

ACN[®] Energy

in partnership with



Order Process Guide

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ACN_v.13

General Product & Process overview

<u>ENERGY</u>	Designed for residential customers;
ELE	Variable tariff / Fixed Tariff
ELE + GAS	Payment – monthly Direct Debit

As the energy market is a very heavily regulated industry, it is vital that any person promoting the service is fully trained on the industry standards; therefore all IBOs have to register themselves, complete the training and pass the test before they can start promoting to prospective customers.

Any IBO who promotes or acquires an energy customer without registration and completion of the test will be subject to compliance action including permanent suspension.

General process overview





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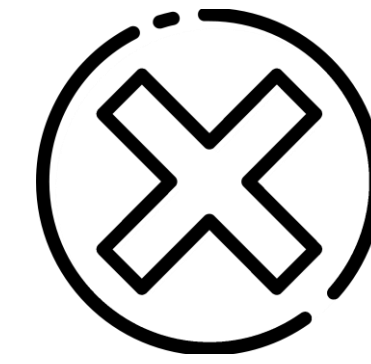
Order submission by the customer

Please read the Do's and Don'ts to ensure you comply with the requirements to promote bluegreen energy.



Do's

- Make sure the customer submits the order using their yearly energy usage as shown on the latest yearly energy bill. This is to avoid incorrect estimates and prevent bill shocks
- Present and outline the product information to the customer. Only the customer can place the order
- Have your customer check the meter type before registering, prepayment meters cannot be switched by bluegreen energy at this time
- Make sure the customer enters their details as shown on their latest supplier invoice –name, service and address
- Make sure the customer enters their own email address and phone number



Don'ts

- Promoting bluegreen energy services if you are not registered and have not completed the training accreditation is absolutely forbidden.
- Attempting to submit orders on behalf of the customer has serious consequences both for bluegreen energy and the IBO's status with ACN. Only customers can submit orders.
- Customers should not submit the order via the regular bluegreen energy website, this will lead to the order being placed directly with bluegreen energy and you will not receive compensation for it.
- Under **no** circumstances should the customer:
 - Provide the IBO's email address instead of theirs
 - Provide the IBO's mobile number instead of theirs

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Order submission by the customer

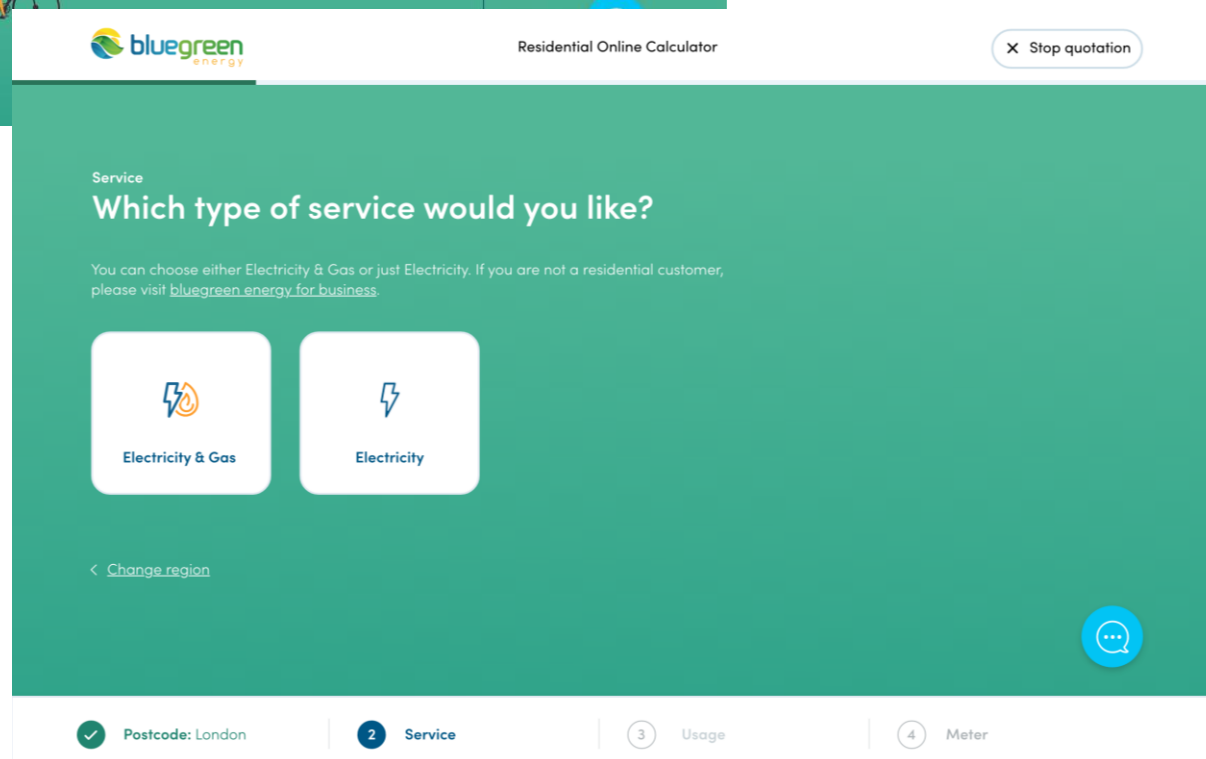
The customer needs to enter via IBOs online shop/ MyACN web and select the energy partnership.



