

FILE REJECT RESPONSES

➤ **1. COULD NOT MATCH ACCOUNT NUMBER**

All orders

Account number sent does not match any account number in the system. Could that the file has the account number in the wrong position or was sent wrong.

➤ **2. INVALID TRANSACTION TYPE - A(DD)/C(HANGE)/D(ROP)**

All orders

The only valid transaction types are A (add the customer to a supplier), C (change the current setup for a customer – must be the same broker), D (drop a customer from the current supplier back to the LDC).

➤ **3. INVALID POOL OPERATOR ID - NO MATCH OR INVALID VALUE**

All orders

The customer id sent as the broker number was either not valid or not set up as a broker.

➤ **4. POOL OPERATOR NOT VALID AT THIS TIME - START/END DATE**

Add only

The broker is not active as of the next nomination date. The next nomination date must be greater than the start date for the broker and less than the termination date for the broker.

➤ **5. POOL OPTION, BILL OPTION, OR RATE NOT VALID**

Add, change

The pool option, bill option and rate sent are not set up as a valid combination for that broker. This information is on the broker setup panel.

➤ **6. INVALID BILL OPTION FOR RESIDENTIAL CUST - E/T VALID**

Add, change

Bill option E (rate stored) and T (transport only) are the only options that are valid for residential accounts. Any bill option is valid for a commercial account.

➤ **8. INVALID SALES TAX EXEMPT % - MUST BE 0.0000 TO 1.0000**

Add, change

This is NOT valid for Peoples Gas

The format or value of the tax-exempt field is not valid. The format must be N.NNNN (N = number). If they do not fill the field with valid digits, for example leaving trailing zeros as spaces, we will not know how to translate the value. Also, the only valid values are between 0 and 1.

➤ **9. CONTRACT EXISTS WHICH PROHIBITS CUST FROM ENROLLING**

Add only

A service agreement contract exists for this customer.

- **11. CUSTOMER IS ALREADY ENROLLED IN INCOMPATABLE PROGRAM**
Add only
 We check the for the following conditions on an account, if any exist the broker is given the reject message.
 Account has a credit rating of 7 (CAP). (CAP customers would also get a wq)
 Account is a shell account
- **12. ACCOUNT ALREADY SET UP WITH THIS BROKER - CANNOT ADD**
Adds only
 An add order was sent for a customer who is already set up with that broker.
- **13. PENDING ADD EXISTS FOR THIS BROKER - CANNOT ADD**
Adds only
 A pending add order already exists for this broker
- **14. PENDING ADD EXISTS FOR A DIFFERENT BROKER - CANNOT ADD**
Adds only
 A pending add order already exists for a different broker.
- **15. CUSTOMER NOT SET UP WITH THIS BROKER**
Change, Drop
 The customer must already be set up with this broker for a change or drop to be done.
- **16. DUPLICATE CHANGE ORDERS, SECOND ORDER CANCELLED**
Change only
 Only one change order can exist at a time. Until that order is completed, no other changes can be done.
- **17. CUSTOMER AND SUPPLIER DO NOT MATCH ON UTILITY**
Add
 The customer account and the supplier ID must match on the Utility
- **18. PENDING ADD EXISTS, ADD CANCELLED AND DROP REJECTED**
Drop only
 An add order is pending. A drop order is set to us, so we cancel the add order, reject the drop order so that the broker knows what happened. The end result is that there is no change to the customer
- **19. PENDING DROP EXISTS, DUPLICATE REJECTED**
Drop only
 A pending drop order exists, since the second one would not be any different then the first, it is rejected.
- **20. INVALID ACCOUNT STATUS - MUST BE ACTIVE ACCOUNT**
Add only
 Account must be an active account to be set up with a broker. Pending accounts do not yet have a service agreement. Final, charge off and inactive accounts no longer bill.

- **22. COULD NOT MATCH ZIP CODE**
All orders
Verify that the zip code sent by the broker matches the zip code of the premise address. If they do not match record is rejected.
- **23. CUSTOMER NOT VALID BASED ON CURRENT RATE**
Add only
If the set up action code (on the rate commodity user table) for this account's full service rate, has a value of 'R' (reject), then the record is rejected with this message. It means that customers on this LDC rate are not eligible for EC. (Originally this was to handle service agreement contract accounts – but ended up not covering those accounts). If the set up action code is 'W' then we create a work queue but not this message.
- **24. INVALID TRANSPORT CODE**
Add, change
The transport code must be in the interstate_tran user table. If the code is not present in that table, it will be rejected.
- **25. RATE NOT SET UP AS A VALID RATE**
Add, change
The rate sent by the broker as the commodity rate must exist in the rate commodity table.
- **26. PENDING ADD EXISTS - UPDATED WITH CHANGE INFORMATION**
Change
When a customer sends a change order, and there is a pending add order for the same broker, the current add order is updated with the information from the change order and the change order is rejected.
- **27. INVALID SERVICE AGREEMENT - CHANGE CANNOT BE PROCESSED**
Add
This verifies that the customer has a valid gas service agreement. Without a service agreement a customer cannot be set up with a broker.
- **28. MULTIPLE SERVICE AGREEMENTS - NOT VALID FOR ENERGY CHCE**
Add
This verifies that the customer has only one gas service agreement. A customer with multiple service agreements is not supported by EC.
- **29. CANNOT SET UP THIS ACCOUNT IN PRIORITY 1 POOL**
Add, Change
This order is trying to put the account in a priority one pool and it is not valid for this account.
- **30. CANNOT SET UP THIS ACCOUNT IN NON-PRIORITY 1 POOL**
Add, Change
This order is trying to put the account in a non-priority one pool and it is not valid for this account.

- **31. CANNOT SET UP THIS ACCOUNT INVALID PRIORITY CODE**
Add, Change
 This order has an invalid priority code. It is neither priority one nor non-priority one, so the order is rejected.
- **32. ACCOUNT AND BROKER COMPANY NUMBERS DO NOT MATCH**
Add
 The company number of the broker (on the customer table) needs to match the company number of the account that is being set up.
- **33. CANNOT SET UP THIS ACCOUNT IN A NON-PRIORITY / GENERAL POOL**
Add
 This order is trying to put the account in a non-priority pool and it is not valid for this account.
- **34. SBS SHELL ACCOUNT**
Add
 Need five digit SBS account number.
- **35. CHANGE CANNOT BE EXECUTED AT THIS TIME**
Change
 Change transaction received too close to bill date. (must be **4**-days prior to open)
- **36. ADD ORDER REJECTED**
Add
 Cannot set up in aggregation pool.
- **37. CUSTOMER AND SUPPLIER DO NOT MATCH ON COMPANY**
Add
 Customer is on a different distribution system than the Supplier
- **38. CUSTOMER NOT ELIGIBLE FOR POR DUE TO CONSUMPTION**
Add
 Customer usage is greater than 1,000 Mcf
- **39. PENDING ADD REQUEST EXISTS**
Add
- **40. CUSTOMER NOT VALID BECAUSE GAS RESERVE**
Add
 Gas Reserve accounts not permitted to have Supplier
- **41. PENDING TRANSACTION EXISTS - CANNOT EXECUTE CHANGE**
Change
 Change transaction received ~ Account already has an active pending switch doc (Add/Drop)