Preparing you for our systems upgrade

Timeline of proposed activities and support

What to expect from EDF Energy

2 months to go

Access to edfenergy.com/be-ready
- A dedicated online resource we've built to support you in preparing for switchover.
- Fully searchable FAQ section.
- Downloadable support materials for you to share with your colleagues.
- 'Understanding your bill' section.
- Facility to email our dedicated switchover team if you have any queries.

1 month to go

A second communication by post and email (where we have your email details) to remind you about the switchover and the changes, as well as to confirm the date for the switchover.

1 week to go

A final email confirmation (where we have your email address) to let you know that the switchover will be happening over the coming weekend.

switchover

After 1 day

We'll send you formal confirmation by letter and email (where we have your email address) that your account(s) have been transferred to the new system. This will include notification of new account numbers against old and confirmation of how to make payments to our new bank account.

If you are currently an Energy Zone user, you'll be automatically registered to our new online account management service, MyAccount for Large Business. We'll send you two emails; one to confirm your registration for this service, along with a temporary password, and a second to confirm your new account numbers. To find out more about our MyAccount for Large Business service, go to edfenergy.com/be-ready.

Please make sure we have the correct email details so we can keep you informed.

After 1 week-3 months

You start to receive your newly formatted bills.

'Understanding your bill' guides will be sent out with your first and second set of invoices.

You'll be invited to complete a 'health check' process via your customer service team to ensure all aspects of the switchover have been delivered successfully.

What you need to do

Please bookmark the link edfenergy.com/be-ready and use this to start help prepare your organisation.

Please make us aware of any further contract management activities (such as new connections and business moves) that need planning over the next 3 months.

Let us know if you have any organisational issues that might be affected by this switchover.

Please make sure we have the right details of the stakeholders responsible in your company.

Final preparations – track your 'checklist' at edfenergy.com/be-ready and make sure your key systems, people and processes are ready for the switchover.

Ensure that account management activities (i.e. new connections and any business moves) have been completed or re-scheduled where possible.

Your readiness checklist should now be complete.

Ensure internal stakeholders are prepared to make any necessary changes from the point of switchover.

Please inform us if you have any last minute queries.

Replace any instances of your old account number(s) with your new account number(s).

Update your payment processes as necessary to ensure future payments are directed correctly.

If you are an Energy Zone user login to MyAccount for Large Business. You will need to input the temporary password we send you along with one of your new account numbers the first time you login.

If paying by cheque or bank transfer, please ensure bill payments are being made correctly.

Make our customer service team aware of any queries you have about the switchover.

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