



The Procedure for Resolution of Erroneous Transfers

MAP10

Version: 3.7

Status: Final

Date: 28th February 2019

Document Reference: MAP10_3.7

Change History:

Version Number	Status	Date of Issue	Reason for Change
0.1	For Review	01/10/01	First Draft
0.2	For review	17/10/01	Updated following comments received
0.3	For review	30/10/01	Updated following comments received at ETWG
0.4	For review	05/11/01	For consideration at MDB_01_11
0.5	For review	26/11/01	For consideration at MDB_01_11
1.0	Approved	29/11/01	Change agreed at MDB_01_11 together with MCP94
2.0	Approved	07/06/02	Change agreed at MDB_02_05 with MAP CP001
2.1	Draft	01/08/03	Suggested changes rejected at MDB_03_08
2.2	Draft	10/10/03	For review at Objections Working Group
2.3	Draft	21/10/03	Following review at Objections Working Group
2.4	Approved	26/02/04	2.3 agreed at MDB 03_11 for implementation on 26/02/04
2.5	Approved	24/06/04	2.5 agreed at MDB 04_04 for implementation on 24/06/04
2.6	Approved	19/11/04	2.6 agreed at MDB 04_10 for implementation on 19/11/04
2.7	Approved	06/11/08	Modified in accordance with MAP CP 0066 'Housekeeping – energywatch'
2.8	Approved	25/06/09	Modified in accordance with MAP CP 0074 v1.1 "Limitation on the number of Erroneous Transfer requests following a rejection"
2.9	Approved	06/11/14	Following review at IREG_13_1015
3.0	Approved	25/06/15	Modified in accordance with MAP CP 0228
3.1	Approved	05/11/2015	Modified in accordance with MAP CP 0238
3.2	Approved	25/02/2016	Modified in accordance with MAP CP 0256

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Status: Approved

Document Reference: MAP10_3.7

3.3	Approved	30/06/2016	Modified in accordance with MAP CP 0269
3.4	Approved	30/06/2016	Modified in accordance with MAP CP 0277
3.5	Approved	28/06/2018	Modified in accordance with MAP CP 0292
3.6	Approved	01/11/2018	Modified in accordance with MAP CP 0303 and MAP CP 0304
3.7	Approved	28/02/2019	Modified in accordance with MAP CP 0302

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MDB			27/09/2018

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1. Introduction

1.1 Purpose

This Procedure describes the actions Suppliers are required to undertake to resolve an Erroneous Transfer (ET). An (ET) occurs where a customer has been transferred to a Supplier without a valid contract being in place and the Application for Registration has been processed in the relevant MPAS Registration System. The Procedure fulfils the obligation on MEC, contained in MRA Clause 18.8.

The procedure should be used in conjunction with MRA Clause 18 and the Data Transfer Catalogue.

1.2 Scope & Objectives

The scope of the procedure is limited to ETs occurring in the Electricity Market in the England, Wales and Scotland, excluding Half Hourly (HH) and Unmetered Supply (UMS), and covers the following situations:

- New Supplier identifies a potential ET;
- Customer contacts New Supplier believing that they have been erroneously transferred; and
- Customer contacts Old Supplier believing that they have been erroneously transferred.

This procedure may also be used where the New Supplier agrees to return a customer to their Old Supplier on a goodwill basis under the category of 'Customer adamant not under contract'. However, for purposes of Ofgem reporting, this is not categorised as ET.

1.3 Exclusions

This procedure does not apply in cases where:

- the Erroneous Registration has been identified within the Objection Raising Period; or
- the New Supplier can rectify the Erroneous Registration by withdrawing the Registration.

Erroneous Registrations identified within the Objection Raising Period, where the New Supplier can no longer rectify the Erroneous Registration by withdrawing the Registration, should be resolved using the procedure outlined in MAP 12 – The MRA Agreed Procedure for Customer Requested and Co-operative Objections.

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Suppliers should take all reasonable steps to stop and Erroneous Registration by either withdrawing the Registration or objecting to the transfer if timescales allow.

