



Switching Process

- Step1** Firstly, we need to identify the area that the customer resides to allow us to identify the pricing specific to the customer. Energylinx are Royal Mail PAF resellers so you can rely on our information being updated daily, we link this to our own inhouse MPAS system where we can identify area, meter type (cash or credit) , smart on non smart, and etc. this allows us to minimise questions asked of customers and improves the accuracy any quotes created. We do this by asking for the postcode and then by selection of the actual address.
- Step2** Our systems compare/calculate existing details versus what is available on the market for the customer. We look at the entire market adding filters to allow the tariffs are actually switchable to.
- Step3** We present the calculated results, based on their search criteria, to the customer.
- Step4** The customer decides to proceed and this is where we again uniquely validate the entire data submission to ensure that the following inputs are validated in full before the customer can actually submit the swith for your onboarding:
- * email address
 - * tel address
 - * mpas data
 - * address data
 - *banking data
- Step5** Switches are auto-batched and submitted to you at whatever frequency/time you wish, by default we will be submitting files to you around 3am each day.
- Step 6** A happy new customer joins your supply database.