Customer Switching - 1.1 Complete pre contract activities – Scenario 1

1.1.1,1.1.2,1.1.3 Complete pre contract activities

TPI

Old Supplier

Customer

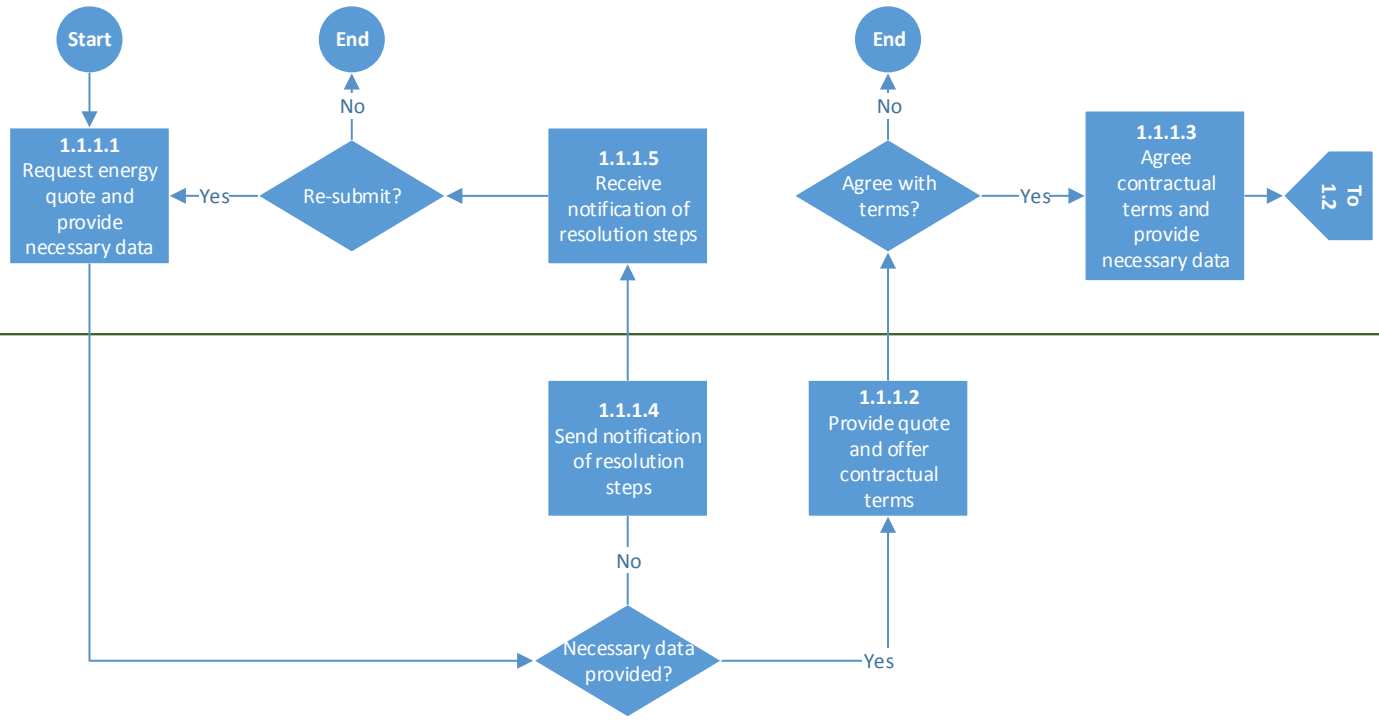
New Supplier

Registration Service

Supplier Agents

DCC

Network Operator



Customer Switching - 1.2 Complete Supplier checks – Scenario 1

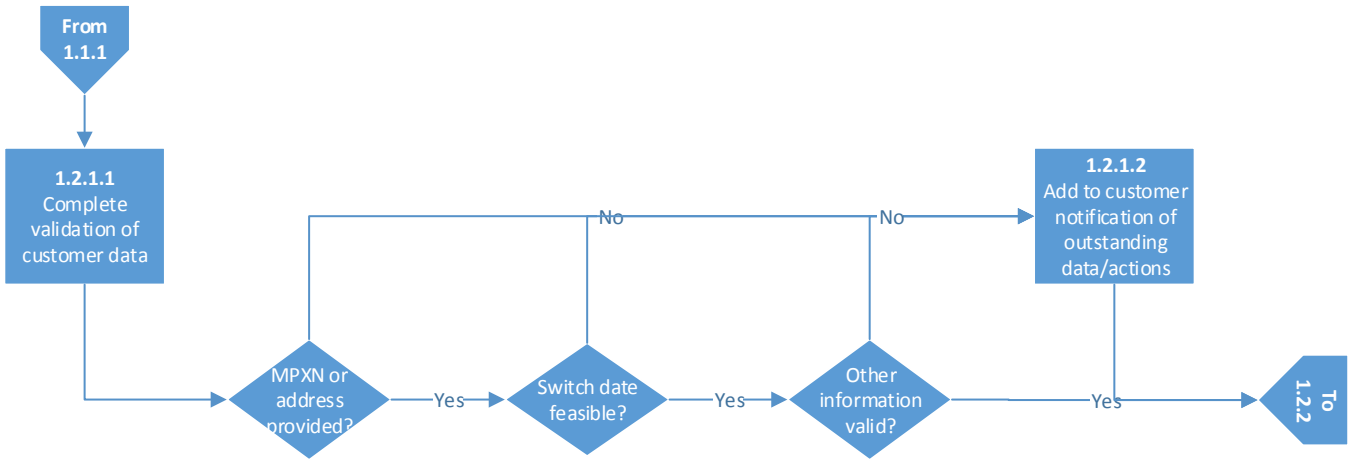
1.2.1 Complete validation of customer data

