

Understanding Your Switch Timeline

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Switching to Good Egg Energy is a smooth process, and we want you to know exactly what to expect along the way.

Week 1: We get things rolling After you sign up, we immediately contact your current supplier to begin the switch. You'll receive a confirmation email from us with your Good Egg Energy account number and a summary of what you've signed up for. Your current supplier will also send you a final statement.

Weeks 2-3: The technical stuff happens Behind the scenes, we're coordinating with your local network operator and your old supplier. You don't need to do anything during this time-your energy supply continues uninterrupted. We'll update you by email if there are any delays or if we need any additional information from you.

Your switch is complete! Once everything's finalized, we'll send you a welcome email confirming your switch date. From this date, you're officially a Good Egg Energy customer! Your first bill will arrive within a few weeks, and you can start managing your account through our online portal or app.

Important to remember: Your energy supply never gets disconnected during a switch. It's like changing phone providers-the service continues seamlessly while the paperwork happens behind the scenes.

If your switch takes longer than expected, there's usually a simple reason (like outstanding debt with your old supplier or a complex meter setup). We'll always keep you informed and work to resolve any issues quickly.