1.4 Erroneous Transfer Customer Charter

The Erroneous Transfer Customer Charter (ETCC) is as follows:

1. *If a customer believes that they have been erroneously transferred then they can contact either their old or new supplier. The contacted supplier will liaise with the other supplier to resolve the matter.*
2. *An appropriately trained representative of the contacted supplier should explain to the customer:*
 - ◆ *What action will be taken;*
 - ◆ *When they can reasonably expect to be transferred back to their original supplier;*
 - ◆ *That they will only pay once for the energy consumed and where possible, how their billing arrangements will be treated;*
 - ◆ *How they will be kept informed of progress towards resolution; and*
 - ◆ *On request, how complaints will be resolved and, where appropriate, how compensation claims will be dealt with.*
3. *The contacted supplier will send written confirmation of the details provided above within 5 Working Days of the customer contact. Where possible the supplier will include an explanation of why the erroneous transfer took place.*
4. *The customer will be provided with confirmation within 20 Working Days of their initial contact that they will be returned to their old supplier.*

1.5 Erroneous Transfer Categories

The following categories are used by OFGEM for monitoring ETs in Electricity. An identical set of categories is used in the Gas Market.

- Forgery – Proven
- Misleading information / Suspected Fraudulent Market practice and / or Training Issues
- Incorrect MPAN Selected (only valid reason for a non-domestic ET unless agreed via a bilateral agreement)
- Cancelled contract not actioned
- Customer Service Returners
- Technical Issues

See Annex 2 of this document for further information on these categories and some typical business scenarios for each.

1.6 Glossary

The following table defines terms and acronyms used in this document.

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Acronym	Term	Definition
AS	Associated Supplier	The Supplier who is required to respond to a potential Erroneous Transfer request.
	Co-operative Objection	As defined in the MRA.
	Customer Requested Objection	As defined in the MRA.
DTC	Data Transfer Catalogue	As defined in the MRA.
DTN	Data Transfer Network	As defined in the MRA.
	Dual Initiation	Where both the Initiating Supplier and Associated Supplier initiate an ET.
	Erroneous Transfers Handling Manager	The nominated single point of contact within a Supply Business that is responsible for all matters relating to Erroneous Transfer resolution.
ET	Erroneous Transfer	Has the meaning given to the term 'Erroneous Registration' under the MRA.
	Initial Request	The first file sent from the Initiating Supplier to the Associated Supplier giving notification of a potential Erroneous Transfer.
	Initiating Supplier	The Supplier who raises a potential Erroneous Transfer.
MDB	MRA Development Board	A sub-committee of the MEC, which considers all CPs and has delegated authority from MEC to make the decision whether to accept or reject proposals and the timing of their implementation.
MEC	MRA Executive Committee	As defined in the MRA.
	MRA Forum	As defined in the MRA.
	New Supplier	As defined in the MRA.
	Objection Raising Period	As defined in the MRA.
	Old Supplier	As defined in the MRA.
	Supply Start Date	As defined in the MRA.
UMS	Unmetered Supply	As defined in the MRA.

2 Procedure

2.1 Conditions precedent

Suppliers are required to comply with the obligations as contained in the MRA (specifically Clause 18).

The Supplier that is first contacted by a customer shall be responsible for beginning the Erroneous Transfer procedure.

Where an ET has taken place between multiple parties and they are in agreement that an ET has taken place, it should be resolved bilaterally/multilaterally between the Suppliers via telephone. Following this, an email confirmation can be sent to the first escalation point.

Up to 24 months following the last registration of a given metering point, Suppliers should proceed with this procedure when a potential ET is identified. Beyond this point, the Gaining Supplier will have discretion in how to treat a potential ET, which may involve bi-lateral agreement.

Once it has been established that an ET has occurred, the New Supplier should not treat the circumstances as an opportunity to secure the customer and should process the loss notification when received.

Suppliers will endeavour to meet their obligations under the Green Deal with respect to ETs, as outlined in MAP 18 – GDCC.

2.2 Procedure for the Resolution of an Erroneous Transfer outside the Objection Period

The procedure is considered being made up of four phases:

Phase One – Determine Requirement and Initiate ET Procedure;

Phase Two – Response from Associated Supplier to agree course of action for ET resolution;

Phase Three – Proposed course of action acceptable to both parties; and

Phase Four – Associated Supplier rejects ET Communication Flow.

