



Dear Sir/Madam,

Thank you for choosing 100% green energy and/or forest compensated gas. Together with you, we can make the world a little bit more sustainable. In this email, we will run through what you can expect from us in the coming period.

### **When will you start supplying me with energy?**

We will start supplying you with real green energy on [DD-MM-YYYY]. We will end your current energy contract on the same date. By doing so, we have taken the legally enforced 14 days cooling-off period into account and your current energy supplier's notice period. For that reason, your switch date is approximately 4-6 weeks after your registration with us.

### **Registration**

We have received and processed your registration. The customer number we have generated for you is [NUMBER].

### **Start date of the supply of green energy**

You will receive green energy and/or forest compensated gas from Greenchoice from the date that is stated under 'When will you start supplying me with energy?'

### **Sending your meter readings**

You will receive an e-mail from us when we need your meter readings. You can then easily send your meter readings to us via Mijn Dossier. If you have a smart meter (*slimme meter*) we will receive your meter readings automatically, in that case you do not need to do anything. We will transmit your meter readings to your current supplier. With those meter readings, they will make up your final bill.

### **New monthly payment**

Within a few days from the date of your switch, you will receive an email containing your monthly payment. This is the monthly amount that you will pay to us.

### **Mijn Dossier**

You can manage a lot of things online with us. On our website we have made you your own personal file called Mijn Dossier. Make sure to create a username and password to be able to log in the first time. In Mijn Dossier you can check the status of your registration, easily change your personal information and send us your meter readings.



### **Our app**

You can also easily manage your energy matters in our Greenchoice app. This app has been created and tested together with a group of enthusiastic customers. Download the app in the Apple App Store or on Google Play.

### **Did you know?**

- You only need to take action when we request you to send us your meter readings.
- There is a handy welcome webpage made specifically for new customers? Here you will find additional information about your registration.
- Your current supplier supplies you with energy until your switch date at Greenchoice? They can therefore still send you messages about your contract.
- I hope everything is clear. Do you have any additional questions? Please visit our welcome webpage [www.greenchoice.nl/welcome](http://www.greenchoice.nl/welcome) or ask your questions via [vragen@greenchoice.nl](mailto:vragen@greenchoice.nl).

Kind regards,  
Jessica Santana  
Head of Customer Service  
Greenchoice

