

Customer training timeline – 2026

January	February	March	April	May	June
20 th - Customer Induction Day	3 rd - Customer Induction Day		14 th - Customer Induction Day	TBC - June Change Awareness	9 th - Customer Induction Day
27 th - February Change Awareness	10 th - Customer Process Day (Meter Reads)		21 st - Customer Process Day (Invoicing)	12 th - Customer Expert Day	
	12 th - February Change Awareness				
July	August	September	October	November	December
7 th - Customer Induction Day		8 th - Customer Induction Day	TBC - November Change Awareness	17 th - Customer Expert Day	1 st - Customer Induction Day
14 th - Customer Process Day (CMS)			13 th - Customer Process Day (AQ)		