A High Level process diagram is provided in Annex 1 and the individual phases are described below

2.3 Phase One – Determine Requirement and Initiate Erroneous Transfer Procedure

Where the customer believes that they have been erroneously transferred they may contact either the New or Old Supplier. The contacted Supplier will, after discussion with the customer, and if they believe it to be an ET, initiate the ET Procedure on the customer's behalf.

2.3.1 Prior to initiating an ET, the Supplier will first check that they have not already received an ET initiation. If an ET has already been initiated the Associated Supplier will not initiate an ET so as to reduce the likelihood of a Dual Initiation occurring.

2.3.2 The New Supplier may also initiate the ET Procedure on their own behalf where they recognise that they have erroneously registered an MPAN, by sending the D0301 Data Flow to the Old Supplier immediately they identify the erroneously registered MPAN.

2.3.3 Where the contacted Supplier is the New Supplier, they shall make reasonable endeavours to initiate the ET Procedure by sending the D0301 to the Old Supplier within 8 Working Days of receipt of notification of a potential ET.

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2.3.4 Where the contacted Supplier is the Old Supplier, they shall make reasonable endeavours to initiate the ET Procedure by sending the D0301 to the New Supplier within 2 Working Days of receipt of notification of a potential ET.

The New Supplier shall take reasonable steps to stop collecting data from the Meter once a potential ET has been identified.

The D0301 shall include those MPANs believed to have been Erroneously Transferred and provide a reason why they believe each of them to be an ET (including any reason given by the customer).

The identity of the Associated Supplier may be determined from the D0058/D0260 or from information provided by the Customer, or from the D0271 Contact Notice Facility. However it is not necessary for the Customer to provide information pertaining to the identity of either their New or Old Supplier (Go to Phase Two). Alternatively, the identity of the Associated Supplier can also be obtained via ECOES.

In accordance with the ETCC, the contacted Supplier shall provide the Customer within 5 Working Days of initial contact, a letter informing them of the fact that they believe an ET has taken place and the actions they are taking to resolve it (see ETCC for further information).

2.4 Phase Two – Response from Associated Supplier to agree course of action

Where the Associated Supplier is the Old Supplier, they shall use reasonable endeavours to respond to the Initial Request within 2 Working Days of receipt of the D0301. Where the Associated Supplier is the New Supplier, they shall use reasonable endeavours to respond to the Initial Request within 8 Working Days of receipt of the D0301.

Disparity between Old Supplier and New Supplier records for Meter Serial Numbers should not be a reason for rejecting an ET.

The Associated Supplier will respond to the initiating D0301 to confirm acceptance or rejection. If responding with a rejection, the Associated Supplier will state the reason(s) for this. An Old Supplier can only reject a domestic ET request if they are not the old supplier, if the customer has decided to cancel the ET, or where a Dual Initiation has taken place. All rejections must be accompanied with a detailed rejection reason.

Where the Initiating Supplier receives a request from the Associated Supplier to initiate an ET the following action shall be taken:

- 1) Where a Dual Initiation has taken place on the same working day, the new Supplier shall default to the Initiating Supplier and reject the ET initiation from the Associated Supplier (the old Supplier in this case) stating within the rejection reason that a Dual Initiation has occurred and it will take the Initiating Supplier role.

Where the Initiating Supplier received a request from the Associated Supplier to initiate an ET and the Dual Initiation has not taken place on the same working day, the first Initiating Supplier shall reject the Associated Supplier Initiation. The Initiating Supplier initiation shall take precedence.

Once the Initial Request has been made one of the following options shall be taken:

1. Both Suppliers agree that the Customer is to be returned to the Old Supplier (go to Phase 3 of this Procedure).
2. The Associated Supplier believes that they have been contacted in error, because they were not involved in the CoS event on the specified Effective from Settlement Date (go to Phase 4 of this Procedure).

After appropriate investigation e.g. checking a valid contract is in place, the Associated Supplier disagrees with the Initiating Supplier (go to Phase 4 of this Procedure).