TPI

Customer

Old Supplier

New Supplier



Registration Service

Network Operator

Supplier Agents

DCC

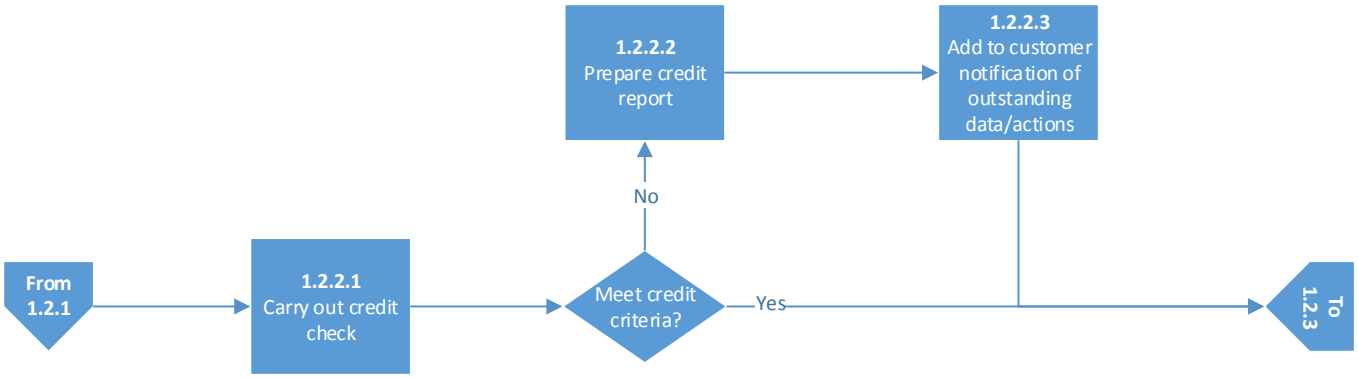
1.2.2 Carry out credit check

TPI

Customer

Old Supplier

New Supplier



Registration Service

Network Operator

Supplier Agents

DCC

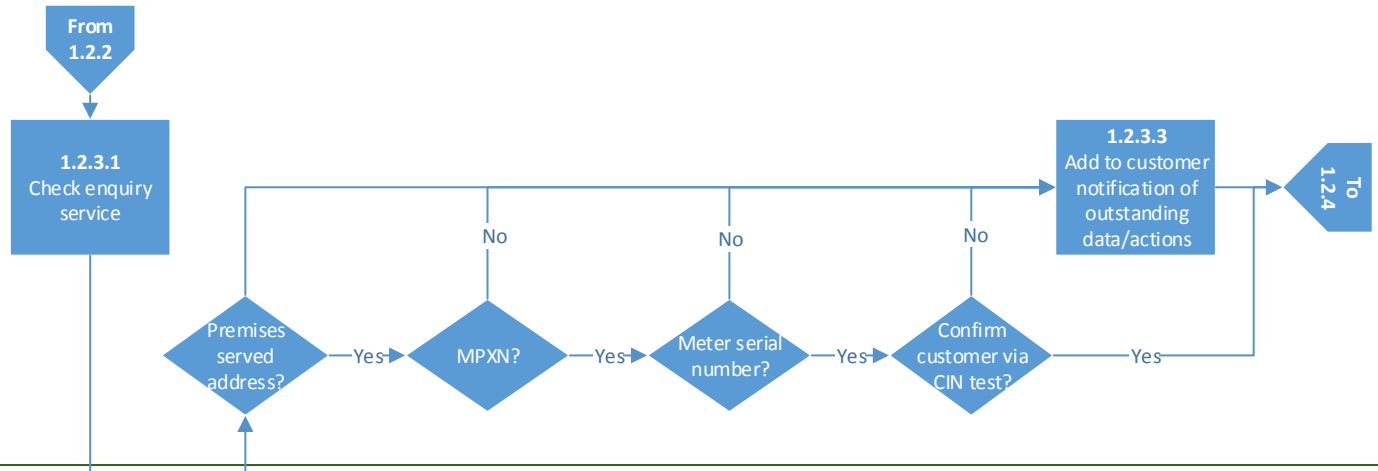
1.2.3 Carry out Triangulation / validate meter

