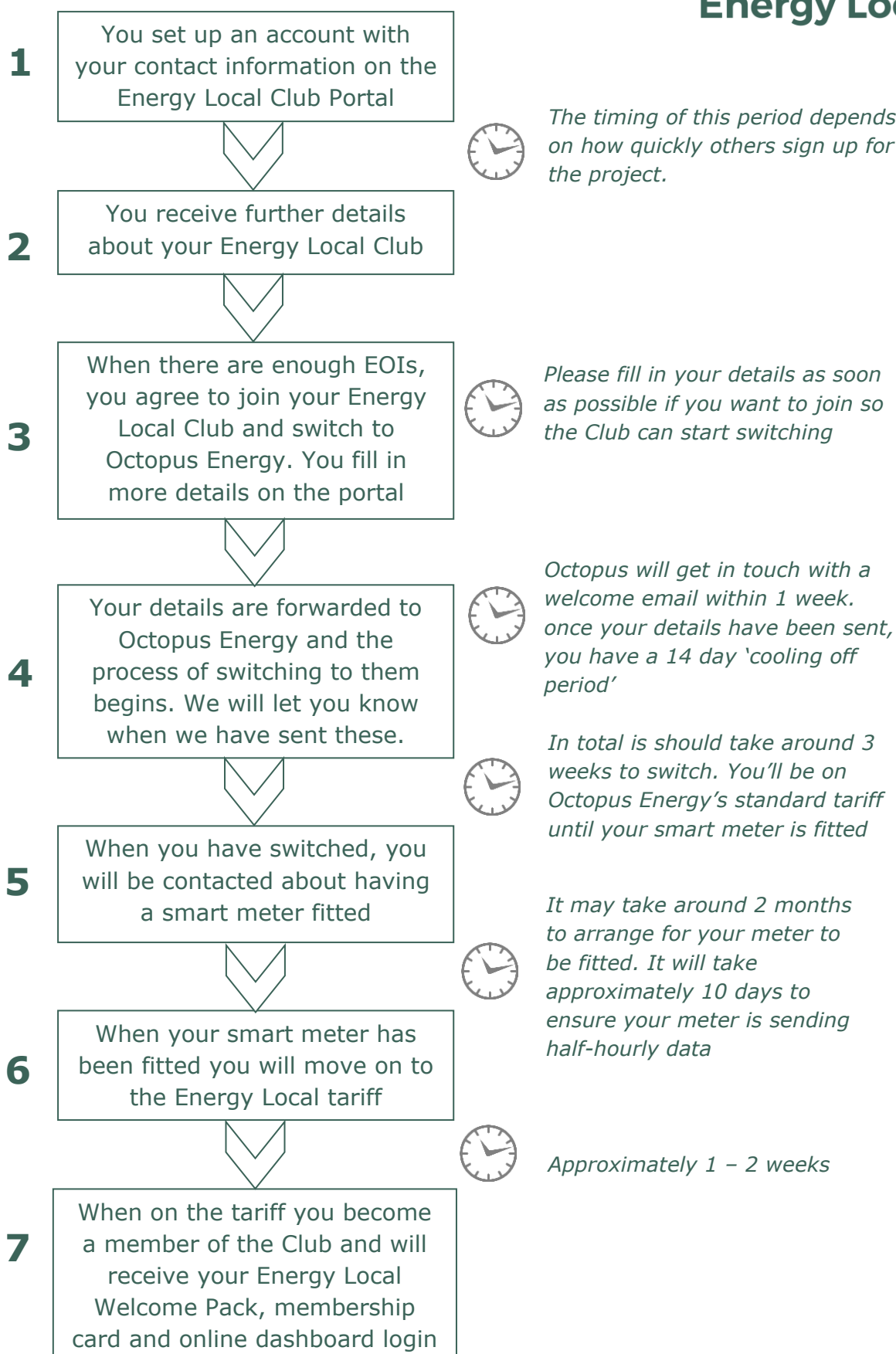




Energy Local

Club member timeline



Further details

After you have expressed interest in joining a Club and set up your account with contact details on the portal

Your local representative will send you further information and/or invite you to meetings to discuss Energy Local. When there are enough people interested you will be invited by email to indicate that you want to switch suppliers to join the Energy Local Club online.

The switching process

You'll receive an email from your Energy Local Club with a link to a switching page where you enter details required for switching. You will also be asked to give consent for the supplier to use your half hourly meter data.

When all details are entered and saved, your data will be securely held on the portal until there are enough people to switch, at which point, your details will be sent to the supplier.

- **Octopus Energy will send the details of the offer under Energy Local which you must accept to start the switch**

You will have a cooling off period of 14 days in which you may change your mind.

Octopus Energy will:

- Request a final meter reading
- Send terms and conditions

Once you have switched, your smart meter can be fitted. Until your smart meter is fitted and it is sending half-hourly data, you'll be on a flat tariff.

The smart meter fitting

Octopus Energy's metering team will contact you to agree a suitable time to fit your meter.

If there are any problems during the installation, they will let you know what is required and rearrange to come back at a suitable time. You can talk to your local Club for help.

Once the smart meter is fitted, you won't need to send any more meter readings.

When you are on the Energy Local tariff, you will receive your Energy Local welcome pack and a login to the Energy Local online energy dashboard, which will allow you to see your own data and the Club's overall savings.