

Work Practice ID	Title	Type	Status
WP 0024	<i>Guidelines for Handling Objections to Change of Supplier</i>	WA	<i>Implemented</i>

Date Raised	Implementation Date
1 st July 2013	7 th November 2011

Change History		
Version	Date	Comment
1.0	01/07/2013	The guidelines for handling Objections were previously set out in a Word document entitled Erroneous Transfer Guidelines v1.1. This was embedded in MCR 1083 v2.0, which was approved at IGG meeting on 10/08/2011 and implemented on 07/11/ 2011. Further to a review of the process in 2013, after a year in operation, it was agreed to continue with the manual procedure, however, it was felt that the Guidelines would be more appropriately housed in a Working Practice rather than an embedded Word document. WP 24 therefore replaces the Word document as an embedded object in MCR 1083 v2.0.

Identification of Retail Market Design Baseline Products Impacted
These guidelines are to be used in conjunction with MPD03 Objection and Cancellation.

Reason for Working Practice
The Guidelines provide a more transparent process that ensures New Suppliers actively respond to Objections and where a Cancelled Registration Request is not sent, the Old Supplier is informed of the reason for the unsent Cancelled Registration Request. In order to minimise the additional administrative work that these proposals will introduce on the MRSO, Suppliers will be proactive in responding to the Objections in an appropriate manner as detailed in the Guidelines.

Applicability
Erroneous Transfers occurring in the Domestic Electricity & NQH Electricity Market and covers the following situations: <ul style="list-style-type: none"> ➤ Customer contacts Old Supplier believing that they have been erroneously transferred ➤ Customer contacts New Supplier believing that they have been erroneously transferred

Version : 1.0
 Status : Final

Date : 01/07/2013
 Document Reference : WP 0024

Working Practice

1 . Guidelines for treatment of Objection due to Erroneous Transfer¹

Where a Customer believes that they have been erroneously transferred they may contact either the New or Old Supplier. If the contacted Supplier is the New Supplier, the New Supplier will (after discussion with the Customer, and if the Supplier confirms it to be an Erroneous Transfer) send a CoS Cancellation. This forms part of MPD 03 Objection & Cancellation.

If the contacted Supplier is the Old Supplier, the Old Supplier will (after discussion with the Customer, and if the Supplier believes it to be an Erroneous Transfer) initiate the Erroneous Transfer procedure on the Customer's behalf. This forms part of MPD 03 Objection & Cancellation.

The Guidelines cover two areas within the Objection & Cancellation process. The first area covers the internal processes that Suppliers perform in responding to Objections received. Recommended steps (the majority of which are currently being performed by Suppliers) and timelines are documented. The second area contains the steps that the Old and New Suppliers, as well as MRSO, take to ensure appropriate communication around the Supplier's Objections handling process is provided.

The flow chart in [Appendix C](#) below highlights the guidelines for these two areas.

1.1 Agreed guidelines to investigate Objection

This section outlines steps Suppliers should take to investigate an Objection received. The majority of this is already being performed by Suppliers, but this reinforces the actions to reduce the number of Objections that are not responded to. This in turn will ensure that the Customer continues to have a positive experience in the Objections process.

When MM112 Notification of Objection message is received by New Supplier from MRSO, the New Supplier has 10 working days in which to investigate the Objection and either 1) Cancel the CoS or 2) respond to MRSO by email template (Appendix A) as to why the CoS is not being cancelled.

The investigation during the 10 working days should take the form of the following:

- The initial check should be to reconcile the Customer details and MPRN between the MM112 and the CoS MM010. If these are deemed to be different, determine whether a cancellation of CoS is appropriate. Note that a COLE may explain difference. Supplier should also check their own database for name details.
- New Supplier should make between 1 to 3 attempts to contact the New Customer by telephone to establish if the Customer did raise an Objection with the Old Supplier and to confirm that the New Customer no longer wants to be signed up with the New Supplier. Individual Supplier's internal process will dictate number of telephone calls to New Customer.
- Written correspondence (email or posted letter) to the New Customer to confirm same as above. Individual Supplier's internal process will dictate when written correspondence is required to contact New Customer.
- When contact is made with the Customer at any point and confirmation is received that Customer has raised the Objection and no longer wants to be signed up with New Supplier, this must result in the New Supplier cancelling the CoS.

