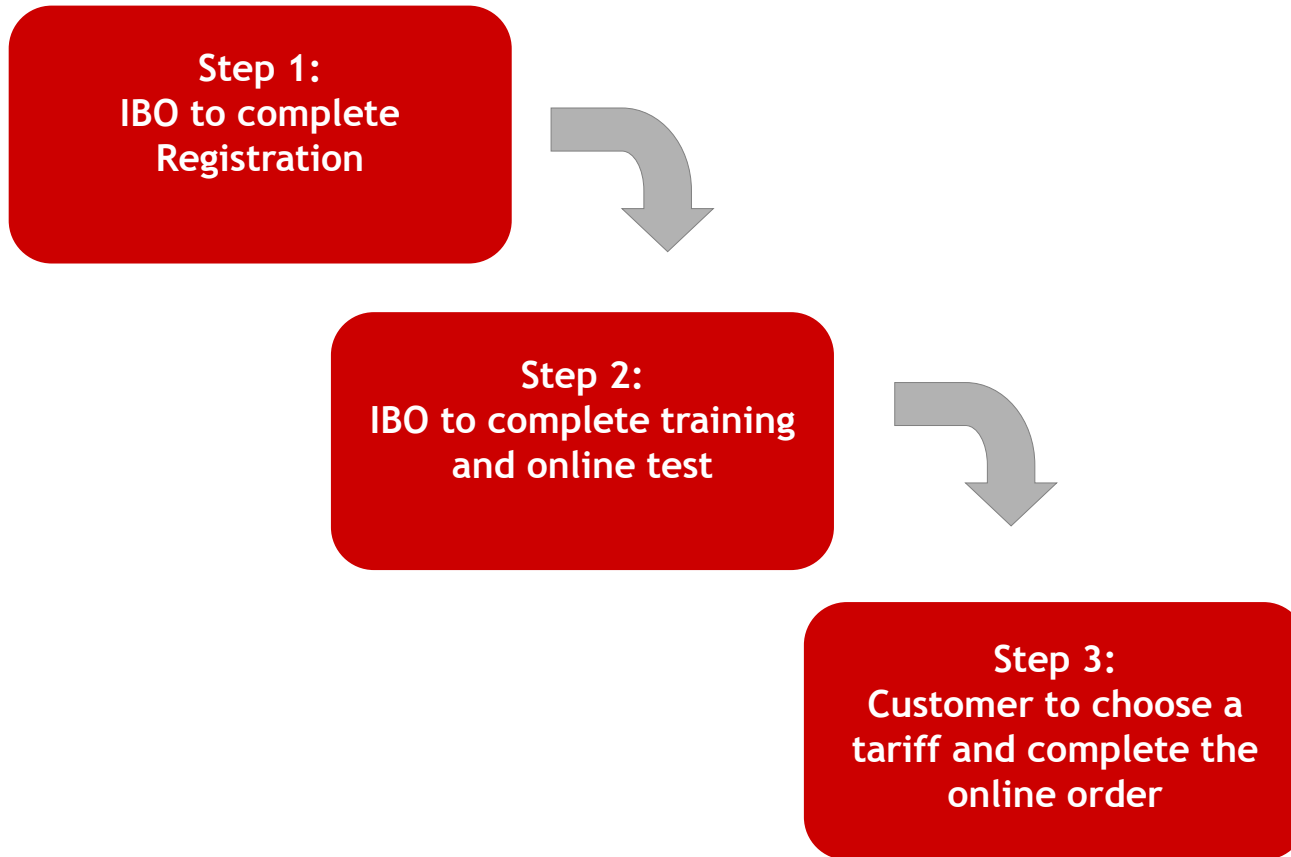


Energy through ACN in partnership with First Utility

Order Process Guide

ORDER PROCESS



**Step 1:
IBO to complete
Registration**

Step 1: IBO to complete Registration

- In compliance with Great Britain's Energy law and First Utility's supplier license obligation and standard codes of practice, the IBO must register, complete the online training, undertake the online test and agree to comply with both the Energy Code of Conduct and the Data Sharing Agreement before being able to promote Energy products and services in Great Britain on behalf of First Utility.
- In order to be fully prepared to register, the IBO will need to have ready the following information:
 - First Name(s) / Surname
 - Date of Birth
 - National Insurance number
 - Full United Kingdom address details (for the last 3 years)
 - Nationality - If not an EC citizen, must provide a work permit. (The Asylum and Immigration Act 1996)
 - Details of any prior criminal convictions
 - Copy of your current passport. Once the registration form including a copy of your passport has been received and accepted, First Utility will process your registration and send you the training link. Please allow up to three working days for this.