Your Essential Services, All In One Place
Providing you with the essential services that you need today to make life easier tomorrow

Home Services

 IDSeal Guardian Cyber Security Partnership Enter	 bluegreen energy Energy Partnership Enter
 Virgin Media Broadband, TV & Phone Partnership Enter	 Joi Mobile SIM CARD Services Enter
 EE Mobile Mobile Partnership Enter	 Verisure Home Security Partnership Enter

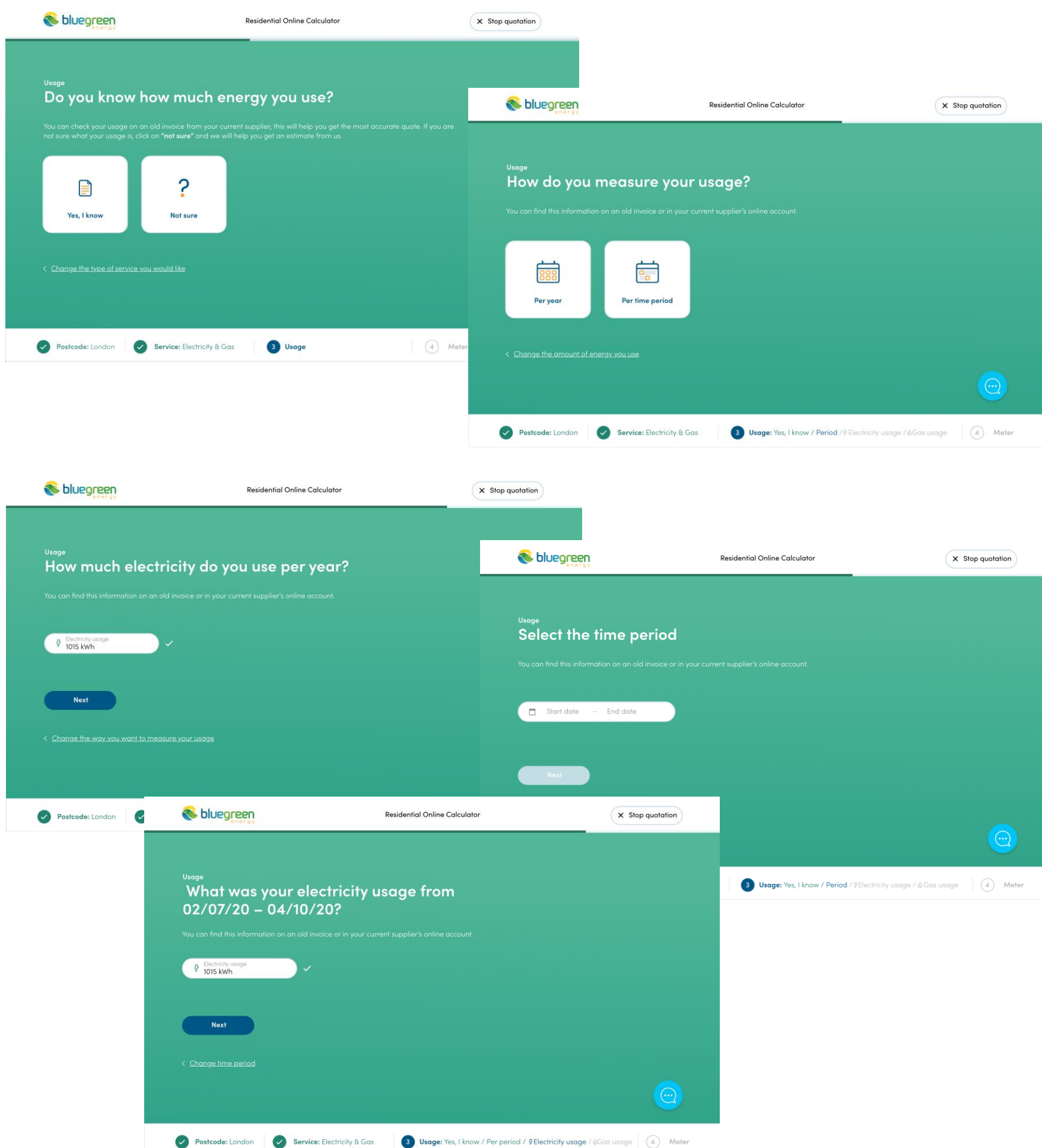


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Order submission by the customer

The customer is redirected to the quotation funnel and needs to enter their postcode and region if applicable.

