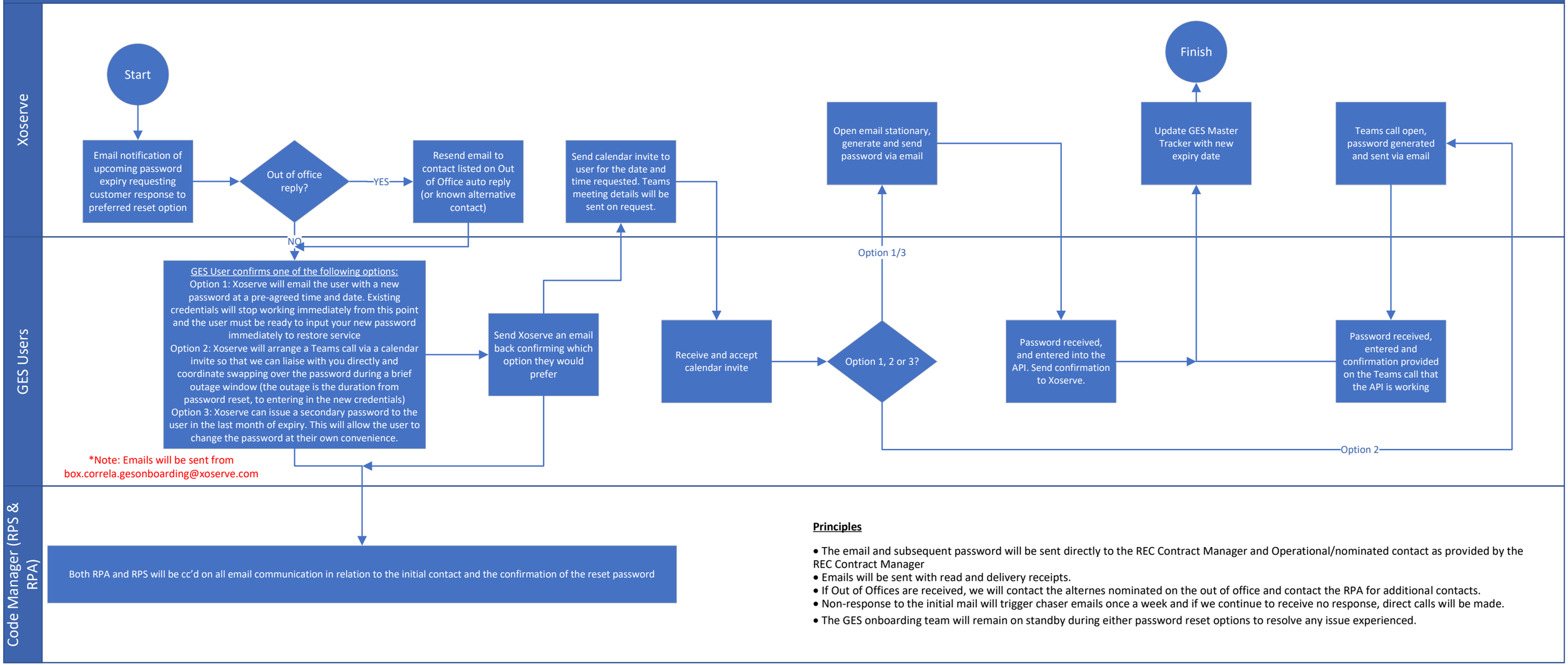
Gas Enquiry Service (GES) Supply Point Switching API Annual Password Reset Process

Phase



Principles

- The email and subsequent password will be sent directly to the REC Contract Manager and Operational/nominated contact as provided by the REC Contract Manager
- Emails will be sent with read and delivery receipts.
- If Out of Offices are received, we will contact the alternes nominated on the out of office and contact the RPA for additional contacts.
- Non-response to the initial mail will trigger chaser emails once a week and if we continue to receive no response, direct calls will be made.
- The GES onboarding team will remain on standby during either password reset options to resolve any issue experienced.