

Quarterly TPI Briefing – Q3 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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01 & 02 Profiles on Connect

Please be aware that we will now accept 01 and 02 profiles on our Connect product although the normal proof of business rules will still apply as they do with our Access product.

BCRS Enhancements

Independent Gas Transporter (IGT) contracts – existing customers

While we still do not accept contracts for IGT customers due to the set up costs involved, there have been trials within E.ON which mean we have existing IGT customers. This enhancement will enable us to accept a contract on an existing E.ON customer site, ensuring your contract is processed and not rejected.

Management Information (MI)

We're improving the MI that is available from BCRS. This will allow us to monitor the status of contracts to ensure they are dealt with quickly. It'll also enable us to produce MI for you, to help you with training and quality issues such as contracts rejecting or failing for the same reasons.

Existing customer credit score

When we receive a request for an acquisition and we already have an existing supply for that customer, we can use the existing account information to check their credit score. We can make a decision based on their current payment history, so we don't need to carry out an external credit check.

Currently the submission spreadsheet doesn't have the option to provide us with the existing supply information. So we're changing the submission spreadsheet so you can provide us with this information, allowing us to carry out the internal check. This will speed up the credit checking process.

E.ON internal systems interaction with BCRS for Renewals & COTs

Currently our Sales and Customer Service teams do not have visibility of BCRS, so they are unaware if you have a contract waiting in BCRS so they may agree a contract with the customer or allow the customer to leave E.ON. To reduce the possibility of this happening we're introducing a new 'pop up' in our internal systems to indicate when a customer has a contract in BCRS. This will help us make others within E.ON aware of when a contract has been received, in case they are contacted directly by the customer.

Rejections - confirmation to customer

When we reject a contract we're reliant on you advising the customer to rectify the issue and then re-signing a new contract. To help you and the customer with this process we're introducing a letter to be sent to the customer when a contract is rejected. It'll inform them of the current situation with the contract and refer them back to you, their Broker. The letter will also include the Broker team's telephone number and if a customer calls in response to the letter the team will confirm the reason for the rejection and refer the customer back to you for resolution.



BCRS Rejection
Letter v4 Acq.doc



BCRS Rejection
Letter v4 Renewal.doc

Auditing

We're improving our contract auditing process to ensure a percentage of contracts from all Brokers are randomly selected for audit. While ensuring Ofgem compliance, this will also ensure fair and accurate feedback to you and helps us improve our processes.

LOA Process

Following feedback from our TPI's and colleagues we have made some changes to both the template and the LOA process. With immediate effect we are introducing a new **Letter Of Authority (LOA)** template which has had some changes made to the two levels of LOA authorisation for a Third Party Intermediary (TPI) acting on behalf of a customer. Along with amendments to previous rules.

There will be further system changes made to improve the capture and visibility of this information and we will update you on this as these changes are progressed.

IMPORTANT AMENDMENTS:-

- If more than one TPI involved this must be listed on the LOA
- Where the Customer has more than 1 site in the same name the LOA must state 'valid for **ALL** sites under the Company name provided'. This LOA will then cover all sites
- Where the main Business is the same but site Business names are different these **MUST** be listed and updated on the LOA each time a name is removed or added.
- If Customer does not want to agree authority to all areas in Level 2 they can delete and initial as appropriate, wording does not have to be exact as per our template but EON must verify what can be provided upon receipt of LOA
- Amendments to levels as below

Level 1

- Request and receive current and historical account information including: - Consumption history, supply numbers, pricing details, contract end dates
- Issue termination notice with regard to existing supply contracts on my behalf.
- Obtain information from third party industry databases, for example metering details
- E.ON or TPI to be able to contact my current supplier to resolve any objections or rejections regarding my transfer
- Request and negotiate prices on my behalf

Level 2 - Customer able to delete and initial if authority not appropriate

- All of the items in level 1, as well as the following:
- Request and receive ALL billing information eg, copy bills, debt information ,
- Authorise any adjustments, refunds and billing
- Agree supply contracts on my behalf

Copy of template attached for information



LOA Template V5
Sept 2011 FINAL.doc

What about existing LOA's on contracts?

If a customer has an existing contract with EON, then unless otherwise stated on the LOA, the LOA will remain valid for the duration of the contract; in all other cases, the LOA will be valid for 12 months.