TPI

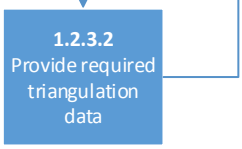
Customer

Old Supplier

New Supplier



Registration Service

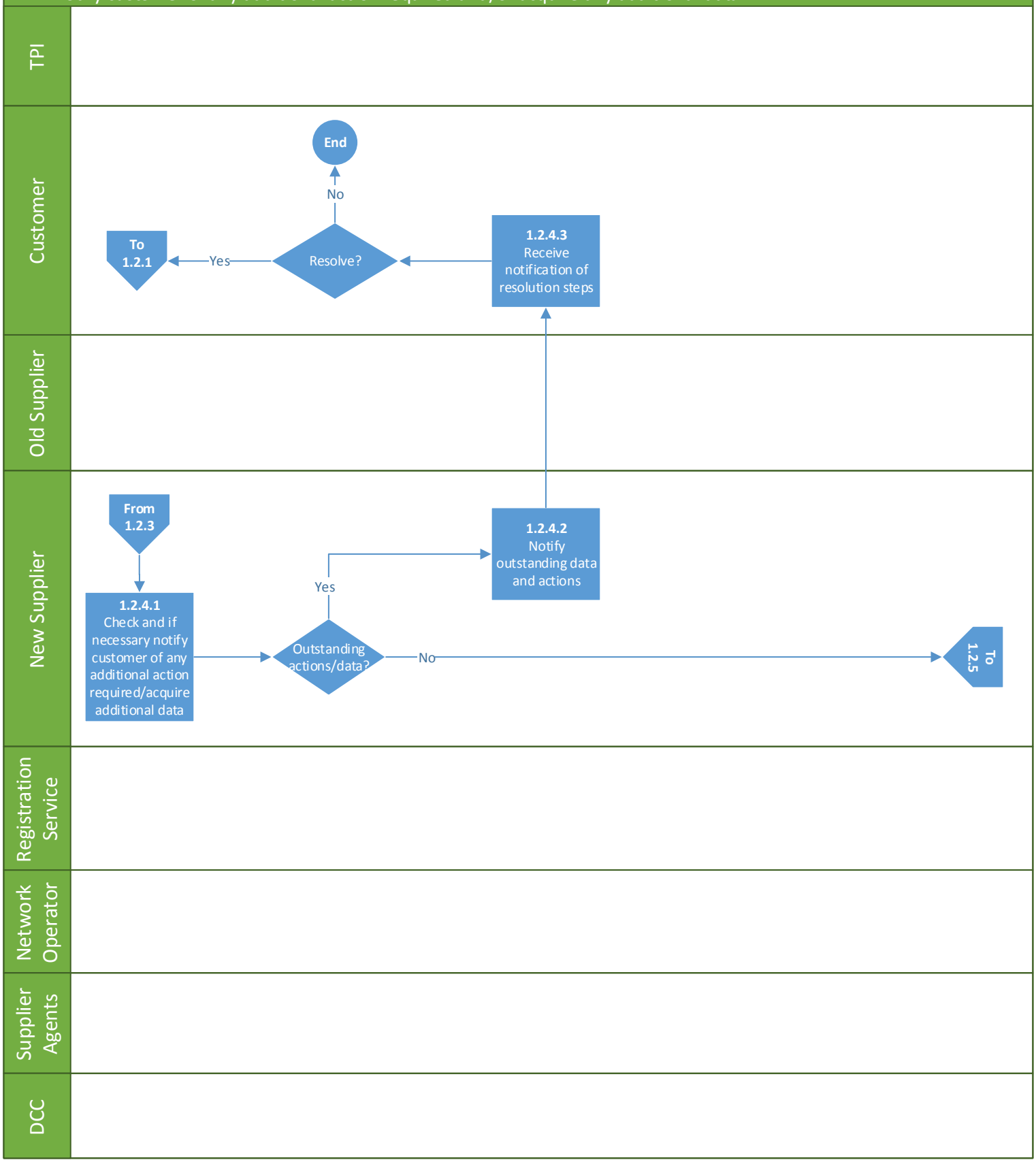


Network Operator

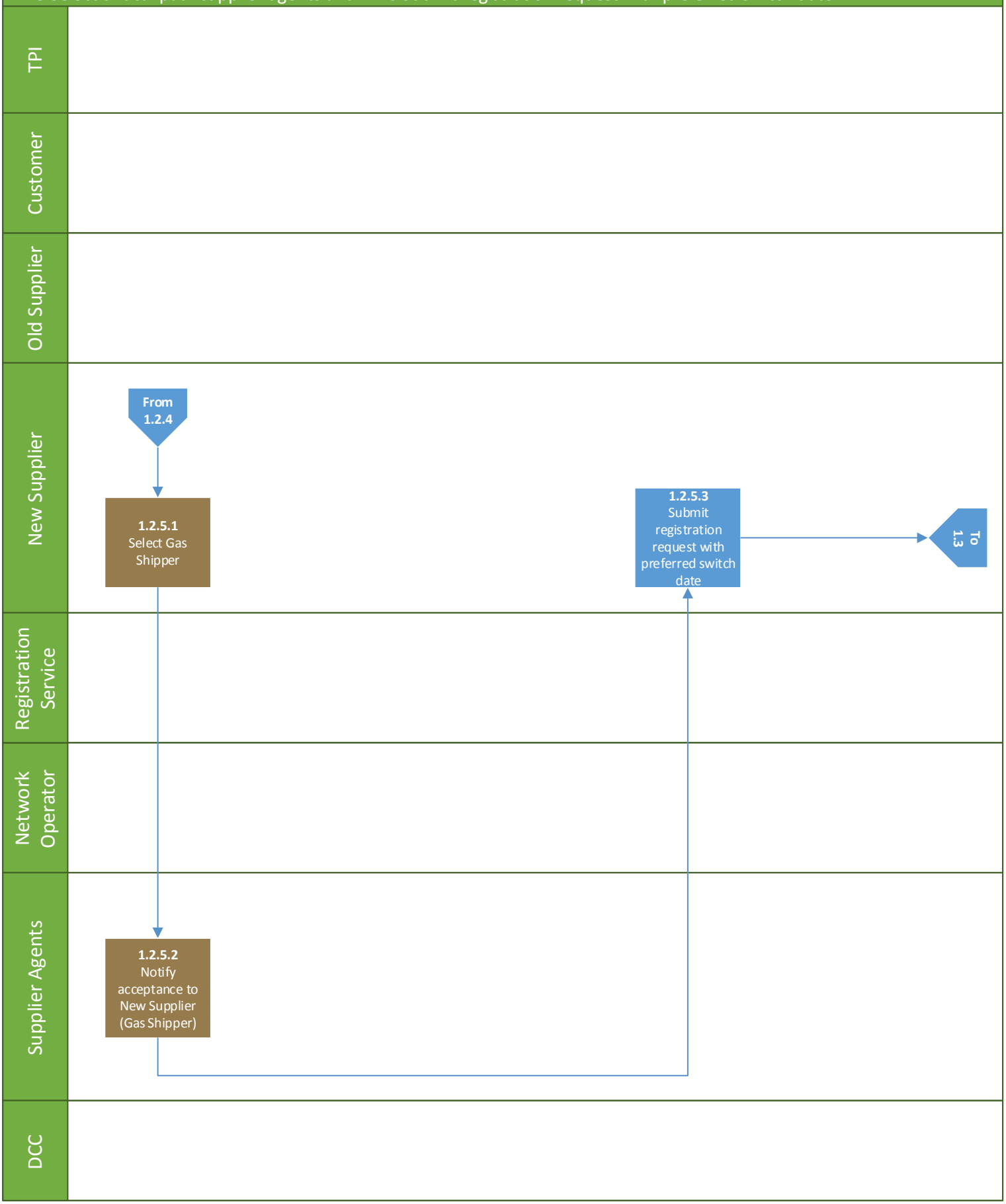
Supplier Agents

DCC

1.2.4 Notify customer of any additional action required and/or acquire any additional data



