



## Our Transfer Process

Shell Energy has a strong track record of transferring sites quickly, efficiently and successfully. We raise the transfer requests before the start of your contract to ensure your sites transfer to Shell Energy at the earliest possible read dates.

Sometimes we cannot access your meter which can delay or prevent your transfer. Actual meter reads are also important to ensure you receive an accurate bill that isn't based on substituted data.

We have outlined our process below to enable us to work together to resolve any issues that may arise.

### First transfer attempt

When the first transfer attempt fails, an email notification is sent to Primary Contact for that particular site.

We will advise you of any information provided by the network as to why the transfer failed and give you two options:

1. Pay for a Special Read; or
2. Wait for the Next Scheduled Read Date (NSRD)

We will request additional information from you to increase the success of obtaining a read on the second attempt. Eg. Obtaining keys or site escort for a locked gate.

If we don't receive a response within five days, we will submit the transfer for the NSRD and email you to advise that this has been raised.

### Second transfer attempt

When the second transfer attempt fails, a second email notification is sent to the Primary Contact.

We will advise you of any information provided by the network as to why the transfer failed and give you two options:

1. Pay for a Special Read; or
2. Wait for the Next Scheduled Read Date (NSRD)

We will request additional information from you to increase the success of obtaining a read on the second attempt. Eg. Obtaining keys or site escort for a locked gate.

If we don't receive a response within five days, we will submit the transfer for the NSRD and email you to advise that this has been raised.

### Third transfer attempt

When the third transfer attempt fails, we will send an email notification to the Primary Contact that the transfer has not been successful.

If we haven't been able to make contact with you throughout the transfer process, we will close the request and not attempt again until we hear from you.

If we have had communication with you or your broker, your Account Manager will work with you to resolve any issues that have arisen.

## How to ensure the network can access your meter

If you have sites that haven't been read for a lengthy period of time, or sites that you've had trouble with in the past, we can help by requesting the network phone you prior to attending the site. Only some networks provide this service and is it available by opting for a Special Read.

If you are not sure whether you have access issues, you could request meter data from your current retailer. We can then analyse the data to detect whether there have been substitute reads in the past.

When confirming with final site list with your Account Manager, please provide as much information as possible regarding special access to the site. This will result in the greatest chance of a successful transfer on the first attempt. Some examples of helpful information include:

- Locked gates or meters in locked rooms
- Site escort or security requirements
- Livestock or animals on the property
- Staff without keys to meter rooms
- Overgrown vegetation.