Step 1: IBO to complete Registration

Important notes before proceeding with the order process:

- In order for ACN IBO's to be able to register customers with First Utility they must complete the Registration and Training phases beforehand. If ACN IBO's fail to do so they will not be able to successfully complete customer applications and will not be allowed to promote First Utility's services.
- The training link could take up to 3 working days to be sent and will only be sent once the answers to any registration clarification emails have been received.
- The training slides can be reviewed when taking the test.
- If ACN IBO's fail a test they will have to wait for up to two (2) working days before they can retake it (the first working day is the day after they have failed the test).
- ACN IBO's have only four attempts to successfully complete the online test. If the test is failed four times, ACN IBO's will not be able to become fully qualified to promote First Utility's products.
- Take care to read the questions in the test, pay particular notice to questions which have more than one answer.

Step 1: IBO to complete Registration

On the *Products* section of IBO Back Office, under 'ACN Energy', click on “First Utility Online Registration”

The screenshot displays the ACN IBO Back Office interface. At the top, the ACN logo and 'IBO Back Office' text are visible. The navigation menu includes 'Home', 'My Business', 'Events', 'Recognition', 'Products' (highlighted), 'Training', and 'Tools'. A 'Preferences | Contact Us | Help | Logout' link is also present. Below the navigation, the 'Products' section is active, showing a 'Documents by Country' dropdown menu with 'United Kingdom' selected and a 'GO' button. A 'Product Overview' banner features the ACN logo and the text 'Product Overview'. Below the banner, a list of services is displayed, including 'JOi Mobile', 'ACN Digital Phone Service', 'Fixed Line', 'Broadband, TV and Phone Partnership', and 'Energy Partnership'. Under the 'Residential' section, 'First Utility Online Registration' is highlighted with a red box. Other links include 'First Utility Training Video', 'Order Process Guide', 'Additional Product Information', 'ACN Energy in partnership with First Utility training modules', 'First Utility - Over 69 Enquiry Form', 'How to change an Energy tariff with First Utility', and 'Contact Form'. A 'GO' button is also visible in the bottom right corner of the page.

Step 1: IBO to complete Registration

Fill in the mandatory fields and complete registration by clicking on “Submit”.

first:utility ACN®

ACN Sign up Form

Insurance Details

National Insurance Number Confirm National Insurance Number

Basic information

Title Team Id

First Name Confirm Team Id

Last Name Nationality

Date of Birth / /"/>

Current Address


House County

Street Post Code

Town Years At This Address

Identification Details


Upload Passport No file chosen

 P SURNAME: 405131240
OTHER NAMES: BRITISH CITIZEN
OR SHIP CREW YES
M BARBICK
REG.AS: JAN 10
UK.AS: JAN 10
PI: 405131240GBR60128FN200706-*****06

Visa Details

Visa Expiration Date

Upload Visa No file chosen

 UK ENTRY CLEARANCE:
LOS ANGELES
BLACK
WORK PERMIT F 0346:
405131240

Contact Details

Email Confirm Email

Phone Number Alternative Phone Number

Other Information

Criminal Convictions?

Criminal Conviction Details

Data Sharing Agreement

In order to register you will need to agree to the terms of the Data Sharing Agreement and you will need to abide by them.

Data Sharing Agreement

[Click here for Data Sharing Agreement](#)

**Step 2:
IBO to complete training
and online test**

Step 2: IBO to complete training and online test

You will receive an email with a 'private' training link after you have accurately completed the registration. That link will contain the training modules and the online test.



Welcome to "First Utility ACN Induction Training"

Please create an account in order to access this course.

First Name

Last Name

Email

Team ID

Password

Confirm Password

[Register](#)

[Already have an account? Login ▶](#)

Please be advised that the training link could take up to 3 working days to be sent and will only be sent once the answers to any registration clarification emails have been received.

