

Quarterly TPI Briefing – Q1/Q2 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:

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- SME Terminations process
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- Audit Rejections
- Verbal Verification (Add On's)

Renewals timeline

Attached is a copy of our current renewals timeline for your information.



Renewals Timeline
210612.doc

Selling prior to 120 day window

Previously, contracts could not be submitted to EON prior to 120 days. We also required the contract/verbal to be agreed no earlier than this point.

Feedback from TPI's indicated that they needed a 'grace' period prior to the 120 day window 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 business days prior to this to agree contracts/verbal's etc. Therefore when auditing a contract, the contract will be not rejected UNLESS it is greater than 125 days old.

SME New Connections process

Attached is an updated process for SME New Connections.



TPI BEC.ppt

Change of Tenancy indicator

Background

It has been identified and highlighted to the Regulatory Bodies that as an industry we are not consistent in our approach to using the 'Change of Tenancy Indicator' (COT) when signing up new acquisitions.

It is part of a supplier's Licence Condition that the current supplier of a property cannot object to a deemed customer changing to another supplier; this is where a new tenant has moved into a property and hasn't agreed a contract. It is therefore important that suppliers agree on what a "new tenant" is. At the moment, there is no industry-wide definition, leading to each supplier interpreting the term differently and causing inconsistency and confusion.

E.ON defines a "new tenant" as a customer who has moved into a property **within the last 3 months** and hasn't agreed a contract with another supplier.

We currently contact all of our customers who are leaving us where the COT indicator has been selected, to identify if the customer has in fact moved out of the property. If the customer is still in the property, we object to the supply moving to another supplier based on the fact that the indication of a change of tenancy is incorrect according to our definition.

What does that mean to TPI's?

If a customer has moved into the property **within the last 3 months** and hasn't agreed a contract with another supplier you should be using the COT indicator at the point of sale, along with obtaining the date which the customer moved into the property.

Please also ensure that you ask the customer:

- **How long have you been in the property?**
- **Have you agreed a contract with any other supplier since being in the property?**

Eon's Regulatory team will be monitoring the process and providing feedback over the next few months

Clarification on Managing Agents

There still appears to be confusion regarding processing of contracts for Managing Agents. To aid this we are providing the below rules in relation to Managing Agents and Eon Customers.

Managing Agent Responsible for Bills

- Business name must be in the name of the managing agent or Joe End User C/O Managing Agent
- A Contact (Name & Number) must be provided. This doesn't have to be for the actual site but could be area manager or managing agent etc
- If it's a large gas site we require the actual site contact details. This can be additional sent via e-mail or in the comments section of the submission spreadsheet
- Billing address can be set up as managing agents address
- Credit check details must be for managing agent, not end user

End user responsible for Bills

- Business name should be in the name of the end user
- A site contact (Name & Number) **must** be provided as contact details
- Billing address should be the End users address. If the TPI sends in level 2 LOA they can request copy bills to be sent
- Credit check info must be for end user, not managing agent

DocuSign & EchoSign

Following a recent trial we are now in a position where to accept Customer contracts from TPI's via DocuSign or EchoSign. Whilst we are happy to receive contracts in this format, Eon do not use these services so it is up to the TPI if they wish to utilise. Below is details of the websites and what they offer.

DocuSign web address is: <http://www.docusign.com/europe/home>

- Send, sign and save documents anywhere, on any device
- Finish business faster and reclaim hours of your week

EchoSign web address is: <http://www.echosign.com/>

- Accelerate your sales with instant e-signatures
- Track your team's contracts in real time
- Automatically stores and manages all your signed agreements

SME Terminations process

- SME accounts need to have termination requests for SME accounts sent to – smecontractterminations@eonenergy.com
- Opt out requests for SME accounts needs to be sent to – smecontractoptout@eonenergy.com or these can be opted out at point of contract submission
- Opt out is available to agreements made after 1st January 2010. A customer can opt out at any point from agreement up until the notice date
- If a customer is opted out there is no need to terminate should you intend to agree a new contract with E.ON
- If Customer is opted in – Customer can terminate from initial offer to notice date
- If Customer has opted out – Customer can terminate from initial offer to CED
- Terminations will be placed on accounts within 5 working days of the termination being received.
- On both the Termination mailbox and the Opt Out mailbox we have an automated bounce back email at point of receiving the request.

NB: If you **DO NOT** receive a bounce back email we won't have received the request therefore we are unable to process due to non receipt.

As above the Terms and Conditions state that we will not allow a TPI to terminate until the initial offer date but TPI feedback advised that if they were moving supply they did not want the Customer to receive the initial offer therefore we will allow termination from day 120 as a gesture of goodwill



Renewals Timeline
20072012.doc

Eon Red Card process

As you are all aware Eon now have a Red Card process in place for TPI's with 3% or above complaints ratio. Attached is a document outlining the rules around this process as per your Service Procedures Manual.



Red Card process
210612.doc

Audit Rejections

The TPI Audit team will now begin be contacting you regarding each individual failed audit, to confirm the reasons why the contract has failed and what you need to do to make the contract compliant.

As well as improving the quality of sales this should also increase the volumes that we are able to input.

On the attachment you will find all the current rejection reasons, a more detailed description of what this means and what action if any is required to make the contract compliant.



Audit Rejection
Code Summary.x...

Verbal Verification (Add On's)

On occasion, Eon accept an add-on to a verbal verification when there has been amendment to what was originally agreed. I.e. price amendment.

Please could you ensure when carrying out this verification that the below information is included as a minimum:-

- Date new information being discussed
 - Date of original sale
 - Agents name
 - TPI name
 - Site details
 - Person agreeing new details
 - What the new information is
 - What it is replacing
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