1.2.5 Select critical path supplier agents and 1.2.6 Submit registration request with preferred switch date



1.3.1 Validate Registration Request

TPI

Old Supplier

Customer

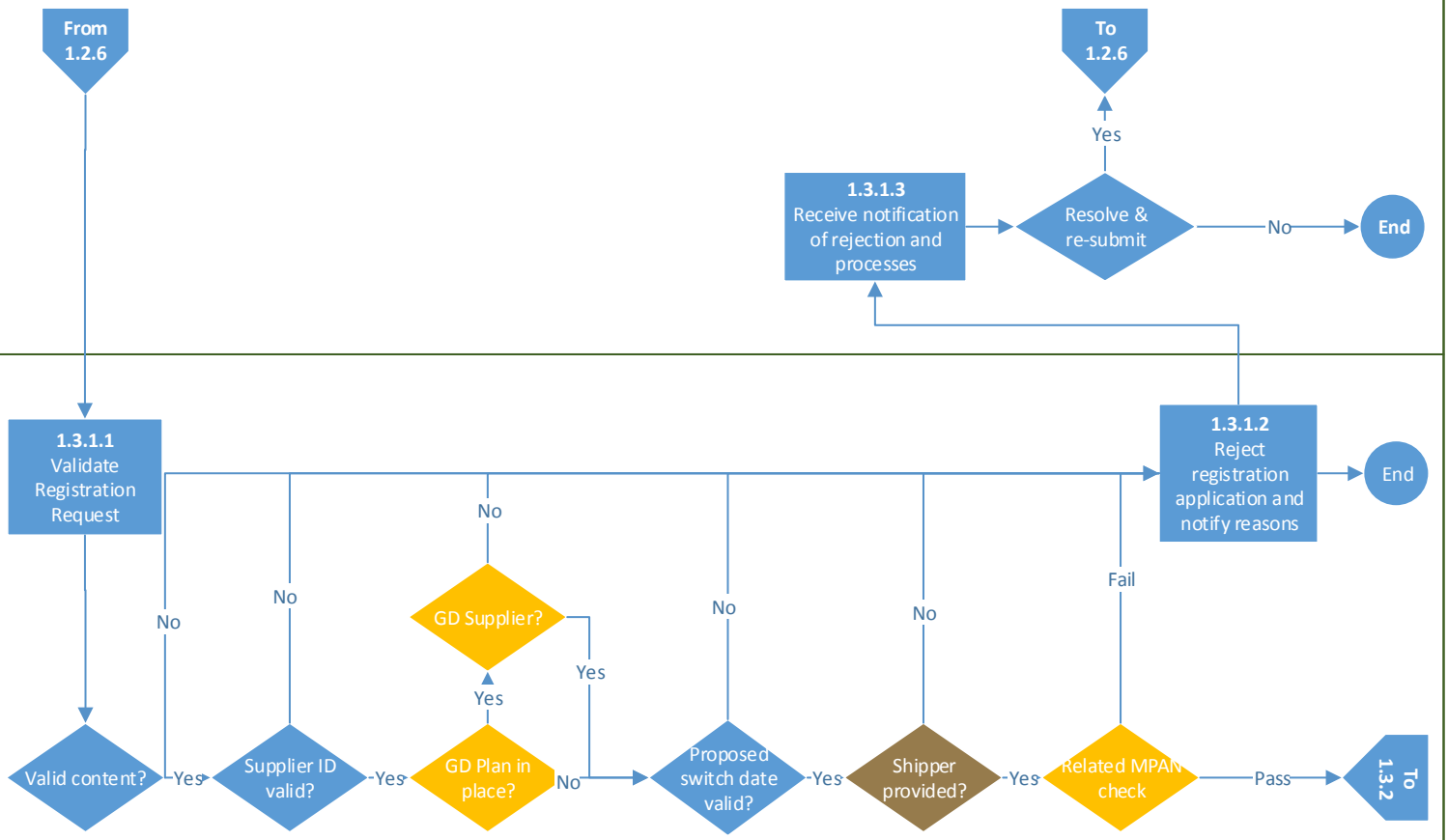
New Supplier

Registration Service

Supplier Agents

DCC

Network Operator



1.3.2 Check objection status / register

TPI

Customer