1.2 Agreed guidelines to communicate why Supplier is not cancelling CoS

This section outlines steps Suppliers should take to communicate why a CoS cancellation is not the outcome of the investigation in Section 3.1. This will ensure Suppliers are being proactive in handling

¹ These Guidelines will be outlined within the Supplementary Information Documentation

Objections and ultimately keep non response to Objections to a minimum.

If the New Supplier's investigation in 3.1 above has not led to the CoS being cancelled, an email must be sent to MRSO detailing the reason why. The investigation that the New Supplier performs will provide this detail. The email template to be used will provide the categorisation of reason. This categorisation will help to analyse and monitor reasons for problematic Objections. Further details to include Supplier and Customer details. Please see email template in Appendix A.

This email must be sent to MRSO within 10 working days of receiving the MM112 Notification of Objection.

The reasons to be used are as follows:

▪ **Customer uncontactable by phone**

New Supplier has not been able to contact Customer to confirm Objection. The number of times the Customer has been contacted to be stated. The New Supplier will continue attempts to contact the Customer.

Possible Old Supplier Actions:

- On receipt of this email by the Old Supplier, the Old Supplier could then attempt to contact Customer to inform Customer that New Supplier is attempting to contact Customer.
- If contact is made with the Customer by the Old Supplier and Customer confirms CoS, Old Supplier will send MM012W to withdraw the Objection, if the original 012 has been submitted prior to the CoS completion. Otherwise the Objection will expire after 10 working days of MRSO receiving Objection. The former option will speed up the CoS.
- If Customer confirms Objection, it is hoped that contact will be established between the Customer and the New Supplier to confirm the same.

Possible New Supplier Actions:

- If contact is made with the Customer by the New Supplier in subsequent phone call attempts, the New Supplier will act on the Customer's response i.e. to Cancel CoS if the Customer confirms Objection and wants to stay with the Old Supplier, or to allow the Objection to expire if the Customer confirms that Customer wants to stay with New Supplier.

▪ **Written communication sent to Customer**

If the New Supplier has been unable to contact Customer by phone and will not attempt any more phone contact as per Supplier's internal procedures, either an email or a posted letter is sent to the Customer. Written communications will request Customer to contact New Supplier to confirm if Customer wishes to stay with Old or New Supplier.

Possible Old Supplier Actions:

- On receipt of this email by the Old Supplier, the Old Supplier could then attempt to contact Customer to inform Customer that New Supplier is attempting to contact Customer.
- If contact is made with the Customer by the Old Supplier and Customer confirms CoS, Old Supplier will send MM012W to withdraw the Objection or he can allow the Objection to expire.
- If Customer confirms Objection, it is hoped that contact will be established between the Customer and the New Supplier to confirm the same.

Possible New Supplier Actions:

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- If a response is received from the written communication, the New Supplier will act on the Customer's response i.e. to Cancel CoS if the Customer confirms Objection and wants to stay with the Old Supplier, or to allow the Objection to expire if the Customer confirms that Customer wants to stay with the New Supplier.

- **CoS confirmed by Customer**

Contact has been made with the Customer who has confirmed the Customer wishes to be signed up to New Supplier.

Possible Old Supplier Actions:

- On receipt of this email by the Old Supplier, Old Supplier can contact Customer to confirm that New Supplier has had confirmation that CoS is required by Customer as Customer wants to stay with New Supplier. Old Supplier can send MM012W to withdraw the Objection or simply allow the Objection to expire.

- **Third party dispute**

This could follow a number of scenarios. If new scenarios occur that are relevant to Third party disputes, Suppliers are to request that these are added for discussion by the Working Group. Details of this should be clearly described in the email to MRSO.

The current recognised scenario is that a letting agency/county council request differs from a new tenant request.

Possible Old Supplier Actions:

On receipt of this email by the Old Supplier, Old Supplier can contact Customer (Third Party or Tenant) to try to further establish what the situation is. The Objection will then expire. The information given here will provide good evidence for monitoring of scenarios of Erroneous Transfers.