Next the customer must select the service.



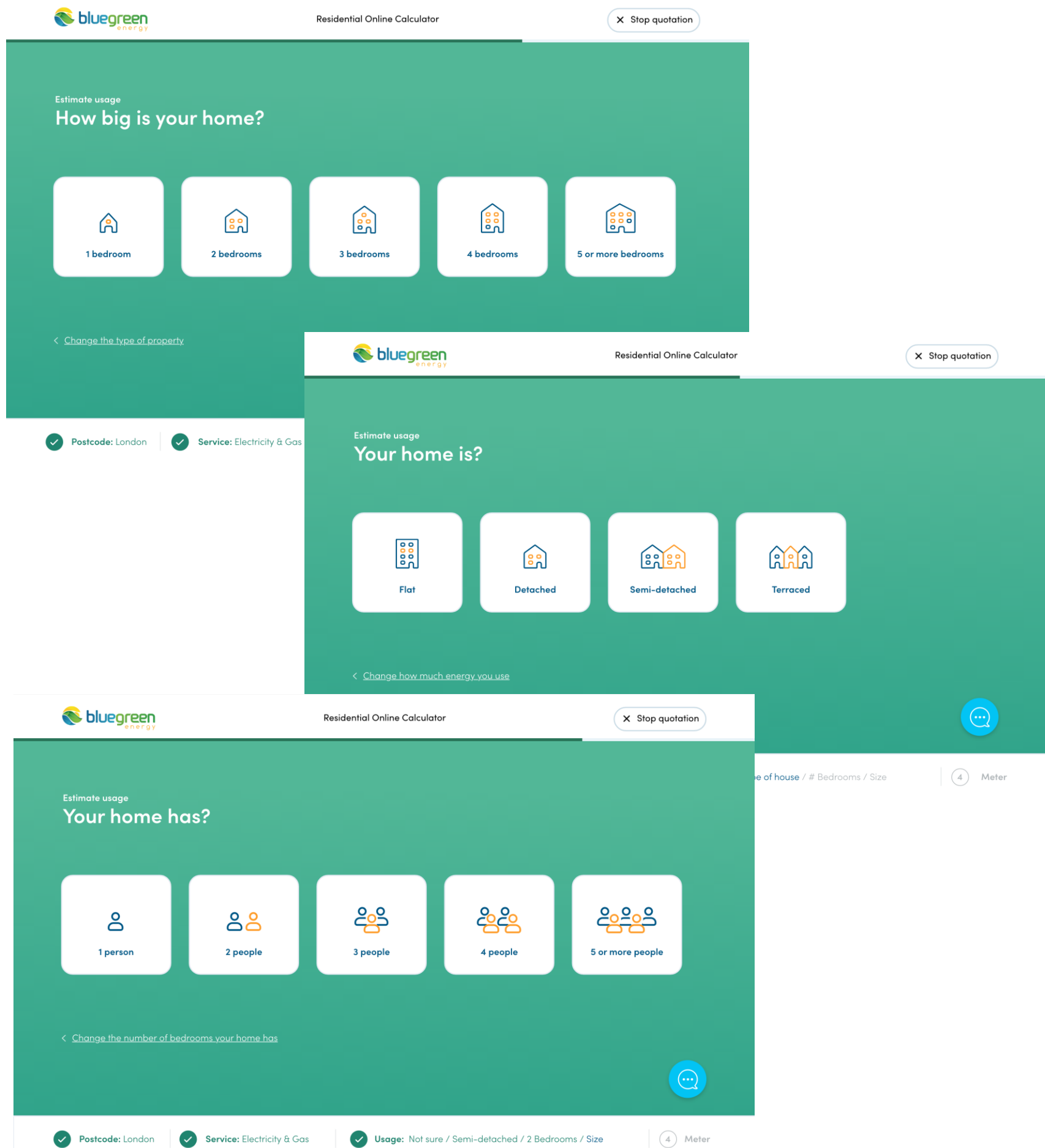
1

Order submission by the customer

The customer must provide their energy usage.

If the customer knows their energy usage, they must enter the details.