Escalation Summary

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The table below summarises the escalation procedure that should be taken when resolving any issues with the ET Procedure. It is anticipated that initial and second follow ups will be made by phone or email. To ensure the proper operation of this procedure, Suppliers must offer an effective telephone enquiry service for representatives of other Supplier on all working days between the hours of 09:00 to 12:00 and 13:00 to 17:00, UK time, on all normal business days. This is a minimum service provision and does not prevent Suppliers from offering a telephone enquiry service at other times as well. For the avoidance of doubt, the telephone enquiry service is intended only to assist with the resolution of escalations and outstanding queries and is not intended to replace the normal data exchange process detailed in Phase 1 and 2.

Final follow ups should be made by email, template detailed below. The timings in the tables below are the MAXIMUM recommended values after ET normal processing i.e. after Day+10. NB All timings referred to in this table are Working Days the initial follow up to new suppliers could be merged with the second follow up to meet the 8WD timescale.

Process	Timescale	Responsibility Level of Contact(s)
Send D0301	Day 0	Operational staff
Initial follow up	Day +5	Supervisor/Manager of Operational Staff.
Second follow up	Day +10	Nominated ET Handling Contact.
Final follow up	Day +15	MRA Supplier Contract Manager*.

* MRA Supplier Contract Manager shall ensure a response to the Final follow up escalation is sent within 10 Working Days of receipt of Final follow up

3. Emailed escalations should be sent as a standard format with the following headers detailed below. The subject header should state "Response to ET initiation escalation" followed by which process (escalation point) is being sent, the new and old supplier IDs.
4. Escalations will be responded to using the original escalation file. A 5th column for additional comments should be added and comments for each and every MPAN added.

MPAN	Initial Customer Contact Date (J1668) (ddmmyyyy)	New supplier REGI date (J0924) (ddmmyyyy)	D0301 sent date (ddmmyyyy)	Additional Comments

2.5 Phase Three – Proposed course of action acceptable to both parties

Where both Suppliers agree that the Customer is to be returned to the Old Supplier as per Phase 2 then:

- 1) Where the Associated Supplier is the Old Supplier,
 - a) they shall, within 2 Working Days of receipt of the Initial Request, return the D0301 to the Initiating Supplier with data item 'Status of Erroneous Transfer' marked 'E' – Accepted by Old Supplier.
 - b) they shall, complete the re-registration of the customer within 21 calendar days of the Initial Request having been returned to the New Supplier with the data item 'Status of Erroneous Transfer' marked 'E' – Accepted by Old Supplier.

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- c) they shall, where such an application for registration is invalid pursuant to MRA clause 15.5.3, use reasonable endeavours to re-submit a valid Application for Registration as soon as possible thereafter.
- 2) Where the Associated Supplier is the New Supplier,
 - a) they shall, within 8 Working Days of receipt of the Initial Request, return the D0301 to the Initiating Supplier with the data item 'Status of Erroneous Transfer' marked 'B' – Accepted by New Supplier.
 - b) the Initiating Supplier shall complete the re-registration of the customer within 21 calendar days of having received the D0301 from the New Supplier with the data item 'Status of Erroneous Transfer' marked 'B' – Accepted by New Supplier.
 - c) the Initiating Supplier shall, where such an application for registration is invalid pursuant to MRA clause 15.5.3, use reasonable endeavours to re-submit a valid Application for Registration as soon as possible thereafter.

Where the New Supplier agrees that an ET has taken place, the New Supplier registration of the relevant MPAN by the Old Supplier.

Where the New Supplier agrees that an ET has taken place, the New Supplier shall take all reasonable steps to stop collecting data from the Meter. The New Supplier shall also delete any data that it may have collected from the Meter during the period of Erroneous Registration, where it does not have a lawful basis for processing this data in accordance with Data Protection Legislation.

If, within 3 Working Days of both Suppliers having agreed that the New Supplier's Registration has been made in error, the New Supplier has not yet received notification from MPAS that the Old Supplier has registered, then the New Supplier should initiate escalation as set out in the table below.

The Initiating Supplier shall (unless having already done so) provide the Customer within 20 Working Days of their initial contact, with confirmation that they will be returned to their Old Supplier via the ET Procedure.

2.6 Escalation Summary for re-registration

The table below summarises the escalation procedure that should be followed where there are delays in the re-registration of the relevant MPAN.