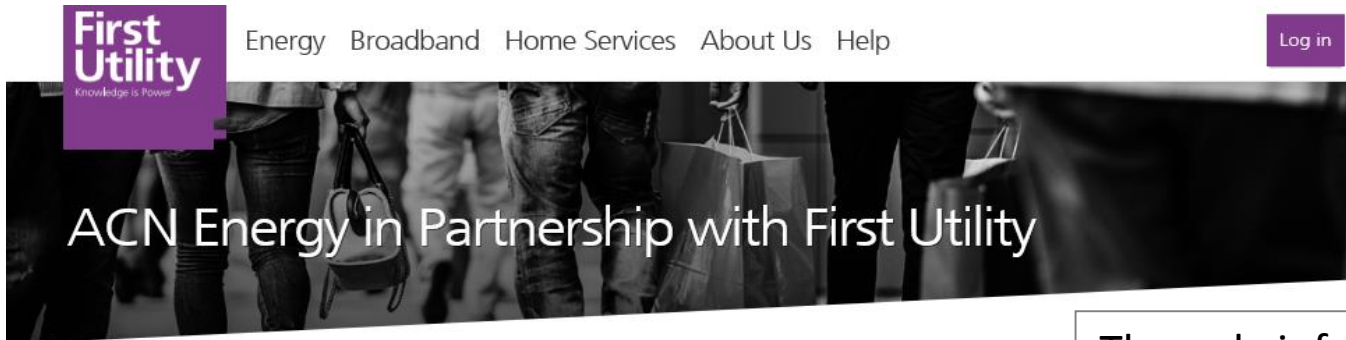
Please study the modules carefully.

If the test is failed (with a maximum of four times), the next opportunity to retake it will be in **2 working days**.

**Step 3:
Customer to choose a
tariff and complete
the online order**

Step 3: Customer to complete the online order

Fill in the 'Reference' field with your ACN IBO's Business ID and click on 'Submit'.



Please remember:

- * You must not register a customer before you have completed your training accreditation
- * Check the meter type before registering your customer as Prepayment meters cannot be switched to First Utility by ACN

Please enter your team ID in the box below:

Reference *

Please confirm you have read and understood "What happens next"

Please press submit to view the tariffs and start to sign-up.

The only information required on the first screen is the IBO's Business ID in order for First Utility to know who to assign the order to

Step 3: Customer to complete the online order

In order to get a quote, the customer's post code must be entered.

First Utility
Energy Broadband Home Services About Us Help Log in

ACN Energy in Partnership with First Utility

ACN[®]

Please remember:

- * You must not register a customer before you have completed your training accreditation
- * Check the meter type before registering your customer as Prepayment meters cannot be switched to ACN Utility by ACN

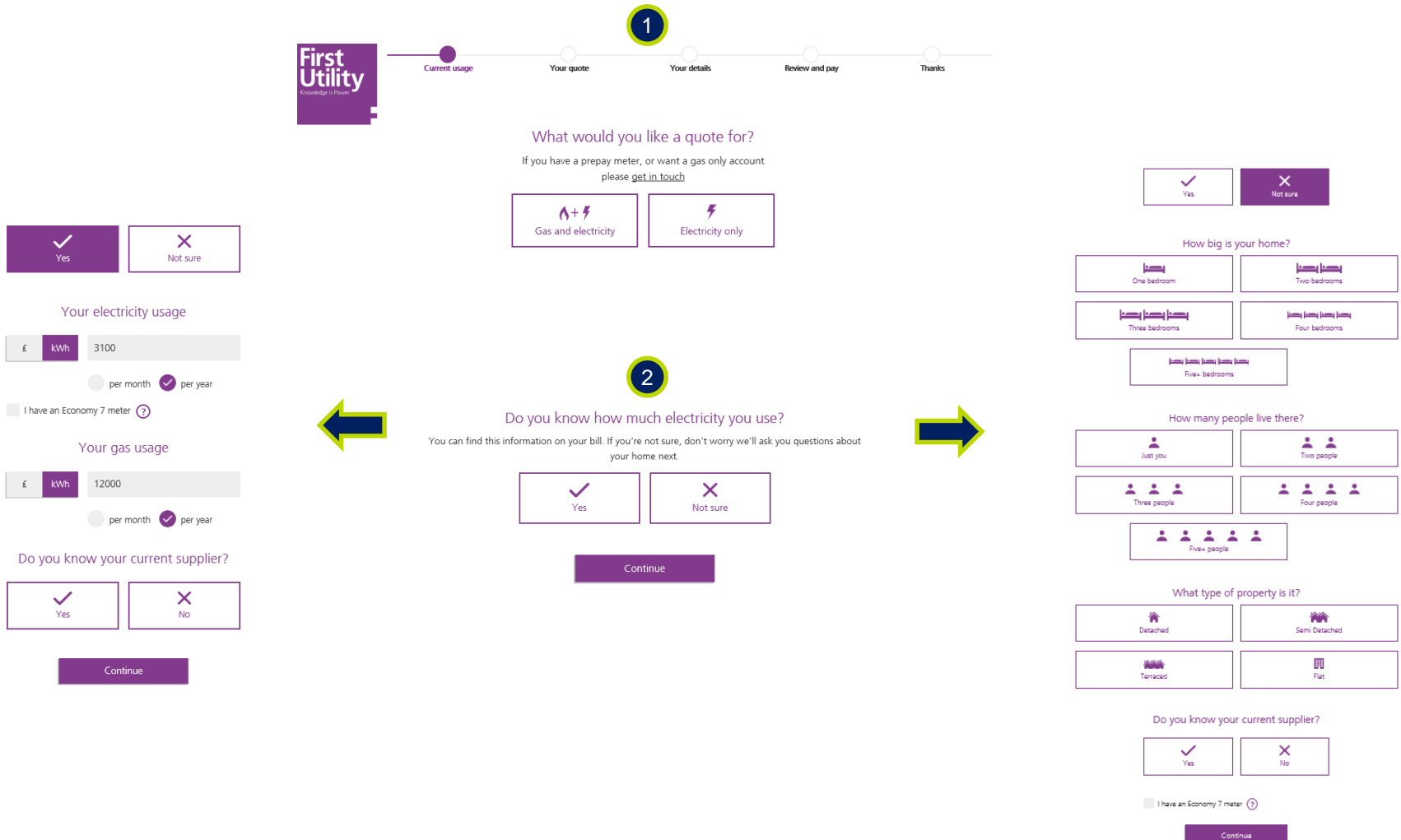
Please enter your postcode in the box below to get a quote.

