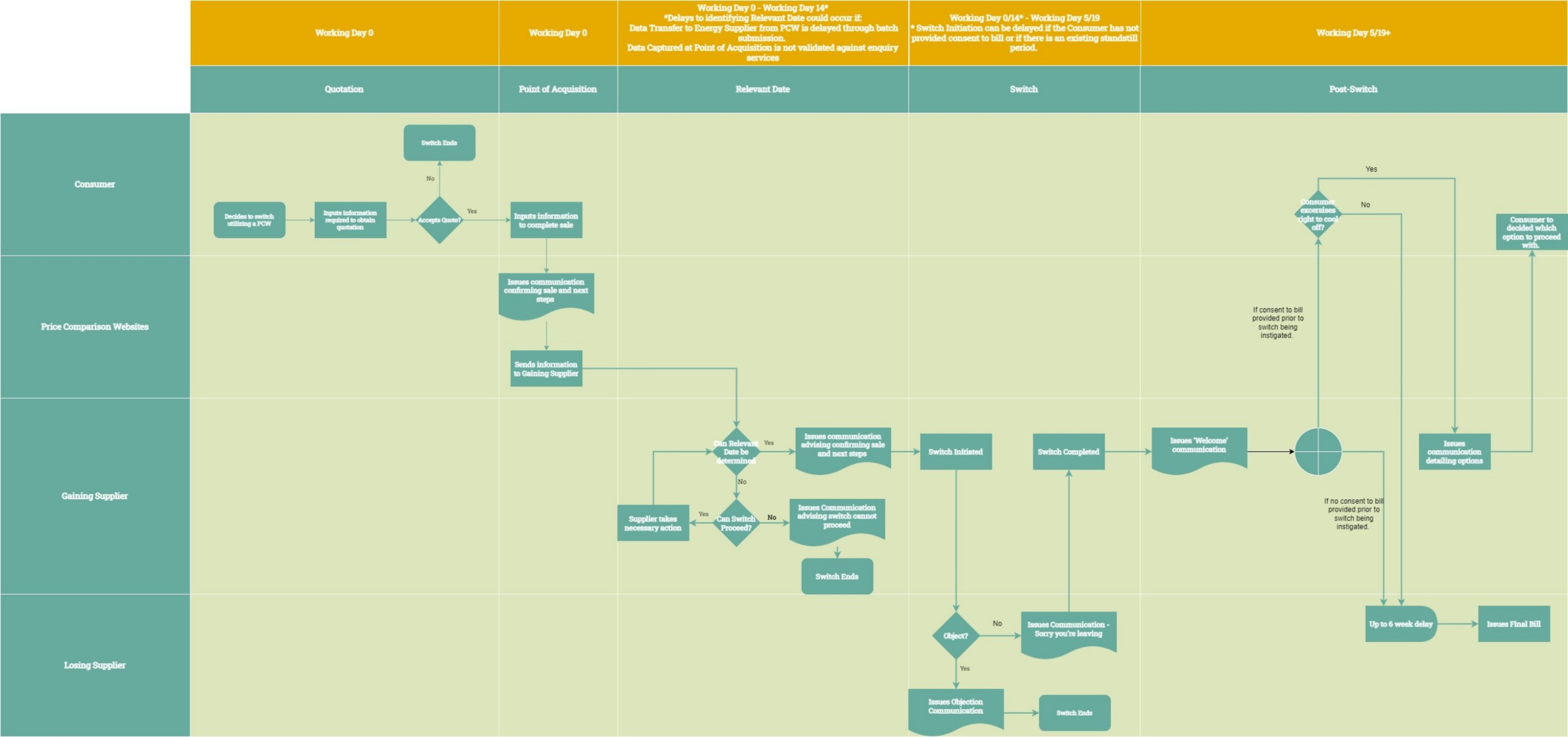

Working Day 0
Working Day 0
Working Day 0 - Working Day 14*
*Delays to identifying Relevant Date could occur if:
Data Transfer to Energy Supplier from PCW is delayed through batch submission.
Data Captured at Point of Acquisition is not validated against enquiry services
Working Day 0/14* - Working Day 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 utilizing a PCW
Inputs information required to obtain quotation
Accepts Quote?
Yes
Inputs information to complete sale
Issues communication confirming sale and next steps
Sends information to Gaining Supplier
Can Relevant Date be determined
Yes
Issues communication advising confirming sale and next steps
No
Supplier takes necessary action
Yes
Can Switch Proceed?
No
Issues Communication advising switch cannot proceed
Switch Ends
Switch Initiated
Switch Completed
Object?
No
Issues Communication - Sorry you're leaving
Yes
Issues Objection Communication
Switch Ends
Issues 'Welcome' communication
Yes
Consumer exercises right to cool off?
No
Consumer to decided which option to proceed with.
If consent to bill provided prior to switch being instigated.
Issues communication detailing options
If no consent to bill provided prior to switch being instigated.
Up to 6 week delay
Issues Final Bill