Old Supplier

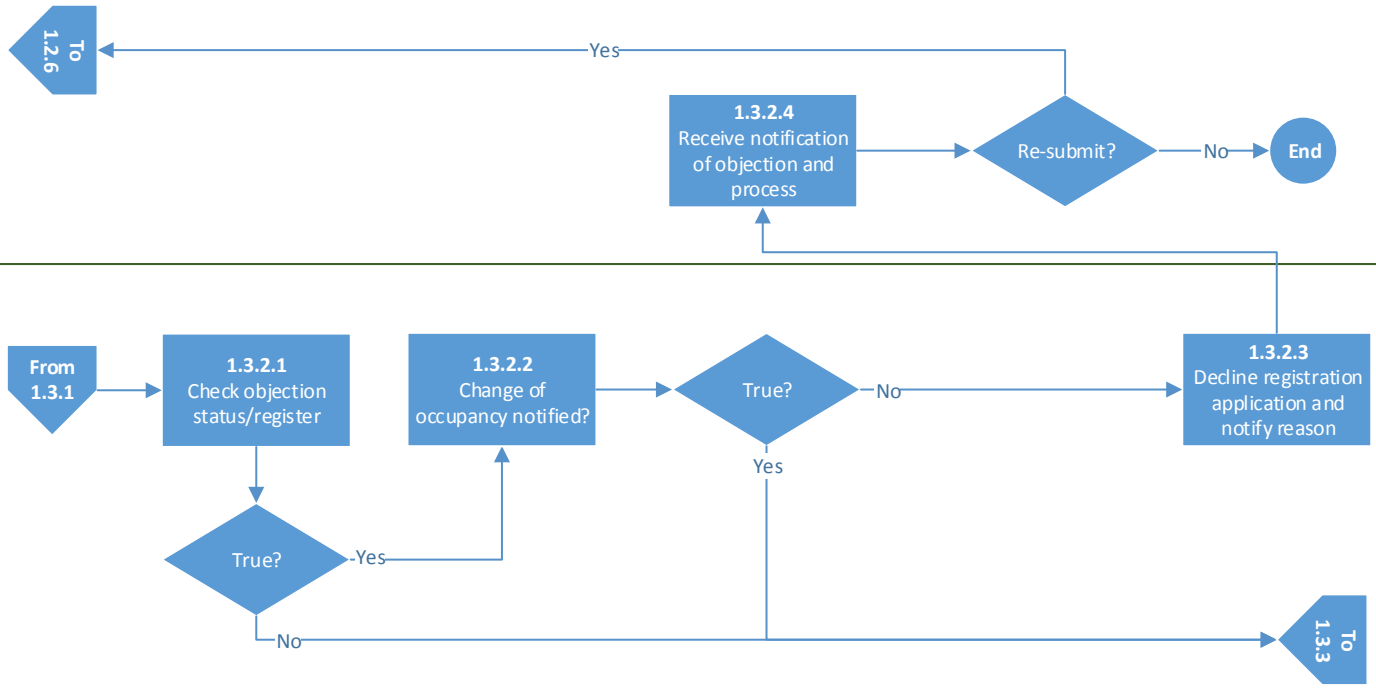
New Supplier

Registration Service

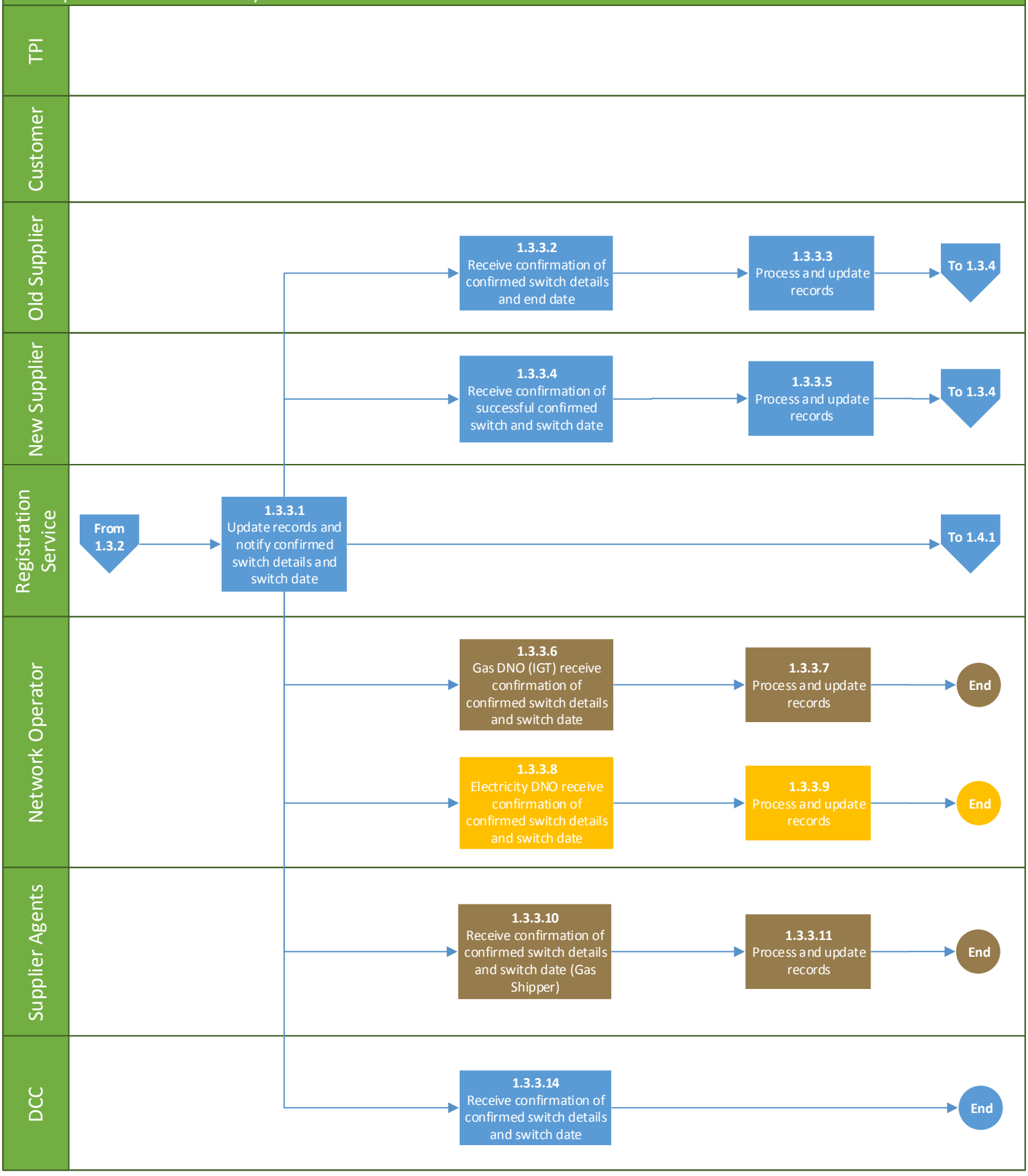
Network Operator

Supplier Agents

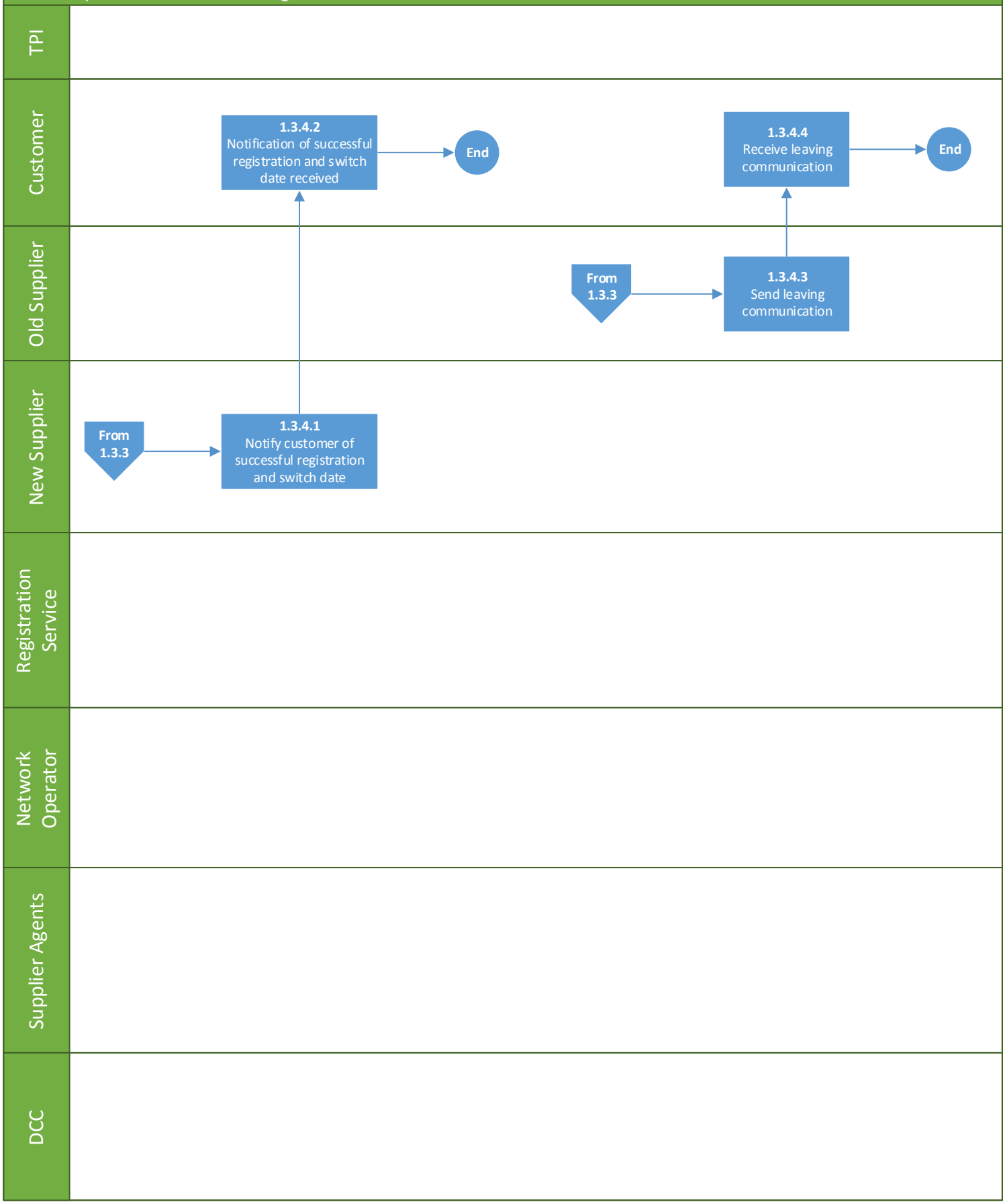
DCC



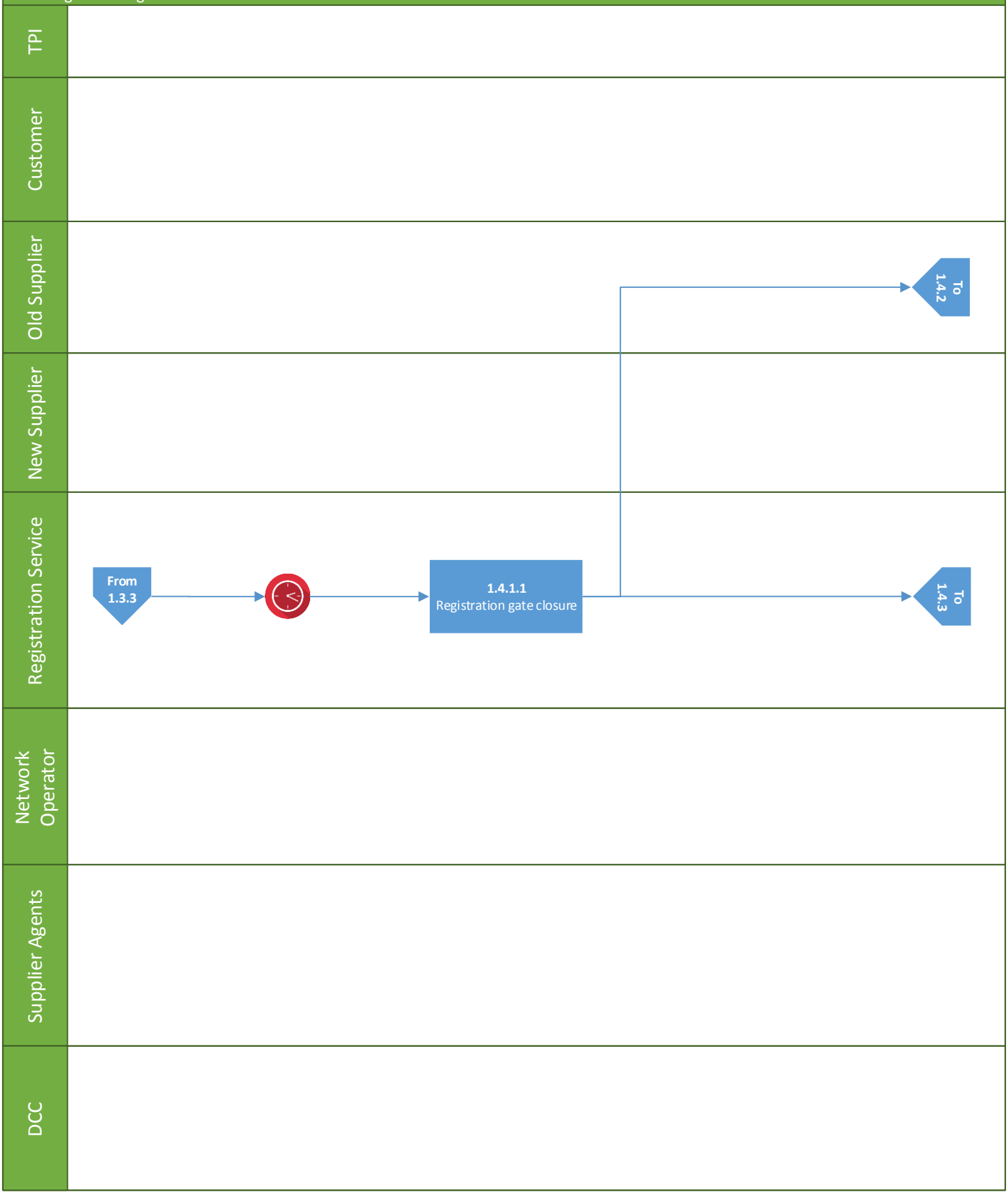
1.3.3 Update records and notify confirmed switch details and switch date