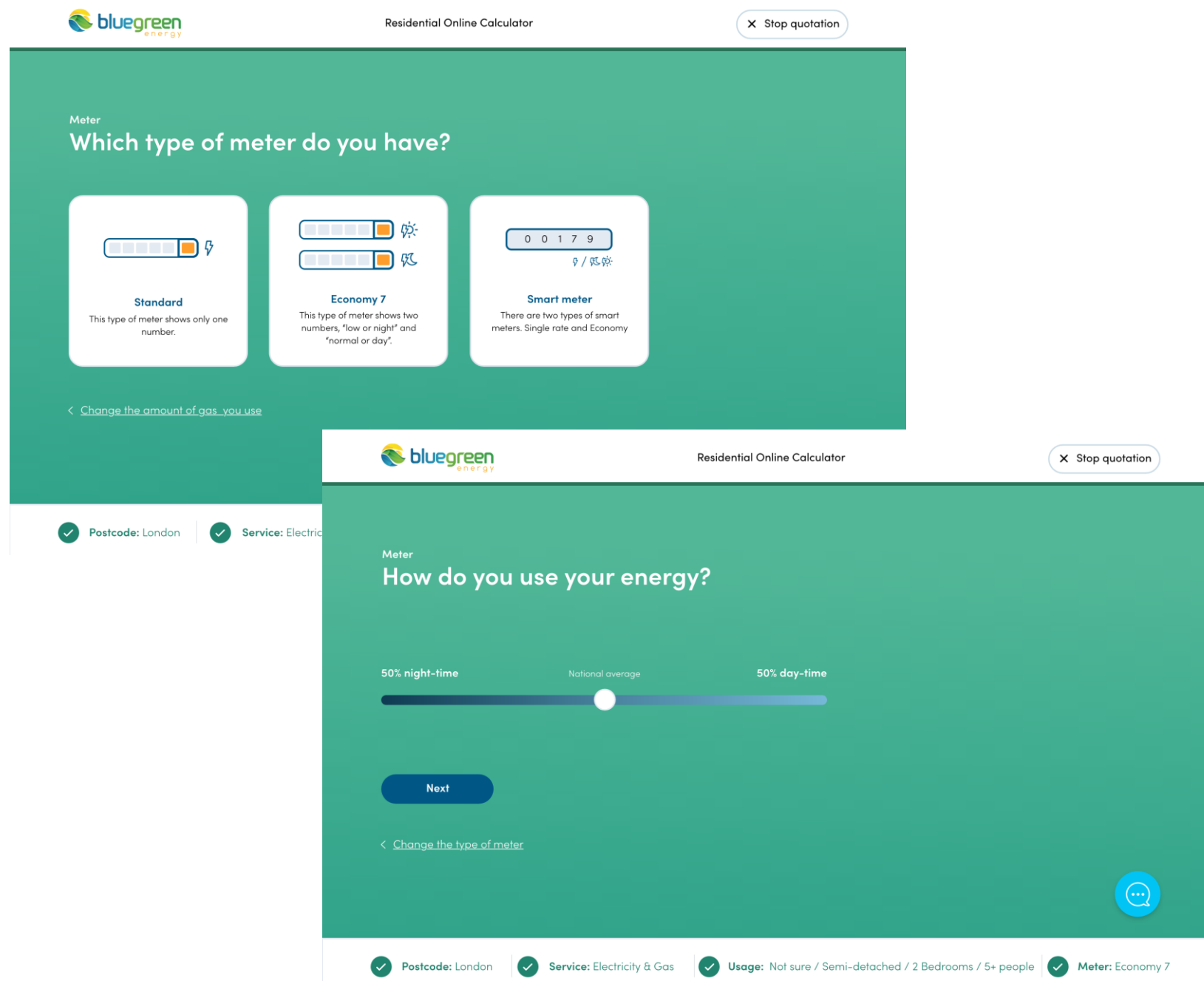
The customer can enter up to 18 400 kWh of electricity per year; and/or up to 68 000 kWh of gas per year.



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Order submission by the customer

If they do not know what their usage is, it will be estimated based on the responses given by the customer regarding their property.



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Order submission by the customer

The customer has to select the meter type and, if Economy 7 meter type has been selected, answer the question of how they use the energy.

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Order submission by the customer

All possible tariffs will be generated and displayed. The customer must select a tariff and click on 'Order now'.

The screenshot displays a website interface with a teal background. At the top, it says "These are the best tariffs we have for you!" with an "Edit my quote" button. Below this, a small paragraph explains that the monthly amounts are estimated based on usage information. Two tariff cards are shown side-by-side. The first card is for "blue24 Electricity & Gas" with a monthly estimate of £103 and a yearly estimate of £1034. It features "Fixed rates per unit and protection for 24 months" and lists benefits like green energy, 24/7 app access, and reliable customer service. The second card is for "blueflex Electricity & Gas" with a monthly estimate of £106 and a yearly estimate of £1272. It features "Flexible rates, switch anytime with no exit fee" and lists the same benefits as the first card. Both cards have a "Detailed Tariff Information" link and an "Order now" button. A chat icon is visible on the right side of the cards.



