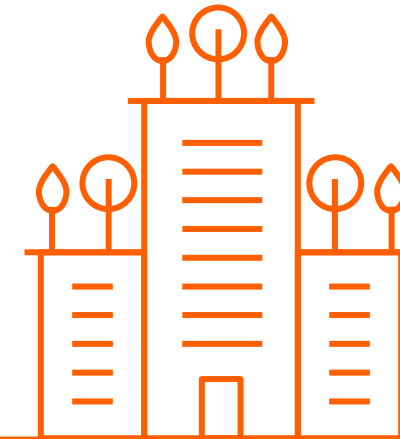


# Changing suppliers: What happens next?

COMPLY DELIVER BUY NET ZERO



**1**

Zenergi's Specialist teams complete Pre-Registration tasks with the suppliers to eliminate any delay with your transfer.

**2**

Before the contract start date your new supplier will request the supplies from the national database.

**3**

The national database forward the request to your current supplier who has the opportunity to object to the transfer\*.

**4**

Zenergi will take the lead with resolving objections on your behalf and keep you informed of any objections requiring your assistance.

**5**

Zenergi will confirm with the supplier that your contract switched successfully.

*\* Your incumbent supplier can only object if you are in contract with them, or have debt of 30+ days, derived from the contracted period.*

## Remember to return your Direct Debit and VAT forms!

If you agreed to pay by Direct Debit (DD) please return the form as soon as possible to avoid delays with registration.

Paying by DD means you'll avoid the risk of late payment charges – if you haven't already chosen this option and would prefer to switch to a Direct Debit method it's not too late. Returning your VAT form will avoid you paying more than you need to on your energy. Suppliers are not obligated to backdate VAT, so don't delay returning it.

For any questions you may have throughout the transfer period, or should you be contacted by any other provider, please contact us at [askus@zenergi.co.uk](mailto:askus@zenergi.co.uk).