

Quarterly Consultant Briefing – Q2 2011

Here's your quarterly consultant update from E.ON. To make things easier for you, we've collated all the information into one simple document.

Just click on the headlines below and it'll take you straight that section of the briefing.

It's important that you and your teams read and understand this information. If you have any questions just speak to your Account Manager.

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Ofgem Standards of Conduct:

During a recent audit where visits were made to a number of you, concerns rose that there was little awareness of the Ofgem Standards of Conduct. Please find these below for your reference and distribution to your teams; these are also referred to in your **Service Procedures Manual, section 10**.

- You must not sell a customer a product or service that he or she does not fully understand or that is inappropriate for their needs and circumstances;
- You must not change anything material about a customer's product or service without clearly explaining to him or her why;
- You must not prevent a customer from switching product or supplier without good reason;
- You must not offer products that are unnecessarily complex or confusing; and
- You must make it easy for customers to contact you and act promptly and courteously to put things right when you make a mistake

Bespoke

Following on from our last brief, we have now resumed quoting Bespoke Gas for acquisition. For any gas over 73,268 (acquisition or renewal) a Bespoke quote can be requested or alternatively you can use the Connect matrix or Access matrix up to 293,000.

To request a Bespoke quote please ensure that you complete the attached quote request spreadsheet, requests will be returned if this is not used. This spreadsheet **MUST** be password protected in the same way as your submission spreadsheets.

Once completed this can be sent to: SMETPIBespokeGas@eonenergy.com where the team will pick up and provide you with a quote.



Bespoke Quote
Request V1. 1905...

Security of Data – Reminder

Incorrect Direct Debits – Process change reminder

Issue:

Previously when Direct Debit details were incorrect on your initial submission, your contract would fail validation and we would allow you to re-send the details to us and we would then amend. This is known as 're-keying' which is a breach of the AUDDIS rules (Automated Direct Debit Instruction Service) When setting up Direct Debits via a third party there must be an automated link between both parties to protect against incorrect re-keying of information to help eliminate discrepancies in key fields i.e. Payer's sort code, account number, name and ensuring compliance with the AUDDIS rules.

Resolution:

With immediate effect all statuses that involve re-keying Direct Debit details will no longer fail validation, the contract will automatically reject and must be corrected and re-submitted as a new contract. Therefore it is important that correct details are provided first time.

Impacts of not providing correct information first time:

- Rejection rate will increase
- Possibility of price alignment in between the old contract being rejected and the new one being received
- Possibility of another contract being received whilst you are submitting the new contract
- The AUDDIS rules also outlines that prior to the origination of any Direct Debits, the identity of the payer and his address must be verified to ensure that the account details provided relate to the payer. There are bank checkers available on line to purchase which should ensure the Direct Debit details provided are correct first time.

For your reference, here is a link to a guide to comply with the [8 Data Protection principles](#).

There will be future communications from E.ON providing you with guiding principles around data storage timescales, security, destruction and transfer (more details of this below, FTP trial) and these are noted in your contracts under section 10. All companies have responsibility to ensure compliance to the Data Protection Act.

There are a number of penalties that could be applied by the Information Commissioner as a result of DPA breaches including fines of up to £500k.

New Query Spreadsheet

It was recently highlighted that we are in breach of the Data Protection Act as when resolving queries, customer information was being emailed to the relevant team mailboxes and this information is not encrypted or password protected.

To ensure we keep customer information secure we're introducing a query resolution spreadsheet. From now, any query resolution sent to the TPI team must be done using the attached spreadsheet. This spreadsheet must then also be encrypted and password protected as are the submission of sales spreadsheets. Any queries sent by email after this date will be returned.



TPI Query
Template V1.160311.x

FTP Trial

To assist with the above security issues we are looking to introduce a Secure File Managed Transfer Path Service (SFTPS) to you. This will allow the upload and download of files between you and us via a secure internet webpage and will remove any security risks.

We also hope this will make the sending and receiving of information to us easier.

This is currently being trialled and will be rolled out shortly.

If you would like any further information regarding this please contact Kelie Muldoon.

Managing Agents

We have had several queries regarding Managing Agents lately and as we continue to improve the process we have for servicing customers who use Managing Agents we have the following guidelines for you.

Managing Agent Responsible for Bills

1. Business name must be in the name of the managing agent or Joe Bloggs C/O Managing Agent
2. A site contact (Name & Number) **must** be provided as contact details

3. Billing address can be set up as managing agent's address
4. Credit check details must be for managing agent, not end user

End user responsible for Bills

1. Business name should be in the name of the end user
2. A site contact (Name & Number) **must** be provided as contact details
3. Billing address should be the end user's address, (site or Head Office)
4. Credit check info must be for end user, not managing agent.

Contract Audits

As you are all aware we have recently introduced a new process for auditing TPI contracts to ensure Compliance. This is still a new process and we are working with both Compliance and your Relationship Managers to improve.

BCRS will randomly select a % of your contracts for an audit at which point we will email you and request either the verbal verification or the paper contract.

Once received these will be audited and we will also contact the customer to confirm details such as rates, product term, principal terms etc.