Order submission by the customer

To complete the order the customer must enter their personal and payment details.

Vulnerable customer options can be selected, and, in some cases, they might need to enter further information.

If the customer cannot find their address in the drop-down menu, they need to enter it manually. If the customer lived at this address for less than 3 years, they will be requested to provide the previous address unless they select that their last address was not in the UK.

1. Personal details

I do not have a mobile number

I am a vulnerable customer ⓘ


Supply address

I cannot find my address

2. Payment details

Direct debit

Monthly projected amount will be one month in advance.

[I have read and confirm the Direct Debit Guarantee](#) 

Powered by GoCardless

Card payment (credit/debit)

3. Correspondence options

Digital correspondence is free and more environmentally friendly.

- All digital correspondence (FREE)

Email

Confirm email

- Paper statement / remaining communication digital (£4.00 p.m.)
- All correspondence by paper (£5.00 p.m.)

4. Create account

Username/email

Password

- At least 8 characters
- At least 1 lowercase
- At least 1 number
- At least 1 uppercase
- At least 1 special character

Repeat password

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Order submission by the customer

The customer has to select the desired way to receive their correspondence and provide a username and password to create their account.



Order submission by the customer

The monthly payment amount is displayed and the customer needs to agree to the Terms and Conditions as well as the Privacy Policy, and click on the 'Order Now' button.

Repeat password

- I agree to receive commercial and marketing communications from bluegreen energy and third parties, as described in the [General Terms and Conditions](#) and the [Privacy Policy](#). I understand that I may withdraw this consent at any time.
- I agree to the [Terms and Conditions](#) and [Special Terms and Conditions](#) and have read and understood the [Privacy Policy](#).
- I agree that bluegreen energy may disclose my personal data to third parties, including but not limited to credit reference or fraud prevention agencies, bluegreen energy affiliates, business partners, as described in the [General Terms and Conditions](#) and the [Privacy Policy](#). I understand that I may withdraw this consent at any time.

[Order now](#)

[Back](#)

Basket

blue24
Electricity & Gas

£103
estimated per month

£1034 estimated per year based on a yearly usage of xxx Kwh

Fixed rate per unit and protection for 24 months

[Detailed tariff information](#)

All digital correspondence £0,00

Total monthly recurring charges £103.21

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Order submission by the customer

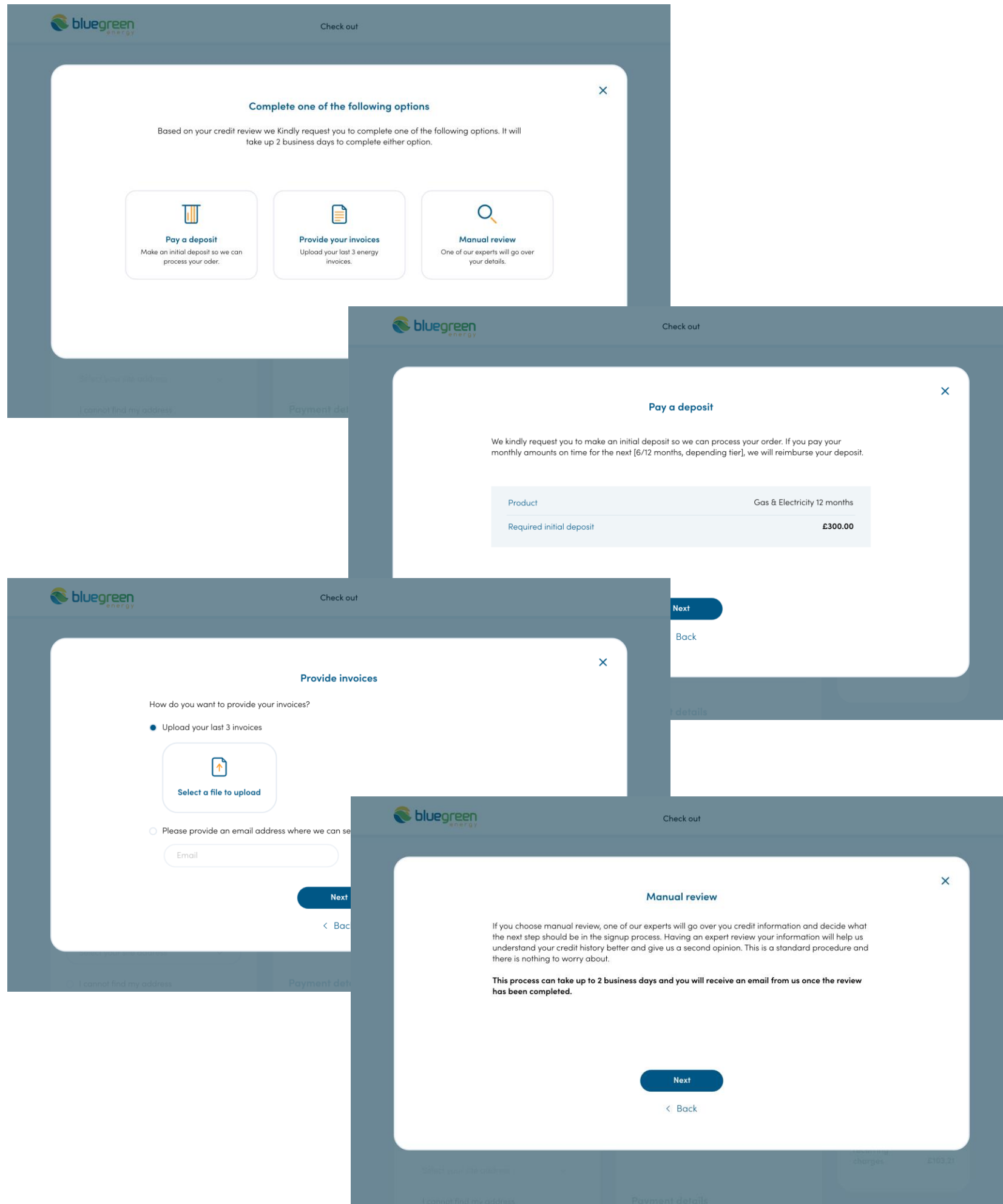
The customer needs to read through the acknowledgements and agree to them.

