

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	12 th - Customer Expert Day	9 th - Customer Induction Day
27 th – February Change Awareness	10 th – Customer Process Day (Meter Reads)		21 st – Customer Process Day (Invoicing)	19 th – June Change Awareness	
	12 th – February Change Awareness				
July	August	September	October	November	December
7 th - Customer Induction Day		8 th - Customer Induction Day	13 th - Customer Process Day (AQ)	10 th - Customer Induction Day	
14 th - Customer Process Day					