REJECTION AND REASON CODES
Revised 1/2017

ERROR CODE	DECODE	TRANSACTION USE	COMMENT
008	ACCOUNT EXISTS, NOT ACTIVE	814, 810	Account could be stopped or closed.
A13	OTHER	814, 810	Requires a text reason
A76	ACCT NOT FOUND	814, 810	Includes invalid account numbers as well as no account number found.
A84	SUPPLIER NOT SUPPLIER OF RECORD	814, 810	814s-Used on responses to change requests and inbound drops. Used when the HU request is received before enrollment processed.
A91	ACCOUNT NOT FOUND-INCLUDES INVALID ACCT NUMBERS AS WELL AS NO NUMBER FOUND. SERVICE IS NOT OFFERED AT THIS LOCATION.	814	For instance, used to indicate that this is a gas only account, no electric service exists on the account.
ABN	DUPLICATE REQUEST RECEIVED	814, 810	814-used to reject a duplicate transaction.
ACI	ACTION CODE INVALID	814	ASI01 value is invalid
ANE	ACCOUNT NOT ELIGIBLE	814	Account not eligible for competition (i.e. PAL-Private Area Lights).
ANL	SERVICE PROVIDER NOT LICENSED TO PROVIDE REQUESTED SERVICE	814	Supplier is not licensed in Maryland.
API	REQUIRED INFORMATION MISSING (REF03 Required)	814, 810	Requires a text reason. Often picked up at ATMS and rejected by them.
B14	REVERSAL TIME EXPIRED	814	Reversal time expired or an invalid drop reason sent.
B30	CUSTOMER CURRENTLY ENROLLED	814	Supplier attempts to enroll an account they are already serving.
B39	CUSTOMER ALREADY DROPPED	814	Supplier attempts to drop an account they already dropped.
C10	CHANGE REQUEST NOT SUPPORTED	814	Used with the REF*1P segment.
C11	CHANGE REASON MISSING OR INVALID	814	
C13	MULTIPLE CHANGES NOT SUPPORTED	814	Each change request must be submitted separately.
CMP	ENROLLMENT REVERSAL TIME EXPIRED	814	Used when a Supplier submits an enrollment with an EB1 or EB2 and the reversal window has expired.
CRI	CROSS-REFERENCE INVALID	810	Did not cross-reference the correct 867.

ERROR CODE	DECODE	TRANSACTION USE	COMMENT
DDM	DATES DO NOT MATCH	810	The from and to reading dates on the 810 do not match the from and to reading dates on the 867.
EB1	DROP REVERSAL USED BY THE SUPPLIER THAT SUBMITTED A DROP ON AN ENROLLMENT SUBMITTED NO MORE THAN 2 BUSINESS DAYS FROM THE DATE OF THE DROP RESPONSE TO REINSTATE THEIR RELATIONSHIP WITH THE CUSTOMER	814	This is a reason code and is used in the REF 1P segment.
EB2	USED ON AN ENROLLMENT WHEN THE INCUMBENT SUPPLIER RECEIVES A DROP WITH A **CHA** DROP REASON TO REINSTATE INCUMBENT SUPPLIER IF SUBMITTED WITHIN 2 BUSINESS DAYS OF THE DATE OF THE DROP TRANSACTION	814	This is a reason code and is used in the REF 1P segment.
EB3	WITHDRAWN IS THE DROP REASON - USED BY A NEW SUPPLIER TO WITHDRAW THEIR ENROLLMENT WITHIN 2 BUSINESS DAYS OF THE DATE OF THE ENROLLMENT RESPONSE TRANSACTION	814	This is a drop reason.
FRB	INCORRECT BILL OPTION REQUESTED	814	When a Supplier selects DUAL and the account should be LDC or vice versa.
FRC	INCORRECT BILL CALCULATION METHOD	814	REF*PC value is incorrect.
FRF	BILL TYPE MISMATCH	810	Supplier and utility do not have the same bill type on record (REF*BLT).
FRG	INVALID BILL CALCULATION	810	The bill calculation method (REF*PC) on the 810 did not match what is on BGE's record.
HUU	HISTORICAL USAGE UNAVAILABLE	814	No bill usage on record.
MAX	TRANSACTION LIMIT REACHED FOR ENROLLMENT OR DROP	814	RM 54 Rule: Limit of 2 enrollments and 2 drops per bill cycle, per account.
NLI	NOT LAST IN	814	Not the last enrollment received.
OBW	OUTSIDE THE BILLING WINDOW	810	810 received after the billing window defined on the 867 has expired.
PCR	810 REJECTED - 810 PENDING CANCEL/REBILL	810	Occurs when BGE cancels an 867 while the 810 is pending processing.

ERROR CODE	DECODE	TRANSACTION USE	COMMENT
PII	PARTICIPATING INTEREST INVALID	814	Must always be 100%.
SNP	SERVICE NOT PROVIDED	814	Gas account enrolled as Electric, or other submission error.
SSR	SECONDARY SERVICE REQUEST REJECTED	814	Sent in the enrollment response if the HU or HI request is embedded in the enrollment request and the enrollment request is rejected.
UMA	UNMETERED NON INTERVAL DATA	814	Used when requesting detailed interval usage for non-AMI account.
UND	CANNOT IDENTIFY ESP	814	Occurs when the supplier submits a transaction with a DUNN and Bradstreet number that does not match what is in CCB.