1.3.4 Notify customer of successful registration and switch date



1.4.1 Registration gate closure

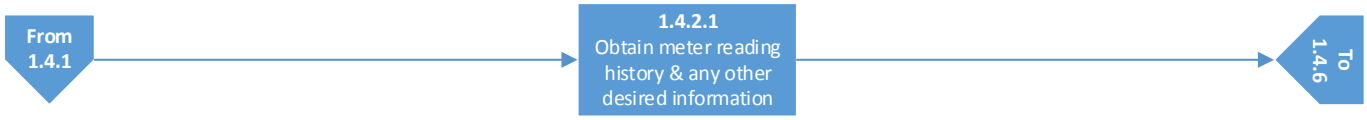


1.4.2 Close out relationship with meter

TPI

Customer

Old Supplier



New Supplier

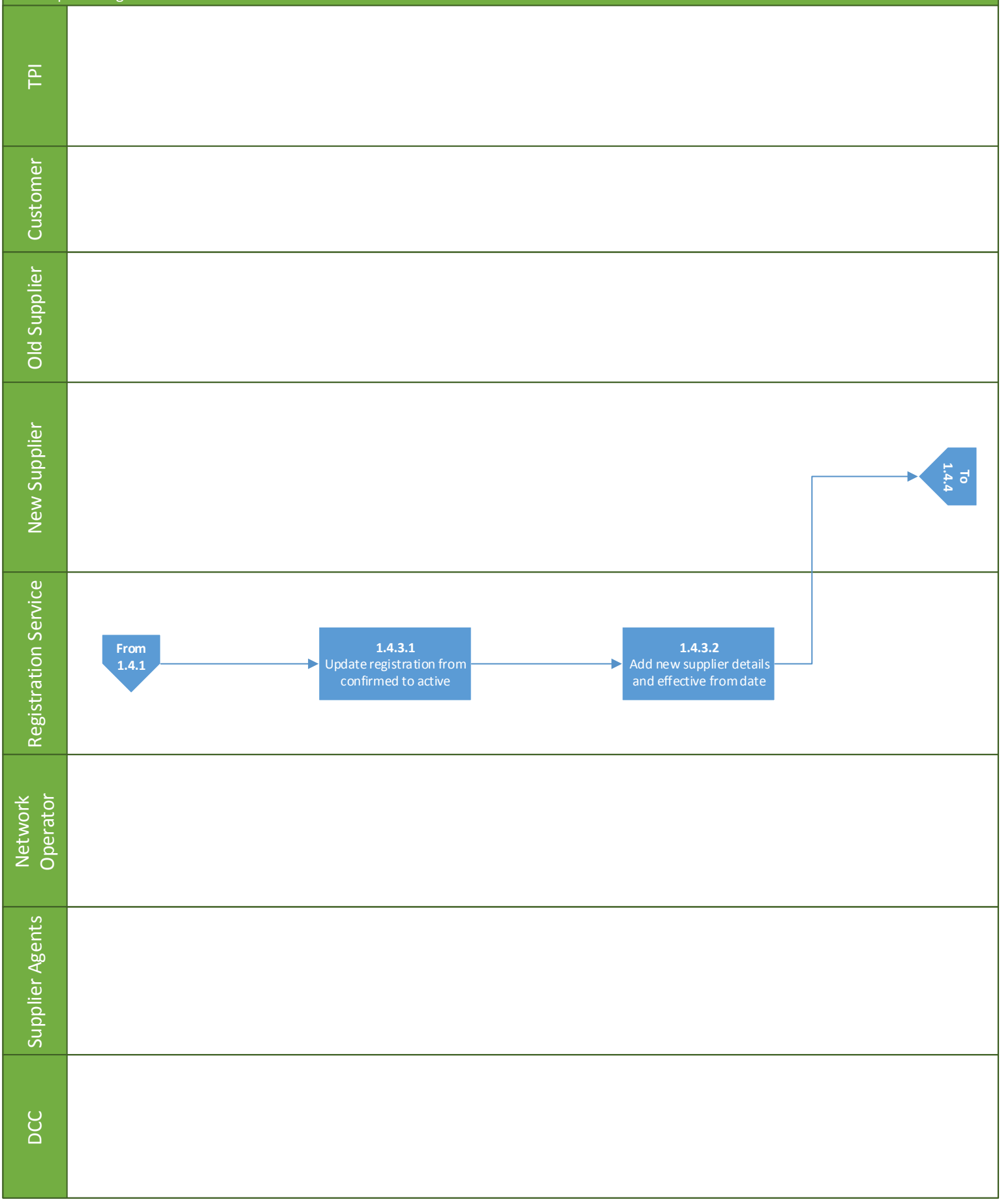
Registration Service

Network Operator

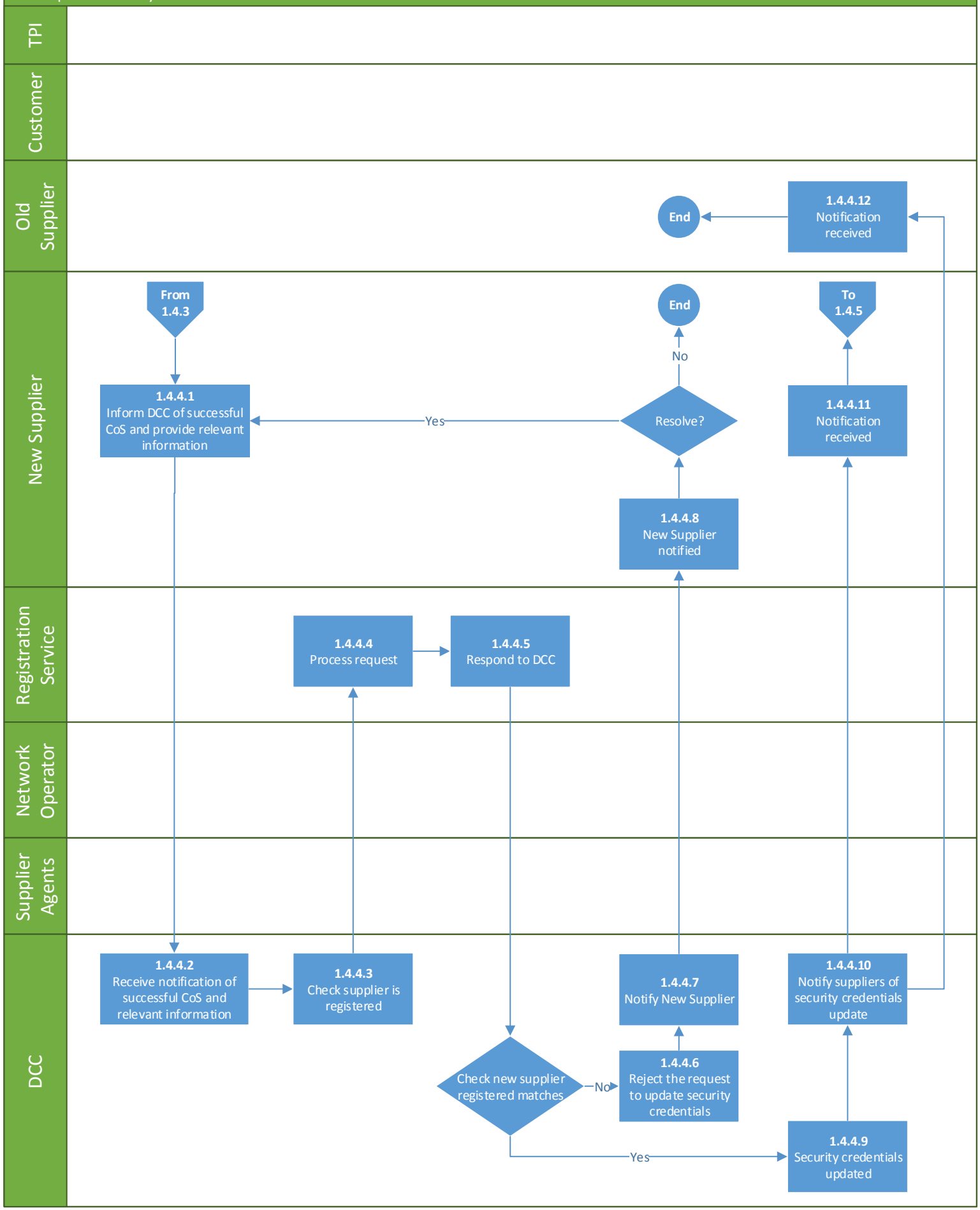
Supplier Agents

DCC

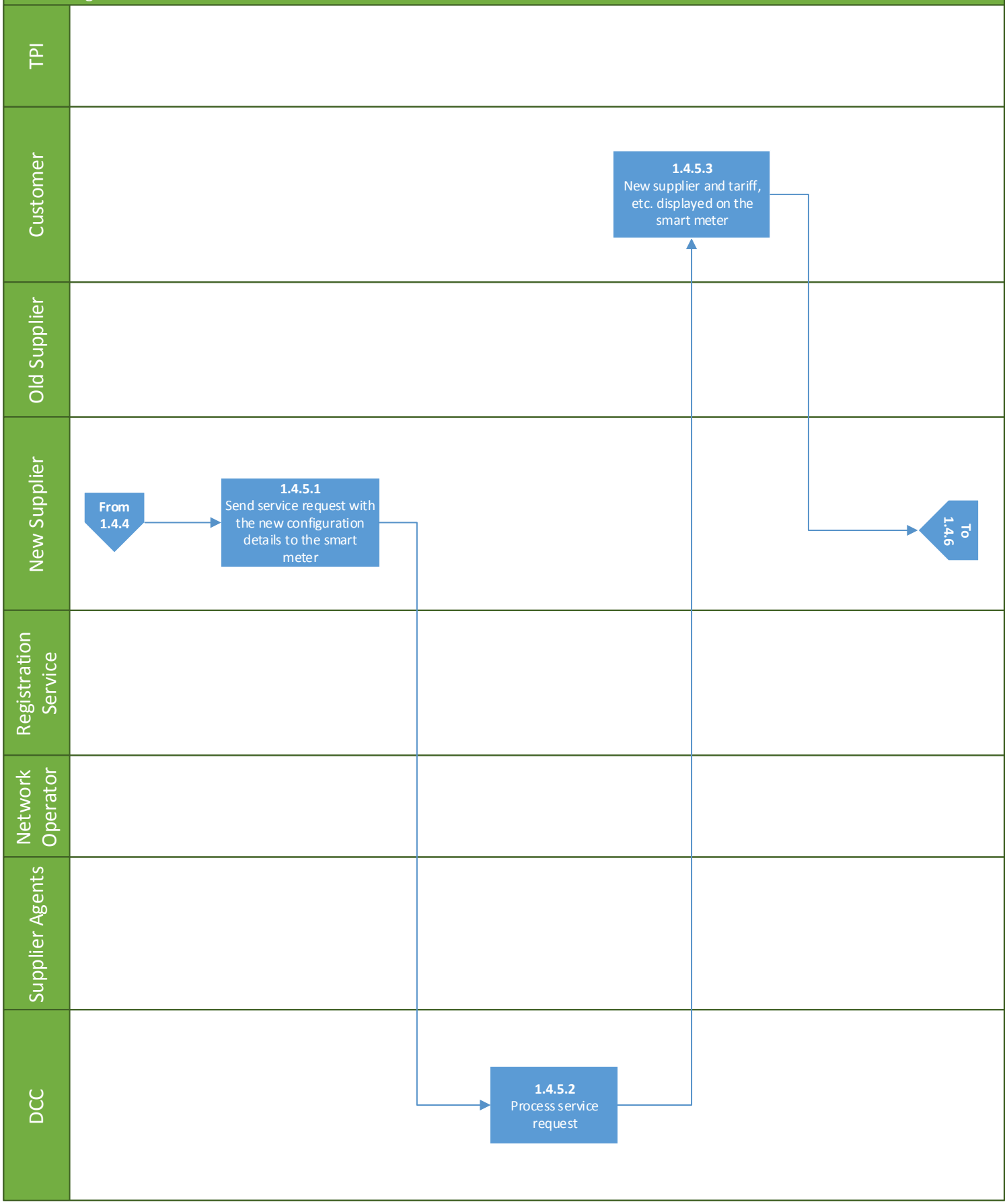
1.4.3 Update registration from confirmed to active



