



Bi-annual TPI Briefing – Q1/Q2 2013

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.

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Letter of Authority updates (LOA's)

Closed accounts

Following your feedback we will now honour closed account information requests where we have the relevant LOA consent from the customer.

FYI - No change is required to our current LOA template

Different name on E.ON account

Issue:

Currently when we receive an LOA that has a different signatory to the contacts we have within ICE we will refuse the information. We may attempt to contact the Customer to confirm or we may ask you a series of DPA questions to clarify before we can update our systems and provide you with the required information. This can cause delays to you receiving information and ultimately you may be 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.

Examples of positions allowed are Finance Manager, Operations Manager, Co Owner, Financial Controller etc.

Opening Meter Reads (OMR's)

When we sell an account to a new SME customer on reduced registration (a registration of 10 days or less) the Opening Meter Reading (OMR) process is not triggered within our system. This can lead to a poor customer experience and increases the chances of us providing an estimated first bill to a newly acquired SME customer.

In order to prevent this from happening, and to make the journey smoother for the customer, when you require a supply to be registered in 10 days or less, please also obtain the OMR from the customer and enter it into column 'BW' (comments) on the BCRS submission spreadsheet.

Alternatively, at any other time reads can be emailed to business-opening-meter-reads@eonenergy.com.

Important changes to Climate Change Levy charges (CCL)

From **1 April 2013** the Government increased the **Climate Change Levy (CCL)**. This means that for any energy used where CCL applies, it will be charged at the new rate.

The new CCL rates are:

- **0.524p/kWh for electricity**
- **0.182p/kWh for gas**

From **1 April** customers will see the new charges for CCL on their bill for [their](#) electricity and gas consumption. If a customer's bill is for a period that crosses the CCL rate change, both the old and new rate will be shown and they'll be charged the correct rate for the date the energy was used.

Customers will only have to pay CCL if they use 3,000kWh or more of electricity or 13,335kWh or more of gas per quarter. If they don't use this much energy, they won't be charged CCL.

Direct Renewal Quotes

Following feedback from yourselves there seems to be some confusion on when Direct sales can quote a TPI account.

To confirm:

- No outbound calls or correspondence will be made/sent before day 83.
- If the customer calls in between day 120 & day 83 for a quote, direct sales have an obligation to provide them with one.
- No customer will be turned away when requesting a quote providing they are in their 120 day window.
- Direct will not outbound call a TPI account prior to 14 days before their contract end date.

Termination process reminder

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

Importance of updating TPI contact details

Can we ask that you all ensure that TPI contact details including address, phone numbers and focal points are updated with E.ON where amended.

This is of paramount importance to teams such as TPI Support, Commissions, Complaints and Compliance to ensure you receive all documentation that is being sent to you.

Business Energy Connections

Please find attached an update from our Business Energy Connections team on their services and support.

Also, they have a current offer available as detailed below:-

Offer a free gas meter when signing up to EON for gas new connections.

It must fall within the following criteria to qualify:

- Annual Quantity less than 732,000KWH
- Low Pressure - U6, U16, U25, U40, U65, U100



BEC offer - June
2013.ppt

Current BCRS submission spreadsheets including update on Payment columns and BCRS

Please find attached most recent version of our BCRS spreadsheet. Please ensure this replaces any old versions.



BCRS_Submission_Template2003 v3.xlsx



BCRS_Submission_Template2007 v3.xlsx

Important reminders

For Renewals – Where the Customer currently pays by Direct Debit and they wish to continue with the same payment method and details you need to leave the payment method (column AE) blank.

Process change for paper and electronic contracts

Background: There was an issue identified with incorrect contract pads being issued to you which 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 of 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 (instructions below). If you already use this column you can still add the contract number also.

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

Where you use an electronic contract there is now a space for a contract number to be added. It is your responsibility to create a number and then copy this into the spreadsheet as above.

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 that 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, and also that systems and controls are in place, for example document retentions.

Rejection codes – Updated list

Following minor amendments and a couple of additions to the BCRS rejection codes please find attached full updated list.



Broker Codes
External v10 050613.

Indicative Pricing issued (Inclusive of Direct Debit discount)

Just a quick reminder to all that if required, we have now included indicative pricing in our matrices which shows prices including the Direct Debit discount to assist your sales teams with quoting.

Code of Practice website

For full details of our Code of Practice please visit:-

<http://www.tpicodeofpractice.co.uk/>

PAYG

We are now in a position to offer SME TPI customers a Pay As You Go (PAYG) meter proposition.

Attached below is the briefing sent along with all information required:-



Letter 1_Fulfilment
to be sent with BSP1



PAYG FAQ Brochure
for Customers.pdf



PAYG Smart
verification script.doc



TPI Brief - PAYG
Meters.doc



TPI Brief - PAYG
Meters - contract.doc

FTP Update and password protection

With regard to the E.ON File Transfer Path (FTP).

This should be used for all transfers of information between the TPI Support team and you. There are currently no known issues with the system so we would not expect to be receiving spreadsheets into individual mailboxes.

If anyone is having trouble with it, it's more than likely that it's a problem with their web browser. If they're using Internet Explorer, they can try switching to Mozilla Firefox which is free to download. This does the trick in 99% of cases. If still having problems please contact Shazad Ahmad with full details of the issue.

Where there is an issue identified and you have been advised to email the spreadsheets to the mailboxes these MUST be password protected to avoid the breach of DPA. If these are not they will be deleted and you will have to re-submit in the correct way.

E.ON Terms & Conditions

Please find attached the most recent E.ON Terms and Conditions.



SMETermsJan2012.V
18.pdf