

API REJECTION REASONS GLOSSARY

Partner Success
Update – December 2025

CHANGE IS IN *OUR POWER*



COMMON API REJECTION REASONS AND ACTIONS



Please note: When any of these responses are received, the sale has **not** been accepted by EDF and action is required at Broker level

Response	Error Explanation	Next Steps
“Unable to renew agreements for meter point: New agreement starts after the end date of the current agreement”	New contract does not start the day after the current contract ends (Unable to have a gap between contracted periods)	TPI needs to confirm with the customer the correct renewal date and resubmit contract with the correct renewal date
“Unable to renew agreements for meter point: Current meter point contract terminates after new agreement start date”	Customer is already in contract for the requested contract start date	Confirm correct contract end date and resubmit with the correct Supply Start Date
“Unable to renew agreements for meter point: Current agreement already has a follow-on agreement”	A renewal contract has already been agreed with EDF or another Broker prior to the sign date you agreed	The customer is in contract. We are unable to accept another contract
“Unable to renew agreements for meter point: Account is not a business account”	Account is a domestic premise, and a Change of Tenancy will need to be actioned	Please refer to the Broker Service Guide for further instructions and send required information to SMETPICOT@edfenergy.com

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Response	Error Explanation	Next Steps
“Unable to renew agreements for meter point at this time. Please try again later”	There has been an error connecting to the API	Please email the Partner Success team at partnersuccess@edfenergy.com so we can initiate an investigation. Do not attempt to resubmit contract until the issue has been diagnosed
“We already have an account associated with this MPAN/MPRN”	EDF already supply this site – We are unable to submit your New Acquisition contract	Please confirm if a Change of Tenancy is required. Once confirmed (and completed if required), you will need to agree a renewal contract for the correct renewal date
“Reason: Server Error”	A discrepancy has been detected between the portal and Kraken which will require further investigation	Please email the Partner Success team at partnersuccess@edfenergy.com . You will need to include a screen shot of the error to allow us to initiate an investigation
“landline/mobile”: [xxxxxxxxxxx] is not a valid phone number”	The TPI has submitted a telephone number in an incorrect format or an invalid telephone number	Review telephone number on the contract, ensuring correct formatting is used and without spaces. Resubmit contract

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Response	Error Explanation	Next Steps
{ “business”:{ number”: [“Ensure this field has no more than 8 characters.”] } }	All submissions require an 8 character ‘Companies House’ business registration number. The submission received did not include the registration number, or it did not contain the correct number of characters	If you are unable to confirm the relevant business registration number, please attempt to obtain from the customer or refer to ‘Companies House’ to obtain it
{“message”: “[ECMA 262 regex \”^[A-Z]{1,2}[0-9][A-Z0-9]? [0-9][A-Z]{2}\$\” does not match input string \”Postcode\”]”}	The postcode of the site address, the company registered address, or the billing address has been inputted in an incorrect format, or is not a valid postcode	Review postcode/s submitted and ensure all entries are in capitals and are in the correct format (Example: XXXX XXX)
“We were unable to create the account at this time. Please try again”	There are various reasons why the submission of a contract might fail	Attempt to resubmit contract. If submission fails again, email the Partner Success team at partnersuccess@edfenergy.com and we will investigate and advise of next steps
“The reference provided is already associated with an existing enrolment that has either succeeded or is currently being investigated”	There is already a contract associated with this meter. This sale is only locked in if the meter and relevant contract is showing on your portfolio report	Please contact the Partner Success team at partnersuccess@edfenergy.com if you cannot see the meter on your portfolio report

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“There is a discrepancy between the renewal usage data and the rate structure that we currently hold. Please contact EDF/POWWR to resolve”	There has been a mismatch between the Estimated Annual Consumption (EAC) and / or the rate structure (meter configuration) since the previous contract was submitted	Please contact the Partner Success team at partnersuccess@edfenergy.com so we can investigate and verify what further information will be required
“Ensure this value is greater than or equal to 1.”], consumption_day”	<u>New Acquisition Only</u> : Kraken requires a consumption of 1kWh or above on each register	Please ensure each register has an estimated annual consumption (EAC) of at least 1 kWh in the sale submission
“Unable to renew agreements for meter point: Meter point is no longer on supply on agreement start date”	The supply is scheduled to transfer to another supplier before the contract start date	Please verify details with the customer before contacting the Partner Success team
“Unable to renew agreements for meter point: Current meter point contract terminates after new agreement start date”	The current contract end date is after the proposed start date	Check end date on customer’s bill. If end date cannot be determined, please contact hellobusiness@edfenergy.com with the LOA attached to request the current contract end date
“Unable to renew agreements for meter point: Current agreement on meter point is not for the same account”	Change of Tenancy has taken place on the premise. The contract cannot be processed	Please verify details with the customer before contacting the Partner Success team

THANK YOU

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