

Just Energy and all of our brands have three types of switches:

- Standard Switch
- Self Select Switch
- Move-In Switch



*Note: the Move-In switch option is only available through customer service. It is **NOT** available in the JEM app*

Standard Switch

A standard switch can take 3-5 business days, but most requests are completed by the end of the next business day.



Self-Select Switch

A customer can select a date up to 90 days out in case they have a contract with their current retail electric provider



Move-In Switch

When a customer is moving into a new home or apartment



Move-In Guidelines and Procedures:

- Customer walks into the store needing a Move-In. Call our toll free # **833-618-2554** using the customer's cellphone
- **Prior to the call you will discuss the plans with the customer including the JustGreen add-on**
- When the call is placed, provide the CS agent with promo code: **JEMJESAM** and your **Agent ID**
- The promo code **JEMJESAM** will pull up the Sam's Club Retail offers, which allows CS to see the plans available. The promo code will also allow you to receive commission



Move-In Suggested Script:

- Hi, I am an energy advisor inside of Sam's Club
- My promo code is: **JEMJESAM**
- My Agent ID is: XXXXXXXXX
- I have a customer that wants to do a Move-In
- This is the plan we are enrolling the customer in, and he/she is adding the JustGreen service