Get a quote

- Should you have any concerns, you can contact us 24/7 via our online assistant, Ask First [here](#).
- Always make sure that you check that the product you are signing up for is appropriate for you.
- If you'd like to seek independent advice about changing energy supplier please call Citizens Advice Consumer Helpline. The English speaking number is 03454 04 05 06 and Welsh is 03454 04 05 05 or visit www.citizensadvice.org.uk

Step 3: Customer to complete the online order

Once the customer's energy region has been established, the customer will need to provide their current service and usage information.



Step 3: Customer to complete the online order

Next, the customer will need to chose a quote.

First Utility
Knowledge & Power

Current usage: Electricity 236 kWh p/m [Update](#)

Our plans

[Save quote](#) [Payment Type](#) Sort by: Lowest price

Plan Name	Price per month	Estimated per year	Key Features
Fixed for 13 months: First Fixed October 2018 v4 Full Service Electricity Only Direct Debit ebill	£42	(£498 Estimated per year)*	Price rise protection until October 2018, Fixed rates, Access to full services, Eligible for boiler & central heating cover
Longer price security: First Fixed September 2019 plus Electricity Only Direct Debit ebill	£46	(£550 Estimated per year)*	Plus FREE Smartfrog home surveillance kit, Price rise protection until September 2019, Access to full services
Fully flexible plan: First Variable 2 Electricity Only Direct Debit ebill	£47	(£558 Estimated per year)*	No fixed period, Variable Prices, No fixed contract, No exit fees, Access to full services
Fixed for 36 months: First Fixed September 2020 Electricity Only Direct Debit ebill	£47	(£565 Estimated per year)*	Price rise protection until September 2020, Our longest plan, Access to full services, Eligible for boiler & central heating cover

On this page the customer will be able to:

- **Update:** Modify the usage information previously provided
- **Save quote:** Receive the quote on their email address
- **Payment type:** Change the payment type

Step 3: Customer to complete the online order

Once the offer is selected, the personal and payment details must be provided.

The order summary will be visible at the end of the process, where the customer will be able to finalise the order once the Terms & Conditions and the Privacy Policy have been agreed to.

The customer will receive a confirmation email with all the relevant information regarding the order.

Step 3: Customer to complete the online order

After the customer signs up, they can cancel within the 14 calendar days “cooling-off” period.

Within Week 1:

First Utility will send a confirmation email and verify the email address provided. First Utility might call the customer to confirm the order.

Week 2:

At the end of the cooling off period, First Utility will start the transfer of supply by registering the customer’s property. The transfer takes around four (4) to six (6) weeks.

Week 5 to 7:

Five (5) days before the transfer, First Utility will ask for meter readings (this helps ensure that the customer receives an accurate final bill from their previous supplier).

Within 6 weeks of the transfer:

First Utility will issue the first bill, then monthly bills will be issued thereafter.

Energy Saving Plan:

Once on supply, First Utility will register the new customer on their *my:energy* programme.