- **Change of mind to Objection**

Customer initially raised Objection via Old Supplier but has now withdrawn objection and confirmed that Customer does want to be signed up to New Supplier.

Possible Old Supplier Actions:

- On receipt of this email by the Old Supplier, Old Supplier can send MM012W to withdraw the Objection or simply allow the Objection to expire.

- **Non CoS issue**

Non CoS issue as to why Objection raised. This could follow a number of scenarios. If new scenarios occur that are relevant to non CoS issues, Suppliers are to request that these are added for discussion by the Working Group. Details of this should be clearly described in the email to MRSO. The current recognised scenario is that a Customer feels bills are too high with the New Supplier.

Possible Old Supplier Actions:

- On receipt of this email by the Old Supplier, Old Supplier can contact Customer to try to further establish what the situation is. The Objection will then expire. The information given here will

provide good evidence for monitoring of scenarios of Erroneous Transfers

1.3 Agreed guidelines to communicate Escalation by Old Supplier to MRSO

This section outlines steps Suppliers can take to escalate an Objection. It should be noted that if the Guidelines in Section 3.2 are carried out, the number of escalations will be kept to a minimum.

If the email received from the New Supplier via MRSO provides a reason that is not acceptable to the Old Supplier, the Old Supplier can raise an Escalation email to MRSO at this point. The only reason given by a New Supplier that can be the basis for escalation is that the CoS has been confirmed by the Customer.

An Escalation email can also be raised by the Old Supplier if there has been no response to the Old Supplier's validated MM112 Notification of Objection message. In this situation, the Escalation email can only be raised after 10 working days of issuing objection. A non-response is viewed as unacceptable practice and should not occur under normal events but only due to process failings.

To provide an audit trail, the reason for not cancelling provided in the New Supplier's original email is to be quoted. If the Escalation email is due to a non response, this is to be indicated on the escalation email. Please see email template in Appendix B.

MRSO will contact both Old and New Supplier by telephone in an attempt to resolve the conflicting information from both Suppliers. This part of the procedure should be resolved within 5 working days.

Suppliers must provide an individual contact name and contact details. If the contact person changes, Supplier is to notify MRSO of the change.

1.4 Process Assessment and Management

MRSO will keep all email correspondence from Suppliers and a log of Objections where a cancelled CoS has not been agreed and/or has been escalated. This will be used to create statistical analysis of the Objections process. The monthly statistics will include:

- Number of CoS raised
- Number of CoS Objections raised
- Number of CoS Cancellations raised from Objections received
- Number of Objection Emails
- Number of Escalation Emails
- Summary of incidents reported to CER around objections where resolution was unable to take place

CER will receive the statistics in order to monitor the status of the Objections / Erroneous Transfer process including the Escalation process. MRSO, RMDS and CER will assess whether the proposed process improves the area of COS objections.

1 Appendix A – Email Template

Email Template from New Supplier to inform MRSO why Cancellation not being submitted in response to MM112 Objection

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TO: MRSO@esb.ie

OBJECTION MM112	REASON FOR NOT SUBMITTING A CANCELLATION
MPRN	
REASON FOR NOT CANCELLING	<i>Please indicate with an X one of the options listed</i>
Customer uncontactable by phone	
Written Communication sent to Customer	
CoS confirmed by Customer	
Third Party Dispute	
Change of Mind to Objection	
Non CoS issue	
If Customer uncontactable indicate the No. of attempts made	
1	
2	
≥3	
DETAILS Please provide as much information as possible	

2 Appendix B – Escalation Email Template

Email Template from Old Supplier for informing MRSO of Escalation

TO: MRSO@esb.ie

OBJECTION MM012	ESCALATION
MPRN	
REASON NEW SUPPLIER GAVE FOR NOT CANCELLING	<i>Please indicate with an X one of the options listed</i>
Customer uncontactable by phone	
Written Communication sent to Customer	
CoS confirmed by Customer	
Third Party Dispute	
Change of Mind to Objection	
Non CoS issue	
REASON FOR ESCALATION	
Old Supplier Re-Confirmed objection with Customer	
No Response from New Supplier to MM112	
DETAILS Please provide as much information as possible	