If EON have an existing LOA level 2 that pre dates this brief that will remain as a level 2 for the one year term at which point it must be renewed following this new process

If a generic LOA is received, for example "I authorise xx to deal with all matters regarding my gas and electricity accounts", only **Level 1** information will be provided

New submission spreadsheet and timings

We have recently introduced a new submission spreadsheet removing columns which are not required and adding a contract comments column – and these comments will input directly into BCRS. Also, to help you complete the form we have improved the design to reduce the risk of validation errors or rejected contracts. The new spreadsheets are also smaller inside which should assist with issues when loading onto FTP.

Following feedback we have created a how to guide detailing how to use the new spreadsheet, which will help validate your information and hopefully decrease the numbers of contracts that fail validation when input.



New Spreadsheet -
How to.ppt



BCRS_Submission_Te
mplate_small.zip

Direct Debit payment date

It has recently come to light that where we have not been provided with a payment date for Direct Debit to be taken there have been issues with the payments being taken. This has been resolved within the Support team but since being made aware we have introduced a new reason code in BCRS. Where the payment date is not added BCRS will now fail the contract with reason 'DD Day of month not set'. The new spreadsheet will also highlight when this has not been added. Obviously if QCC has been agreed or Customer has authorised us to use their existing DD information this field does not require completing.

Broker Codes – Updated Version



Broker Codes
External V8 041011.x

New Renewal Pricing

We recently introduced a new set of renewal prices for our Connect product. The commission structure has now been reverted back to the previous style of payment (i.e. commission uplifts are the same as a new acquisition).

- Access is currently being reviewed. Our aim will be to have a new acquisition and renewal matrix for this product also.

Current prices for all EON products attached.

- **Connect product suite** – new Acquisition & renewal prices (commissions levels within matrix)
- **Access product suite** – same prices for both new acquisition and renewals (plus commission sheets for both)

Prices available via your relationship manager

FTP Website

As you are all aware we have recently introduced an online Secure File Transfer Path (SFTP) to ensure customer data is secured when transferring to and from EON. This has now been successfully rolled out and should be in use by all TPI's.

Attached is a user guide and a refresher on the folders and what should be stored/received where.

URL: <https://sdx.eon-uk.com>

From E.ON

This is where you will receive your E.ON files. Your support agent will load the files and you can then download them to relevant folders within your drive.

ConRec reports – Where TPI Support will load your twice weekly ConRec reports

Query spreadsheet (Acquisition) – Where TPI Support will load answers to your query spreadsheets

Query spreadsheet (Renewals) – Where TPI Support will load answers to your query spreadsheets

Portfolio reports – Where TPI Support will load your weekly Portfolio reports for Renewals

Objections reports – Where TPI Support will load your daily objections reports

To E.ON

This is where you will load your files for E.ON to download. Your support agent will download the files once notification received via automated email.

Submission spreadsheet – Where TPI will load all submission spreadsheets for TPI Support to load into BCRS

Query spreadsheet (Acquisition) – Where TPI will load their query spreadsheets and supporting evidence for TPI Support to action

Query spreadsheet (Renewals) – Where TPI will load their query spreadsheets and supporting evidence for TPI Support to action

Verbals+Contracts (Audit) – Where TPI will load verifications/contracts following request from TPI audit team to enable them to audit contract

Verbals+Contracts (Complaint) – Where TPI will load verifications/contracts following request from Complaints team to enable them to resolve a complaint



TPI & EON SFTP User
Guide 2011.pdf

Vulnerable Customers in the SME World

Very few SME customers have any vulnerability connected to their business but we have an obligation to recognise and record those who do and ,if they fall into this category they have to be treated differently - taking into account the possibility of "Fuel Poverty" and the fact that we cannot disconnect these customers even if there is a debt on their account so we are asking all TPI's to make considerations on how they identify these customers.

SME Customers that could possibly have a Vulnerability element are for example: shops, takeaway's, pubs and small offices that may have residential accommodation connected to their premises and supplied through the same meter that supplies the business, any property with children under three years of age and schools, care homes etc.

While we don't always recognise the link of Vulnerable (Domestic/Residential) customers in the SME world it is something we all need to be aware of as we have regulatory requirements to identify all vulnerable customers and how we deal with them and what regulation protects them, namely the "Supply Licence Conditions", "National Consumer Council aka Consumer Focus" and "The Equality Act". We also have to consider the CEAR act (complaints handling procedures where in E.ON, the identification of Vulnerability may impact the resolution/outcome of a complaint).

Every company has a basic duty of care to its customers. If a company's product or service inherently includes a certain amount of risk or danger, expectations as to how these risks are contained will be particularly high.

A vulnerable customer is someone who for reasons of age, health or disability the disconnection of electricity or gas presents a clear threat to theirs or a member of their household's health or wellbeing.
