

Switching and move-in/move-out

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Switches, move-ins, and move-outs are some of the highest-stakes interactions in customer service – they mark the beginning or end of a customer's relationship with Good Egg Energy, and getting the details right at this stage prevents billing problems, disputed reads, and frustrated customers for months to come. This guide covers all three processes.

Switching to Good Egg Energy

When a customer switches to us from another supplier, the process is largely handled automatically – but understanding what's happening in the background helps you support customers who call with questions about their switch timeline.

The key stages of a switch are:

1. **Switch initiated** – the customer signs up with Good Egg Energy. A cooling-off period of 14 days applies, during which the customer can cancel without penalty.
2. **Switch confirmed** – after the cooling-off period, the switch is confirmed with the previous supplier and a switch date is set.
3. **Switch completed** – on the switch date, Good Egg Energy takes over the supply. The customer should submit a meter reading on this date if they don't have a smart meter.
4. **Final bill from previous supplier** – the previous supplier will issue a final bill based on the closing read. If there's a discrepancy between our opening read and their closing read, this can sometimes lead to a gap or overlap in billing – flag in Kraken if this comes up.

Switches typically take around 5 working days for smart meter customers and up to 21 days in some cases for others. If a customer calls asking why their switch is taking longer than expected, check the switch status in Kraken and advise accordingly.

Move-ins

A move-in occurs when a customer moves into a property that is already supplied by Good Egg Energy. The previous occupant's account is closed, and a new account is opened for the incoming customer.

When setting up a move-in account:

1. Confirm the customer's move-in date and supply address
2. Take an opening meter reading – this should ideally be taken on the actual move-in date
3. Create the new account in Kraken and enter the opening read
4. Set up billing preferences and payment method
5. Advise the customer that they'll receive a welcome communication confirming their account details

If the property has been empty for a period, there may be an outstanding balance on the previous account. This

is not the incoming customer's responsibility – make sure the accounts are clearly separated in Kraken and that no debt from the previous occupancy carries over.

Move-outs

A move-out occurs when a customer leaves a property. Their account needs to be closed cleanly, with a final bill generated based on an accurate closing read.

To process a move-out:

1. Confirm the customer's move-out date
2. Take a closing meter reading – ask the customer to provide one taken on the day they leave
3. Enter the closing read in Kraken and generate the final bill
4. Process the final balance – refund any credit to the customer or arrange payment of any outstanding amount
5. Close the supply point and account
6. If the incoming occupant is known, offer to set up an account for them

Customers sometimes call to do a move-out after the fact – they've already left the property and may not have an exact closing read. In this case, use the date they provide and work with them to get the most accurate reading possible, even if it's retrospective.

Change of tenancy (COT)

A change of tenancy is essentially a move-out and move-in happening at the same time for the same property. The outgoing customer's account is closed on the handover date and a new account is opened for the incoming customer, using the same meter reading as both the closing and opening read.

Accurate COT processing is important because any gap between the two accounts – even a day – creates an unallocated period of consumption that's difficult to unpick later. Make sure the dates align precisely in Kraken.

Objections to a switch

In some circumstances, a switch away from Good Egg Energy can be objected to – for example, if the customer has an outstanding debt on their account. Objections must be raised within a specific window and must be based on legitimate grounds. If a customer calls to query why their switch has been delayed or objected to:

- Check the account in Kraken for any outstanding balance or objection flag
- Explain the reason for the objection clearly and without blame
- Advise what the customer needs to do to allow the switch to proceed – typically clearing the outstanding balance
- Be sensitive – a customer who is switching away may be doing so because they're unhappy or struggling financially

Watch out for this: The single most common cause of post-switch billing disputes is a mismatch between the closing read given to the old supplier and the opening read registered with us. Whenever you're processing a switch or move-in, take a moment to check that the opening read looks consistent with the

property type and any available read history. Catching a discrepancy at this stage is infinitely easier than unpicking it six months later.