The screenshot shows a checkout page for Bluegreen Energy. At the top left is the Bluegreen Energy logo. At the top right, it says "Check out". Below this is a modal window titled "Acknowledgement" with a close button (X) in the top right corner. The modal contains six terms and conditions, each with an unchecked checkbox:

- I UNDERSTAND that if I cancel my bluegreen energy service after the 14-day cooling off period, but before the end of the term of my agreement, I am subject to an exit fee (cancellations for move-ins are not available).
- BY CLICKING "I AGREE", I provide my signature expressly consenting to being sent future notices and disclosures. I hereby also expressly consent to being contacted by phone at the number I provided regarding my account via live, automated or pre-recorded telephone call.
- I UNDERSTAND, that by entering into a contract with bluegreen energy that they will supply my gas and electricity.
- I AM THE ACCOUNT HOLDER, or a person that has legal authorisation on this account. I acknowledge that in entering this transaction I am voluntarily choosing to change the entity that supplies me with my electricity and gas commodity.
- I UNDERSTAND, that by switching my service to bluegreen energy, I will receive an invoice directly from bluegreen energy for charges associated with my energy service, including distribution and related charges from my local distribution company, as well as bluegreen energy directly by the due date indicated on my bluegreen energy invoice.
- I AM AWARE that bluegreen energy will deduct a monthly amount from my bank account based on my payment preference.

At the bottom of the modal, there is a checkbox for I have reviewed and agree to all. Below this is a button labeled "I agree".

At the bottom of the checkout page, there are two links: "I cannot find my address" and "Payment details".



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Order submission by the customer

A credit review is done online. Based on the results, the customer will be requested to select one of the following options:

- pay a deposit
- upload the last energy bills
- manual review by a bluegreen agent

Thanks for choosing bluegreen energy



We have received your order

We are now working on your switch and soon you will be able to enjoy our future-conscious sustainable energy.

We will keep you posted at all times and ensure this process is as easy and smooth as possible for you.

What is next?



Place Order



Welcome pack



Meter reading



Switched on!

Keep track of your order

You will receive an order confirmation email once your Mybluegreen is activated. Once it becomes active you can access it to see all your personal information and submit your meter readings. You can also download our app.



Your order details

Customer

Name Lastname

Supply address

Roehampton Institute London
Roehampton Lane, London

Order reference number

12354656346

Order placed on

15/10/2020



blue24

Product

Gas & Electricity 24 months

Contract details

24 - Months Tariff

Monthly charge

£74.00

Monthly correspondence costs

Free

1

Order submission by the customer

The order confirmation screen is displayed.

