Contract Start Date
- Customers will continue to receive our offer in writing at day 83 (If a renewal contract has not already been received from you)
- At day 14, any outstanding renewals will be contacted by E.ON, to ascertain why no renewal has been received. E.ON will end the call with no further action if:
 - The customer indicates that they have already accepted an offer
 - The customer indicates that they are working through a TPI/Consultant/Broker
 - There is already a loss on the account

Terminations process

For customers on an existing TPI product

- The renewal offer will go out at day 83
- This gives the Customer/TPI until day 50 to terminate (if opted in)
- If opted out the customer/TPI can terminate up to CED

For customers on non TPI products

- The renewal offer can go out as early as day 120
- The customer/TPI has 33 days from when the renewal offer is sent to terminate (if opted in)
- If opted out the customer/TPI can terminate up to CED



TPI Renewals
Timeline 2 pdf.pdf

Contract end date on bills

As part of our SME Reset improvements, we announced that we would be the first major supplier to put Contract End Dates on bills and this has now been put into place. This is a small but significant step in delivering a fairer renewals process for our customers.

Amendment to LOA process – Different signatory in ICE to what is on the LOA

Issue:

Previously, when we received an LOA that has a different signatory to the contacts we have within ICE we would refuse the information. We attempted to contact the Customer to confirm or ask the TPI a series of DPA questions to clarify before updated our systems and provided them with required information. This caused delays to TPI's receiving information and ultimately they were unable to action Customer requirements in a timely manner.

Resolution:

As our agreement is with the Company and not the DM, after seeking advice from Legal and Compliance we have agreed the following:-

With immediate effect, If the LOA is on Company letterhead and the signatory is in a position of Management and the signatory does not match the contact name on the account we will still accept the LOA.

The Code**Guidance Notes to assist with the TPI Code of Practice**

During last year the TPI Code of Practice was launched. Understandably some TPI's requested answers to various questions relating to the Code so we put together a series of guidance notes to answer these and further information we felt may help you.

The pack has been designed around the standards we are looking for on all sales/renewals and in the course of planned audits,



Further Guidance
Final 8 6 12 v6 sr.ppt

Including contract reference on BCRS submission spreadsheet

Background: There has been a recent issue with incorrect contract pads being issued to you which has highlighted a problem with our current tracking process for contract pads.

When we send contract pads to you, we allocate the pad within our systems. Unfortunately, we have recently found that once you have the contract pads, there is sometimes no process in place to ensure you are aware which customers have been sold to using which pad.

Process amendment: With immediate effect, where a paper contract has been used to sell to a customer can we ask that you include the contract number within the broker reference column on your BCRS submission spreadsheet. If you already use this column you can still also add the contract number.

The contract number appears on the top right hand corner of the contract.

The TPI Code

TPIs were quick to respond to our course of action, however some struggled to locate sub-brokers they had issued the incorrect pads to. The TPI Code is clear where third parties are part of your business, you are responsible to make sure that anyone working on your behalf knows about and follows this Code, also that systems and controls need to be in place, for example document retentions.

TPI DPA Guidelines

Attached is a copy of TPI DPA guidelines.



Data Protection Act
Brief for TPI's v1 May

Process for Major breaches

Attached is our process for dealing with all Major Breaches.



TPI Majors timeline
Jan 2013.ppt