At each stage of the escalation where the Old Supplier responds with a valid reason as to why they have been unable to re-register the relevant MPAN, the escalation stops. The New Supplier should only escalate to the next level where;

- a) there has been no response to the initial escalation;
- b) the Old Supplier does not provide a satisfactory reason for failure to re-register the relevant MPAN;
- c) it has been agreed on a bi-lateral basis between Suppliers that the original reason for failure to re-register has been outstanding for an unanticipated period of time.

In relation to the timescales in the table below, 'Day' is defined as the date on which both Suppliers have agreed that the New Supplier's Registration has been made in error or the New Supplier's SSD, whichever is the later. It is anticipated that initial and second follow ups will be made by phone or email. Final follow ups should be made by email. NB All timings referred to in this table are Working Days.

Process	Timescale (follow return of D0301 accepting the ET)	Responsibility Level of Contact(s)
Initial enquiry	Day +3	Supervisor/Manager of Operational Staff

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Follow up	Day +7	Nominated ET re-registration contact
Final follow up	Day +11	MRA Supplier Contract Manager*

* MRA Supplier Contract Manager shall ensure a response to the Final follow up escalation is sent within 10 Working Days of receipt of Final follow up

Emailed escalations should be sent as a standard format with the following headers detailed below. The subject header should state “Re-registration escalation” followed by which process (escalation point) is being sent, the new and old supplier IDs.

Escalations will be responded to using the original escalation file. A 5th column for additional comments should be added and comments for each and every MPAN added.

MPAN	ICC	Gaining supplier	Old supplier	Additional Comments

2.7 Phase Four – Associated Supplier rejects Erroneous Transfer Communication Flow

- Where the Associated Supplier believes that they have been contacted in error because they were not involved in the CoS event on the Effective From Date specified, they shall, within 2 Working Days of receipt of the D0301, return the request to the Initiating Supplier populating the Additional Information field with ‘Not Associated Supplier’, and with the data item ‘Status of Erroneous Transfer’ populated with either:
 ‘C’ – *Rejected by New Supplier* – if responding to value ‘D’ from the Initiating Supplier; or
 ‘F’ – *Rejected by Old Supplier* – if responding to value ‘A’ from the initiating Supplier.

The Initiating Supplier shall then establish the identity of the correct supplier and re-send the Initiating Request accordingly.

- Where the Associated Supplier disagrees with the Initiating Supplier
 - they shall, within 2 Working Days (as the Old Supplier) and 8 Working Days (as the New Supplier) of receipt of the D0301, return the request to the Initiating Supplier with the data item ‘Status of Erroneous Transfer’ populated with either:
 ‘C’ – *Rejected by New Supplier* – if New Supplier; or
 ‘F’ – *Rejected by Old Supplier* – if Old Supplier.
 - The Associated Supplier shall populate the Additional Information field with the reason why they believe it is not an ET.
- Where the associated supplier has received three transfer requests for the same MPAN from the same Supplier ID and all requests are believed to be validly rejected, and prior to sending the third rejection:
 - They shall telephone the Initiating Supplier to discuss the transfer and the reason for rejection,
 - They shall come to a conclusion with the Initiating Supplier as to whether the transfer request is valid or invalid.
 - If valid, they shall allow the transfer request to continue as per current process
 - If invalid, they will follow the current process in sending the rejection flow along with comments ‘validly rejected 3 times as agreed’.
 - If a further transfer request is received, the request will be escalated to a team manager who will endeavour to reach a resolution with the Initiating Supplier.

The Initiating Supplier shall (unless having already done so) provide the Customer, within 20 Working Days of their initial contact, with a statement of the outcome of the investigation.

See Annex 3 of this document for further information on these categories and some typical business scenarios for each.

2.8 Billing Arrangements

This section refers to the circumstance where the New Supplier agrees that the customer has been Erroneously Transferred but the Old Supplier has either re-registered the customer or is currently carrying out the usual CoS re-registration and, hence, the SSD for the return of the customer to the Old Supplier has not yet been reached.

Under normal circumstances, the billing of the customer should be treated as ET and the Old Supplier should contact the customer to confirm billing arrangements. In accordance with the principles outlined in the ETCC whereby the customer 'will only pay once for the energy consumed', these arrangements establish billing continuity for the period of the ET where CoS re-registration has been followed.