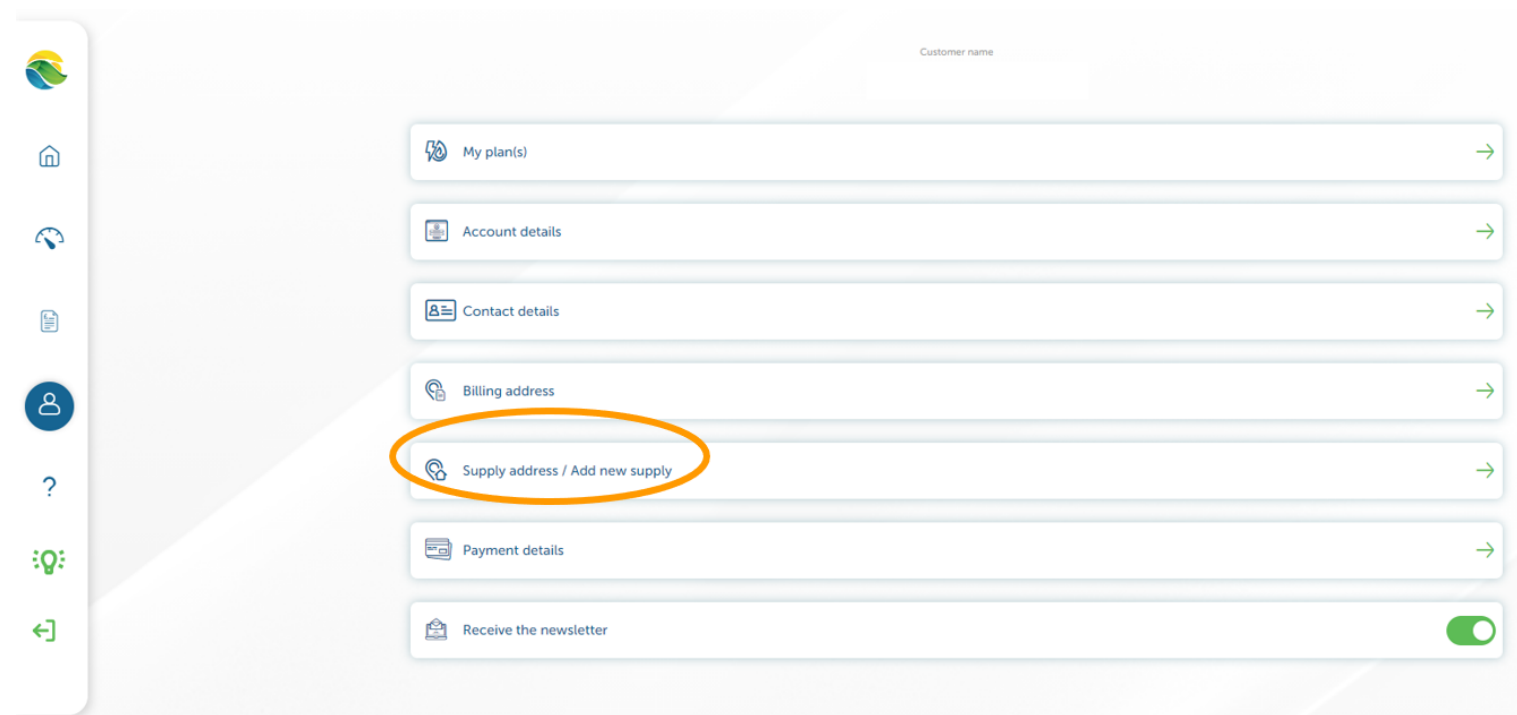
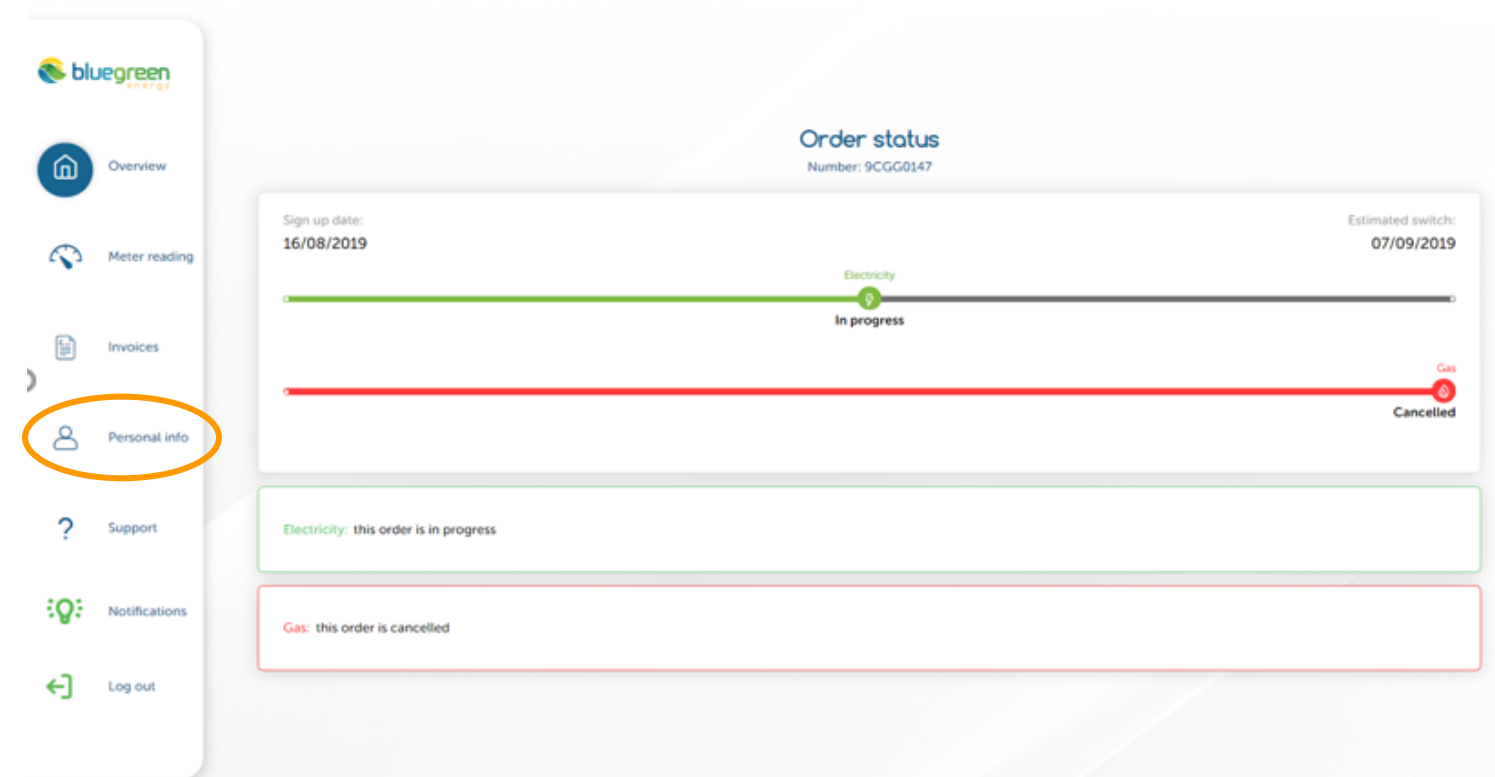
The order confirmation e-mail will be sent once their Mybluegreen account becomes active (within 1 hour).

