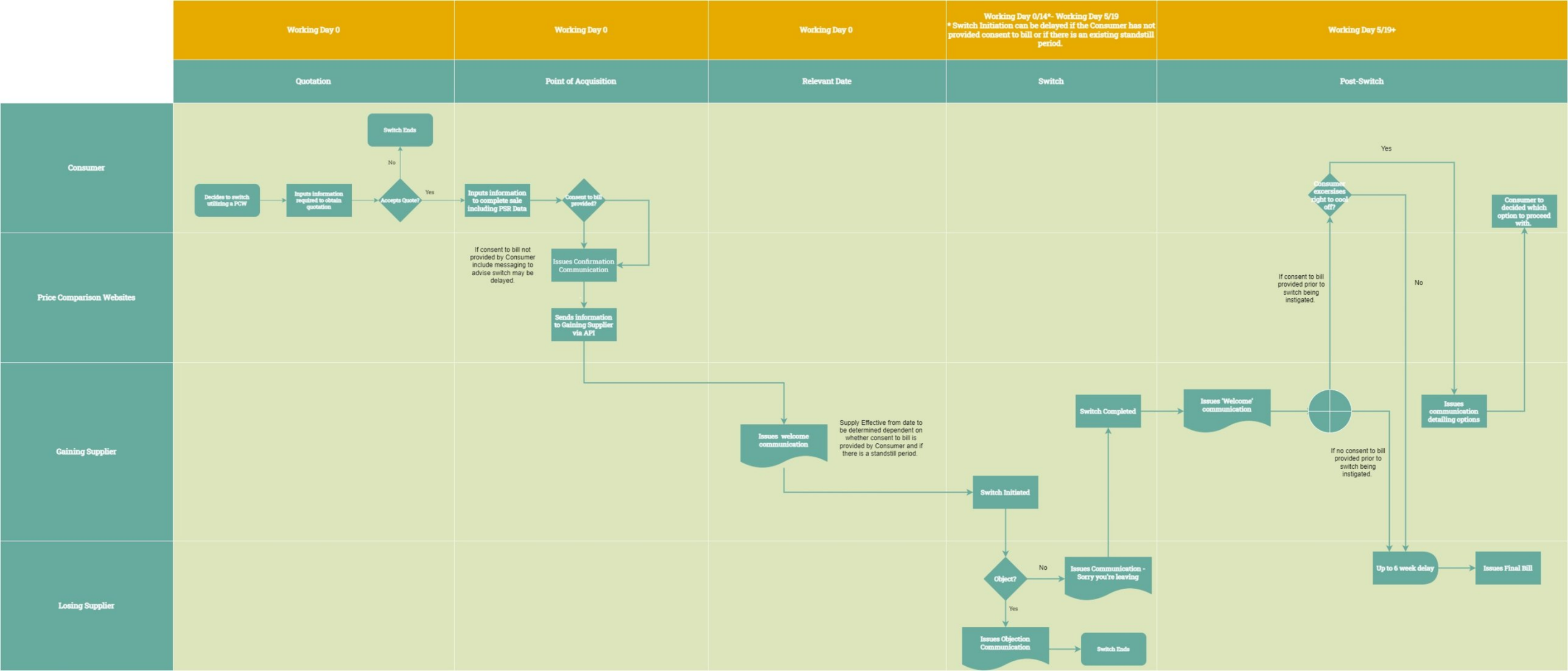

Working Day 0
Working Day 0
Working Day 0
Working Day 0/14*- Working Day 5/19
* Switch Initiation can be delayed if the Consumer has not provided consent to bill or if there is an existing standstill period.
Working Day 5/19+
Quotation
Point of Acquisition
Relevant Date
Switch
Post-Switch
Consumer
Price Comparison Websites
Gaining Supplier
Losing Supplier
Switch Ends
No
Decides to switch utilising a PCW
Inputs information required to obtain quotation
Accepts Quote?
Yes
Inputs information to complete sale including PSR Data
Consent to bill provided?
If consent to bill not provided by Consumer include messaging to advise switch may be delayed.
Issues Confirmation Communication
Sends information to Gaining Supplier via API
Issues welcome communication
Supply Effective from date to be determined dependent on whether consent to bill is provided by Consumer and if there is a standstill period.
Switch Initiated
Object?
No
Issues Communication - Sorry you're leaving
Yes
Issues Objection Communication
Switch Ends
Switch Completed
Issues 'Welcome' communication
Yes
Consumer excersises right to cool off?
If consent to bill provided prior to switch being instigated.
No
Consumer to decided which option to proceed with.
Issues communication detailing options
If no consent to bill provided prior to switch being instigated.
Up to 6 week delay
Issues Final Bill