If the New Supplier identifies that an ET has occurred for a customer that the Old Supplier has already re-registered or is in the process of re-registering, the ET request takes precedence. To clarify, the Old Supplier cannot reject an ET Flow (D0301) if they are already in the process of re-registering. In this situation, the Old Supplier must accept responsibility for billing during that period, although the actual billing of the customer will remain at the discretion of the Old Supplier.

2.9 Use of Data Flows Over The DTN

The following Data Flows are used in the ET process:

- D0301 Erroneous Transfer Communication
- D0055 Registration of Supplier to Specified Metering Point

The rules for population and processing of these Data Flows are set out in the Data Transfer Catalogue (DTC) and should be referred to in the first instance.

In November 2014, the D0301 Data Flow was revised from an email spreadsheet format to a DTN flow with a Big Bang implementation. The DTN version of the D0301 should be used for all new instances of ETs from November 2014, notwithstanding that where an ET was in process, the email spreadsheet version of D0301 may continue to be used until the ET process is complete.

3 Annex 1

3.1 Phase Timings

3.1.1 The Old Supplier is the initiating Supplier

Action	Phase	Timing**
Old Supplier sends Initial Request	Phase 1 – Determine Requirement and Raise ET.	Within 2 WDs of initial customer contact.
Respond to Initial Request by Associated (New) Supplier	Phase 2 – Contact between involved parties to agree course of action for ET resolution.	Associated (New) Supplier to respond within 8WDs of Initial Request.
Customer returns to Old Supplier	Phase 3 – If response code is Accepted (Code B), Customer should be re-registered with Old Supplier.	Within 21 calendar days of the ET being Accepted (Code B).
Associated Supplier contests suggested course of action	Phase 4 – If response code is Rejected (Code C – do not believe this is an ET), then either the Old Supplier re-registers the Customer, or the registration stands.	Within 10WDs of Initial Request.

3.1.2 The New Supplier is the initiating Supplier

Action	Phase	Timing**
New Supplier sends Initial Request	Phase 1 – Determine Requirement and Raise ET.	Within 8 WDs of initial customer contact.
Respond to Initial Request by Associated (Old) Supplier	Phase 2 – Contact between involved parties to agree course of action for ET resolution.	Associated (Old) Supplier to respond within 2WDs of Initial Request.
Customer returns to Old Supplier	Phase 3 – If response code is Accepted (Code E), Customer should be re-registered with Old Supplier.	Within 21 calendar days of the ET being Accepted (Code E)
Associated Supplier contests suggested course of action	Phase 4 – If response code is Rejected (Code F – do not believe this is an ET), then either the Old Supplier re-registers the Customer, or the registration stands.	Within 10WDs of Initial Request.

** NB: The timings in the table are the MAXIMUM recommended values

4 Annex 2 – Recorded Reasons for Erroneous Transfers

4.1 Recorded Reasons for Erroneous Transfers

The following table sets out the six Recorded Reasons for an ET, as monitored by Ofgem, together with a definition and typical business scenario for each.

Recorded Reason for ET	Definition	Typical Business Scenarios
Forgery – PROVEN	Where an ET is proven to be a result of the fraudulent marketing practices, by the gaining Supplier or its salesmen / agents.	<ul style="list-style-type: none"> • Forgery of contract. • Customer was deceased at the point the contract was signed/agreed.
Incorrect MPAN/MPRN Selected	Where an ET is recorded in circumstances where the customer being transferred has been incorrectly identified.	<ul style="list-style-type: none"> • A house is split into a number of flats where the MPAN/MPRN for the wrong flat is selected. • Customer provided incorrect data. • Wrong number keyed in. • Industry data incomplete or out of date. • New estates where plots are converted to postal addresses. • Incorrect data provided via Price Comparison Website.
Cancelled contract not actioned	Where an ET is recorded because the gaining supplier failed to act upon the cancellation of the contract by the customer.	<ul style="list-style-type: none"> • Clerical Error. • If internal systems prove that the customer had previously contacted the supplier.
Misleading Information / Suspected Fraudulent Marketing Practice and / or Training Issues	Where an ET is recorded due the provision of misleading information by the gaining supplier or its salesmen/agents.	<ul style="list-style-type: none"> • Contract signed/agreed by a vulnerable customer who was unaware of the consequences of signing. • Customer felt coerced into signing the contract by the sales agent against their better judgement. • Customer has found out that savings quoted were not accurate and they do not want to proceed. • Customer was unaware that they were signing/agreeing a contract and believed they were signing for more information.