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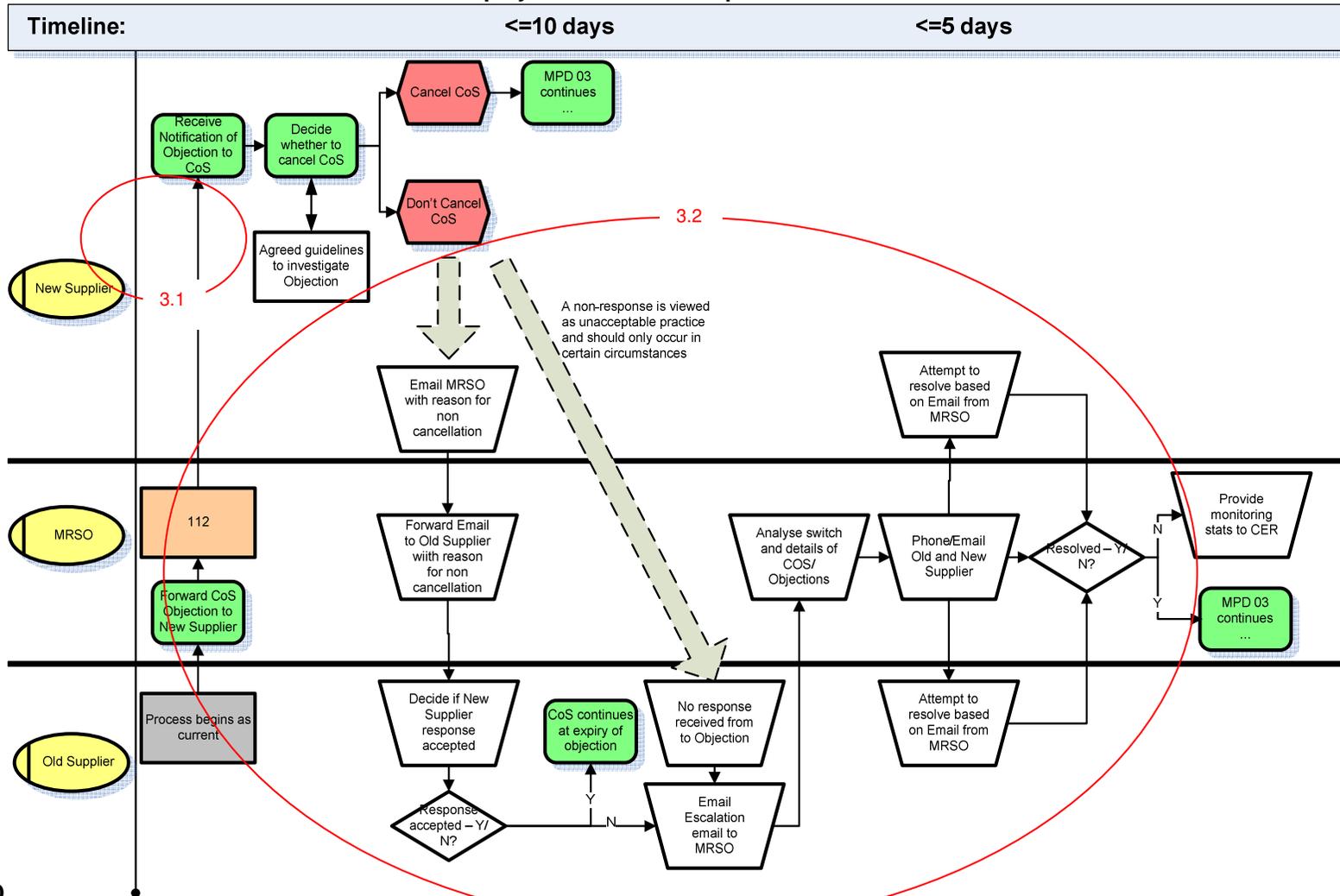
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3 Appendix C – Guidelines Flow Chart

Relevant section of MPD 03 Objection & Cancellation v9.0 and Guidelines

Guidelines are displayed as black/white process flows with the MPD



MPD

Version : 1.0

Status : Final

Date : 01/07/2013

Document Reference : WP 0024