



Important information about Project Nexus

The gas industry is going through a period of change between 23rd May 2016 and 06th June 2017. This change affects all gas suppliers, and as a result of this, you will experience a slight delay to your switching journey.

About Project Nexus

Xoserve is the organisation which manages all the gas metering information and data services and is currently in the process of rolling out a once in a generation IT system upgrade to the central IT gas settlement system. Some of the benefits include:

- Supporting Smart meter rollout - the ability to receive and store more meter reads as there is a regulatory requirement for more Smart and Advanced Meter Reading (AMR) devices to be installed.
- More flexibility in system updates
- Faster switching
- Better reporting
- More efficient processes

What does this mean for me?

Good News! Your energy supply will remain uninterrupted during this extended period of transition from your previous supplier to us.

If you are also switching your electricity supply to PFP Energy, the supply start date will also be delayed to keep your switch date in sync with your gas supply.

I'm only switching my Electricity, will Nexus affect me?

To keep our switching process in line, there will be a slight delay to your electricity start date. This will be the case for customers who are switching electricity only, as well as dual fuel.

What Next?

Customers do not need to do anything. PFP Energy will handle the transition to Nexus. Apart from the delay to switching times, customers will not notice any other changes.



For further information, click [here](#)