A score is then calculated and based on this we may pass or fail the audit. This MI is available weekly via your Relationship Managers and should be used to ensure more of your contracts get through to input first time.

Currently the main issues for failures are:-

- Script not being followed
- Verbal/Contract not received

These are easily rectified by ensuring you have the correct version of the script and then ensuring that when requested, this information is sent.

It is also important to ensure you are entering into dialogue with the customer on the verification and they are confirming information to you rather than just answering yes/no to your confirmation.

The SLA for returning requested verbal verifications is 3 days. If not received in this period the contract will be rejected.



Acquisition TPI
Verification Script V6



E ON Existing Supply
TPI Verbal Verificator

Electronic Contract Pad

Following recent feedback we have adapted our electronic contract pad to auto update and save duplication of work for you. This is attached below: -



Brokers contract pad
max 10 contracts v3.

Credit Score - Updates

Churches

We have had numerous questions regarding credit checking churches. We have now had confirmation from Credit Policy that where you submit a contract for a church, providing the church shows on the Church of England (COE) website, then we will accept the contract. These churches will come under the COE's charity reg number.

In the company registration column on the submission spreadsheet, just add the COE's registration number or the church's ID which can be found under 'more info' on the below link:-

<http://www.achurchnearyou.com/>

Internal Credit Checks (where customer has an existing site)

As you may be aware, where a customer has an existing site, if we are made aware we can use the information on this site to perform an internal credit check based on payment history rather than performing an external check.

As part of our next BCRS update we will be attempting to automate this where possible but meanwhile, if a TPI does make us aware of an existing site we can use this as long as the below rules are followed: -

Ltd

Where the existing supply is also Ltd using the same Ltd number we can use the site to perform internal check

If it is the same director but a different Ltd number you must perform an external check

Sole Traders

If the existing site is in the same customer name we can use that information to perform an internal check, this could also be a residential property or a different company name

Please make your team aware if you would like to use an existing site and we will attempt to do so.

Domestic Profiles – Updates

If the customer MPAN has a profile class of 01 or 02, you can only sell on Access, not Connect

New Acquisition

For all new Acquisition a Business Rates Document or a copy bill showing VAT being paid at 20% must be received as proof of business.

No contracts with a 01 or 02 profile must be processed without this unless they are a nursing home, church or a registered charity with a charity number

Existing Customer - If set up as a Domestic we will make the following checks:

- Usage. Is the customer using less than 8000 on Elec and 15000 on Gas?
- Check Google maps to determine from this if it's a domestic or business property?
- Check notes history – Is there anything to suggest the customer may want setting up as a business?

The above will help determine if the customer is domestic or business:

- **Business** - we will process without further information being required. We will call the customer and confirm they are happy with paying 20% VAT and inform them they cannot use their Clubcard if they have one set up.
- **Unsure** - we will ask for a Business Rates document from the TPI
- **Domestic** – Contract will be rejected as a Domestic E.ON Site. If you dispute this decision, the customer will need to call customer services to update the account. If this is the case, make sure the account is noted up to inform them we have a contract received.

New DD calculator

You must state approximate monthly Direct Debit amount within your verification calls. To enable you to calculate this we provided you with a Direct Debit calculator. Previously this calculated the Direct Debit based on consumption and prices quoted but did not include VAT and CCL. We have now updated this tool to include both VAT and CCL giving you and your customers a more accurate monthly Direct Debit amount. Please replace the existing tool with this and use with immediate effect.



DD_Calculator_180
511.xlsx

Updated – Validation Errors

We have updated the BCRS validation codes to include the new audit rejection reasons. Please find the new version attached for your information.



Broker Codes
External V5 100611.x

Commissions – Updates

Following numerous queries from TPIs please be aware that the EAC/AQ included within the new TPI statements from ACE shows as contracted and not annual.

As you are aware the weekly and monthly ACE commission statements lock down on a Wednesday for the previous weekly or monthly period. This statement will now be sent to you the following Monday AM and payments will be made in alignment with your current payment terms. Please allow for an additional day on bank holidays.

Also please note that all ACE commission statements are now password protected to increase the security of your customer data, you will have been contacted with this password, but if you have any problems please contact b2b-cab-invocies@eonenergy.com.

We've recently opened up a direct route for you to contact the E.ON Accounts Payable team. After receiving your commissions statement, and once you're happy with everything stated within it, you can then enquire about any payments to your bank, such as when you are likely to receive the cash or if the amount communicated via the statements is different from that you have been paid.

However, since launching this point of contact, we are experiencing a few **non**-payment related issues, such as commission calculations and invoice validation, being passed through to this team, which is adding extra time to their working day and delaying our overall resolution time to your queries.

Please make sure you are contacting the appropriate E.ON team whilst querying your commission.

CaBi Updates

Please be aware that the process for granting TPIs access to CaBi has now changed.

The new process is as follows:

1. E.ON Account Manager must send the attached form to TPI.



CaBi Request
Form.xls

2. TPI Authoriser or nominated representative must then complete the form and return it to the E.ON Account Manager.
3. Once the Account Manager has ensured that all the necessary information has been entered, they will need to email the form to cabi@eonenergy.com

The people named on the spreadsheet will then be given access to CaBi within 48 hours. This access will be reviewed annually.