

Quarterly TPI Briefing – Q4 2011

Here's your quarterly TPI update from E.ON. This includes all briefs previously sent out in the last quarter of 2011. 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.

In this briefing:

- FTP Website
- 120 day threshold
- Clarification on Eon's Termination process

- Third Party Principles & EON Code of Practice
- Compliance requirements to conform to SLC 7
- Reduced Registration - Update

FTP Website

Last year, it was highlighted that some TPI's are using the same file name when loading submission spreadsheets etc onto the FTP site.

As with word and excel if the file name is the same and there is already a file loaded with the same name the new one will just over-write the old meaning you will lose the old file.

Please ensure ALL file names are different when loading them to ensure that this does not occur.

Do's & Don'ts

- Do NOT close the browser whilst an upload is in progress
- Do NOT exit the transfer intentionally or unintentionally (e.g. navigate away from the upload screen)
- Ensure internet connectivity is good and will not be interrupted

For any issues with FTP please contact your TPI Support agent in the first instance.

120 day threshold

Following discussions with Compliance we have been advised to remove the tolerance in BCRS for contracts between 120-130 days.

This means that any contracts received after 120 days will now be rejected and will have to be re-priced within the 120 day period. The 120 day is from Contract Start Date and not previous Contract End Date.

Should a quote date be picked up on an audit that is over 120 days the contract will be rejected and should a complaint identify that a contract was agreed over this period the complaint will be upheld and any commissions may be clawed back.

Clarification on Eon's Termination process

Clarification on when a termination notice is required within SME.

Contract product – Requests can be sent from 120 prior to Contract Start Date up until the notice date
28 day rolling – 28 day notice at any time
Deemed – Do not require termination

All requests to be sent to smecontractterminations@eonenergy.com along with a valid LOA.

Third Party Principles & Eon's Code of Practice

As part of our commitment to driving sales standards up within the SME arena, we are delighted to be able to introduce a new set of principles for our Third Party Intermediary channel. The core purpose of these principles is to ensure that all parties are fair, honest and transparent when dealing with micro business customers.

Following Ofgem's recent announcement regarding an accreditation scheme for codes of practice governing energy brokers, E.ON welcomes the announcement and believes that the customers best interests are served by one single independent code. To this end, we wish to continue working with Ofgem, the wider industry and small businesses to ensure that this aspiration becomes reality.

We have attached a copy of our principles which we urge you to adopt, and trust that we can count on your full support in their implementation throughout your organisation and interactions with your customers.



EON Third Party
Principles - Press Rele

Compliance requirements to conform to SLC 7

On the back of the recent OFGEM request, some changes were required to ensure we maintain compliance to the Supply License Condition 7A.

Key operational changes are:

- **TPI Verification**

- Removal of the term "contract" where we actually refer to the fixed to term "plan"
- Removal of the 100KW term for MD customers
- Clarification of our OPT-out and auto-renewal process
- Numbering of the script to provide clear direction



TPIrV10.pdf



TPIV9ACQ.pdf

- **Contract pads for TPI**

- Removal of the term "contract" where we refer to the fixed to term "plan"
- Clarity of our OPT-out and auto-renewal process
- Introduction of a signatory box so customer confirms they read and understood the principal terms
- Consequence of an unsuccessful credit check
- Removal of the 100 KW term for MD customers
- Inclusion of the EU 3rd directive on 21 day transfer and complaints information



TPICombi.pdf

Reduced registration

Following some system tests we are now able to process contracts on reduced registration.

This is when the supply start date for an Electricity sale needs between 5 and 28 working days from when the sale is input. 5 days is the minimum time required for registering a supply.

To request this the 'Start Date' on the submission spreadsheet needs to be completed with the required start date and the CED needs to be left blank. The required start date **MUST BE** equal to or more than 5 business days. The comments column also needs to be updated with the following – Reduced Registration + Date required.

This will then allow us to process the contract to start with the required start date. There are no guarantees with reduced registration and if this date is not available we will register it with the earliest possible date.
