Your switchover preparation checklist

Making sure you're ready

Account and invoice number changes

- ✓ Please check to ensure your systems can accept the new account formats
- ✓ Let us know at **be-ready@edfenergy.com** if you have any issues
- ✓ If you currently use the invoice number provided to track sequential invoices, please ensure you focus on the 'Invoice period' and 'Invoice issue date' on the new bills to achieve this

Invoice format changes

- ✓ Please take time to study the invoice formats provided so you and all relevant colleagues are comfortable with the new look
- ✓ If you receive eBills from us, the new eBill reader and test files are provided in the 'Your Bill' section at **edfenergy.com/be-ready**, so you have time to run these through the relevant systems to ensure smooth processing

Payment related changes

- ✓ Please ensure you download the 'Changes impacting your payments' factsheet at the end of your online checklist at **edfenergy.com/be-ready**
- ✓ Please ensure your finance team are ready to make any required changes post switchover to ensure future payments reach us
- ✓ Our new bank details will be provided as part of a formal communication to you straight after switchover

Other considerations

- ✓ If you have any organisational issues that might have an impact on this proposed switchover timescale (i.e. own systems implementation, end of financial year, re-structuring programme) please let us know at **be-ready@edfenergy.com** or contact your usual customer service number
- ✓ If there are any anticipated portfolio changes/activity (i.e. new connections, changes of tenancy, site losses, meter changes, AMR programmes) over the switchover timeframe that we don't know about, please can you let us know as soon as possible so we can then work with you to plan and prioritise accordingly
- ✓ If you have Non-Half Hourly (NHH) meters, please make sure you provide up-to-date meter readings for these meters one month prior to switchover

This is a summary document of the information about the switchover preparation checklist. If you want further details on this, please refer back to the switchover website at **edfenergy.com/be-ready**