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<p>Technical Issues</p>	<p>Where the ET process is used by Suppliers to correct a technical problem whilst at the same time enhancing customer service.</p>	<ul style="list-style-type: none"> • Related MPAN.
<p>Customer Service Returners</p>	<p>Where the ET process is used on a goodwill basis at the discretion of the New Supplier in order to avoid a customer complaint, despite the New Supplier holding a valid contract.</p> <p>An ET with a reason of Customer Service Returners should only ever be initiated by the New Supplier.</p> <p>Where a Customer Service Returners ET is initiated by a New Supplier, the Old Supplier should endeavour to accept the request and re-register the Customer.</p>	<ul style="list-style-type: none"> • Customer claims not to have signed but the New Supplier has evidence to suggest otherwise. E.g. has a signed Direct Debit with the Customer's bank details. • Customer has changed mind and is adamant that they will not contact a supplier of their choice because it is too inconvenient. • Customer has changed mind after they spoke to a rude customer service agent. • Customer deceased after signing contract. • Customer states they phoned up (or wrote or returned a form) to cancel before but there is no note on the system. The account is at a stage of registration where it cannot be stopped. • Customer cancels one day after registration has commenced and insists that the supply letter was not received in time. • Customer claims that they only signed for more information but the New Supplier has evidence to suggest otherwise. E.g. it is found that the New Supplier has a record of the customers DOB and bank details.

5 Annex 3 – ET Rejection Reason Guidance

5.1 Rejection Reasons for Erroneous Transfers

The following table sets out some additional guidance on the appropriate usage of ET Rejection Reasons including some typical business scenarios for both valid and invalid rejections.

Valid Rejections:

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Status: Approved

Document Reference: MAP10_3.7

Rejection Reason	What it means
Not the last Supplier	<ul style="list-style-type: none"> The ET request has been sent to the wrong Supplier – see ECOES to determine the identity of the Old / New Supplier. Potentially a bilateral / multilateral ET if erroneous registration period crosses over more than one Supplier
Incorrect REGI date	<ul style="list-style-type: none"> The Effective from Settlement Date {REGI} for the New Supplier has been populated with an incorrect date in the D0301 – see ECOES to confirm the correct REGI date.
Valid Contract	<ul style="list-style-type: none"> The New Supplier has investigated and determined that they hold a valid contract for the Customer and that no ET has taken place.
Over 2 Years old	<ul style="list-style-type: none"> More than 2 years have passed since the CoS event in question. If an ET is still required Suppliers should seek to agree this bilaterally before further D0301 flows are sent.
Address does not match ECOES	<ul style="list-style-type: none"> The Metering Point Address fields in the D0301 should be populated with the Metering Point Address recorded in ECOES as opposed to the customer billing address.

Invalid Rejections:

Rejection Reason	Why is it invalid
No customer contact / If customer wants to come back they need to contact us	<ul style="list-style-type: none"> The ETCC states that the customer has to contact just one Supplier in order to resolve an ET, either the Old or New Supplier. The contacted supplier will then liaise with the other supplier to resolve the matter.
Do not hold a valid contract	<ul style="list-style-type: none"> This should not prevent the ET from being progressed where the Suppliers agree that an ET has occurred. The customer should be returned as a new customer on new contract terms if necessary. The important aspect is that the customer is switched away from the erroneous supplier.
ET rejected as the account is in an occupier name / name does not match our records	<ul style="list-style-type: none"> If an incorrect MPAN has been registered it is highly likely that the name populated in the D0301 will differ to the name held on the supplier's billing record.
MSN does not match our records	<ul style="list-style-type: none"> The MSN is provided purely as a reference if meter readings are being exchanged. It should not be a validation point.

MPAN shows as de-energised in ECOES	<ul style="list-style-type: none">• Energisation status does not prevent a change of supplier.
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