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Order submission by the customer

An existing bluegreen energy residential customer can request the service for a new supply address (max. for 8 addresses) via their Mybluegreen account by going to the **Personal info** section and clicking on **Supply address / Add new supply address** and then on the **Add new supply address** button.

The next steps are the same as during the first order submission.



General process overview



VIP	
INCOMPLETE	Address verification- Required validation of Address details
INCOMPLETE	Order received and is being validated
INCOMPLETE	Meter entered is a meter type not supported - customer cannot be connected.
INCOMPLETE	Customer contact required - more information. Contact your customer and ask them to check their mailbox for more details.
INCOMPLETE	Customer contact required - more information. Contact your customer and ask them to contact bluegreen energy. Please ensure the customer has a copy of last 3 invoices ready.
INCOMPLETE	PSR Customer type - more information required
INCOMPLETE	Multiple meters on one address . Contact your customer and ask them to contact bluegreen energy. Please ensure the customer has a copy of last invoice ready.

The following checks are performed:

Completion of data is necessary to send the switch request.

If all data are OK - a welcome pack is sent to the customer (within 24 h from the order submission). Orders with Pre-active status is loaded into VIP.

If anything is missing or the result of the customer's credit review requires further action, an incomplete is raised for the order.



Orders submitted by uncertified IBOs

- We allow the first acquired customer to count for an uncertified IBO, regardless of whether it is its own customer or not.
- Any additional customers they acquire after that will remain incomplete for as long as the IBO remains non-accredited.
- The IBO has 30 days to get certified. As soon as the IBO passes the test, the current customer status will appear on the PCL.
- If the certification is completed after more than 30 days, the order will remain Incomplete.

Activation of Service

When all the required info is available, and all potential incompletes have been fixed the switch request is sent to the industry.

The predicted Service Start Day is 21 days from the moment the order is complete. When the switch is completed, the order's status changes to ACTIVE. The order will be rejected in PCL if it was revoked by the customer or the current provider rejected the switch.





Visibility on PCL and activation timeline

- The customer shows on PCL the following day after order submission. If the order has not been flagged as incomplete it will appear on PCL as Pre-active.
- Pre-active orders - if after 90 days from becoming Pre-active the order has not gone into status Active it will be purged.
- If the order is pending approval, it will appear as INCOMPLETE. IBO needs to check the incomplete reason on PCL.

SIMPLE
PERSONAL
SUSTAINABLE