

# LEARN ALL ABOUT DROPS AND HOW TO FIX THEM



**OUR RETENTION TEAM IS HERE TO HELP YOU REINSTATE YOUR CUSTOMERS!**

## Drop Status

## Required Action

**Customer Switched**

Signed Reinstatement Form

**Customer Moved /Account Closed**

Most recent bill (after the drop date)

**Account Not Found**

Customer needs to contact their utility to verify their account number is active and unchanged & we will need a copy of their most recent bill

**Account Does Not Exist**

Customer needs to contact their utility to verify their account number is active and unchanged & we will need a copy of their most recent bill

**Not First In/ Not Last In**

Customer needs to contact their utility to cancel all pending enrollments then we can tell current supplier to resubmit

**Non-Payment**

Customer needs to pay their outstanding balance

**Customer Withdraw**

Signed Reinstatement Form

**Customer Rescinded**

Signed Reinstatement Form

**Dropped by Customer**

Signed Reinstatement Form

**Pending Re-Enrollment**

Customer needs to obtain their Certificate of Occupancy

**Account Blocked**

Customer needs to contact their utility to remove the block on their account before we can submit for re-enrollment

## Contact Us

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