

NWE ENROLLMENT PROCESSING

REJECTION REASON CODES (Account Level)

REQUEST TYPE	CODE	REASON REJECTED
New Enrollment Reverse Enrollment Terminate Contract Change Request	AI	Invalid or Missing Account Number
	AN	Account Number does not correspond with Customer Name
	NA	Customer Name does not match Name on Account (NWE Bill)
	MI	Invalid or Missing Meter Number
	SI	Invalid or Missing Service type (other than E, G or U)
	ST	Service type does not exist on account
	IA	Inactive Account
	PP	Request previously processed (with same supplier)
	SP	Request pending with another supplier
	SC	Supplier not licensed to serve this class of customer
	OT	Other (see 'Note' at bottom of enrollment form for reason)
Reverse Enrollment	SA	Switch has already taken place (Supplier active)
	IR	No record of pending enrollment (invalid request)
Terminate Contract	SN	Switch has not yet taken place (Supplier not active)
	NC	Meter/service not currently assigned to supplier (no contract)