1.4.4 Update security credentials



1.4.5 Configure smart meters



1.4.6 Obtain CoS meter reading

TPI

Customer

Old Supplier

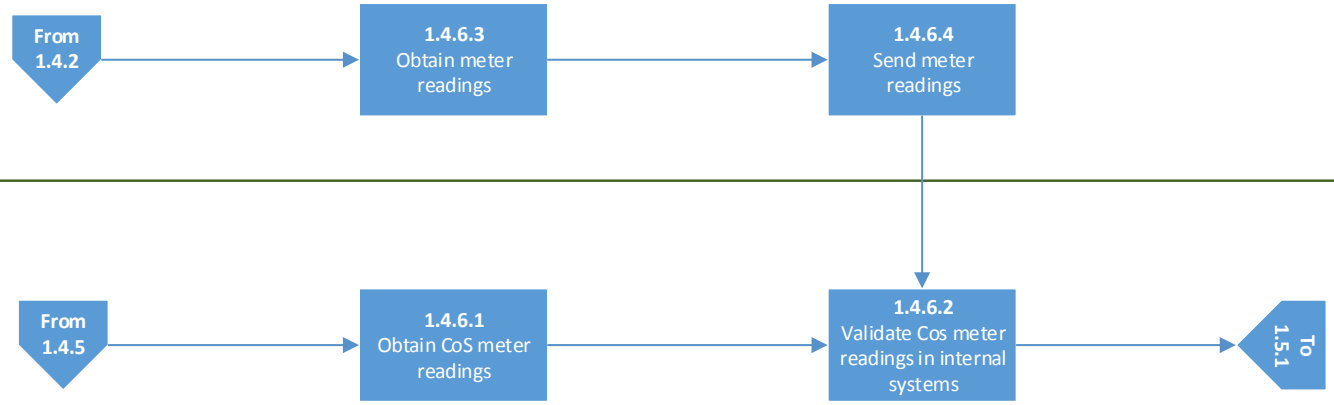
New Supplier

Registration Service

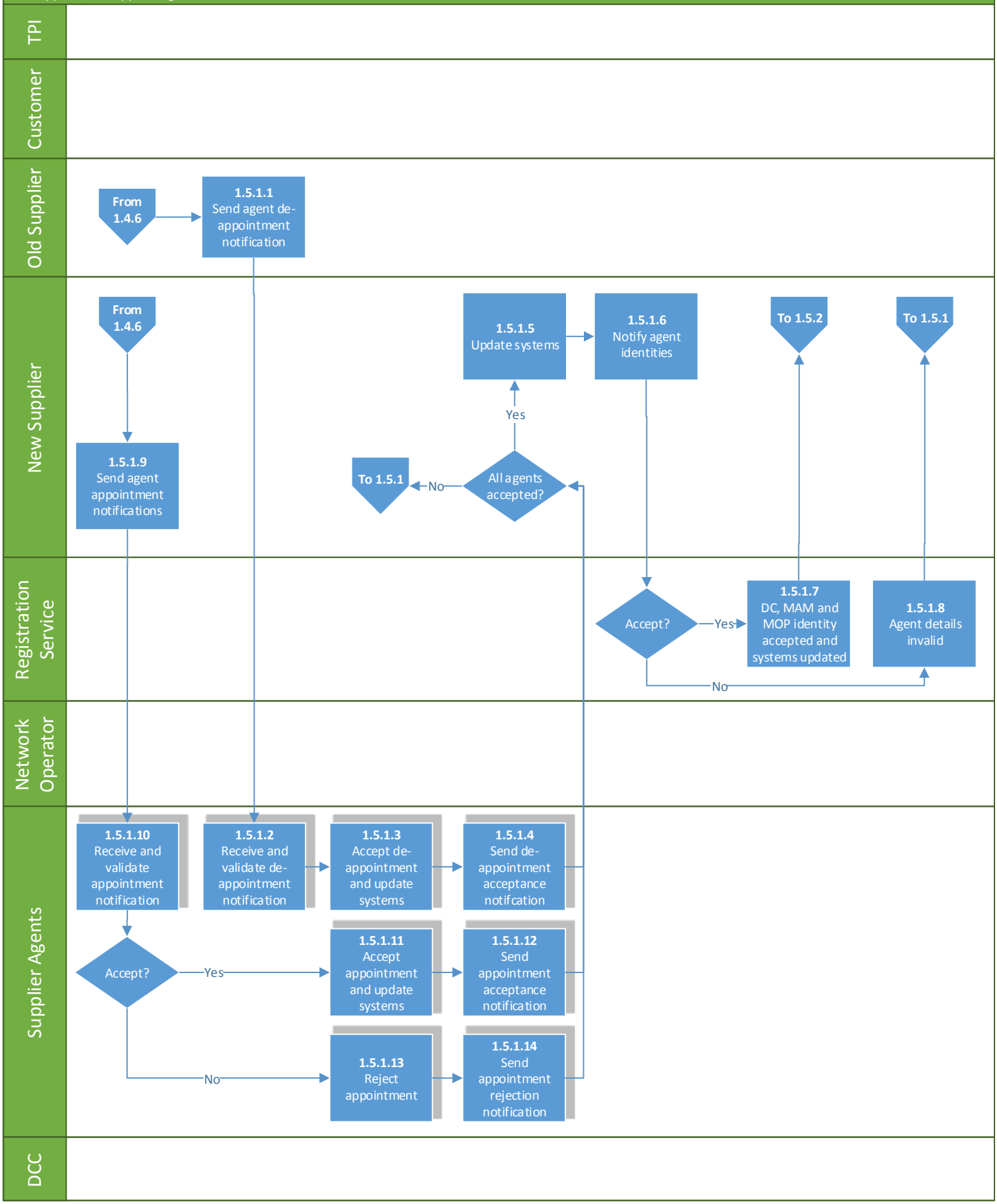
Network Operator

Supplier Agents

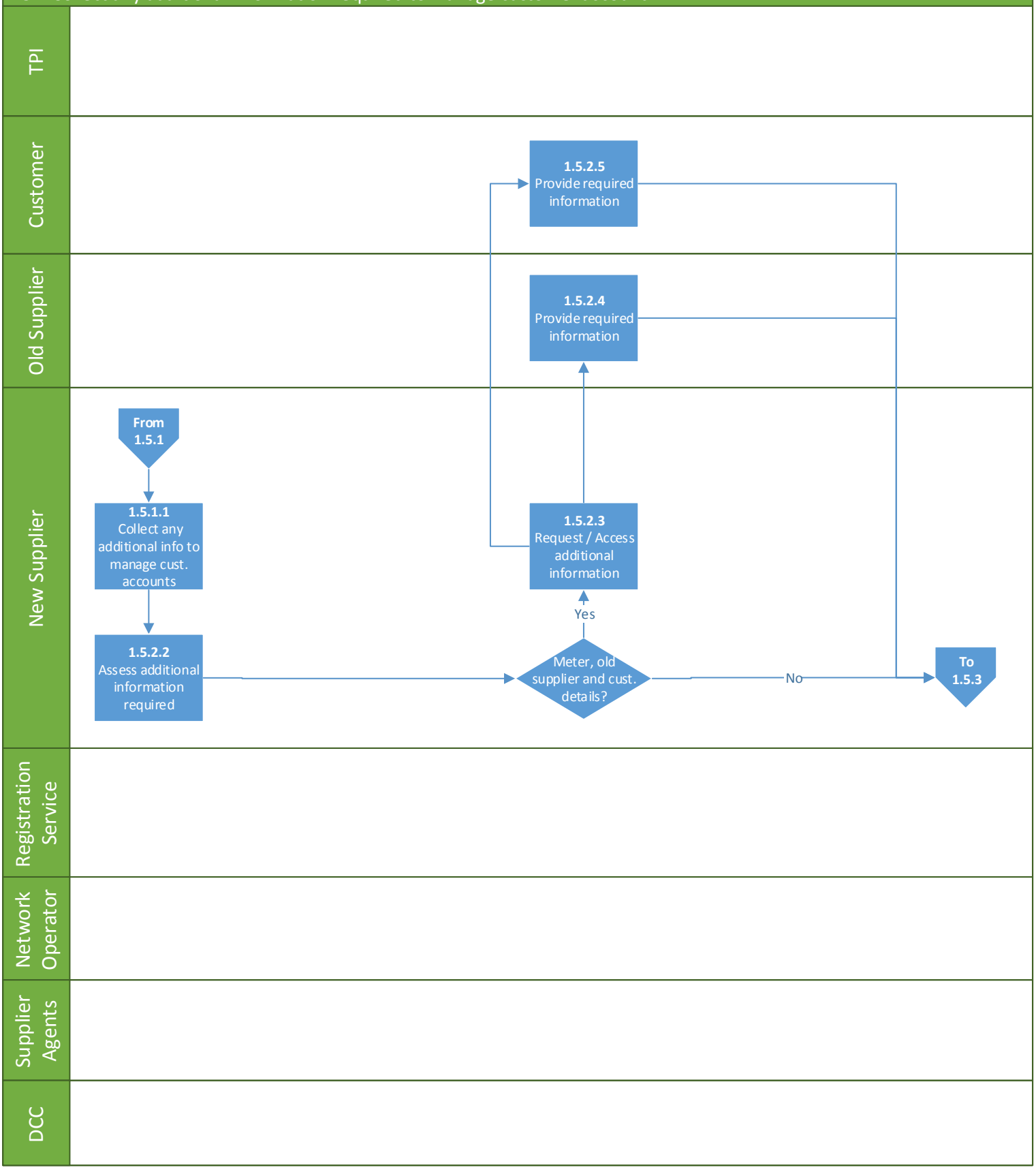
DCC



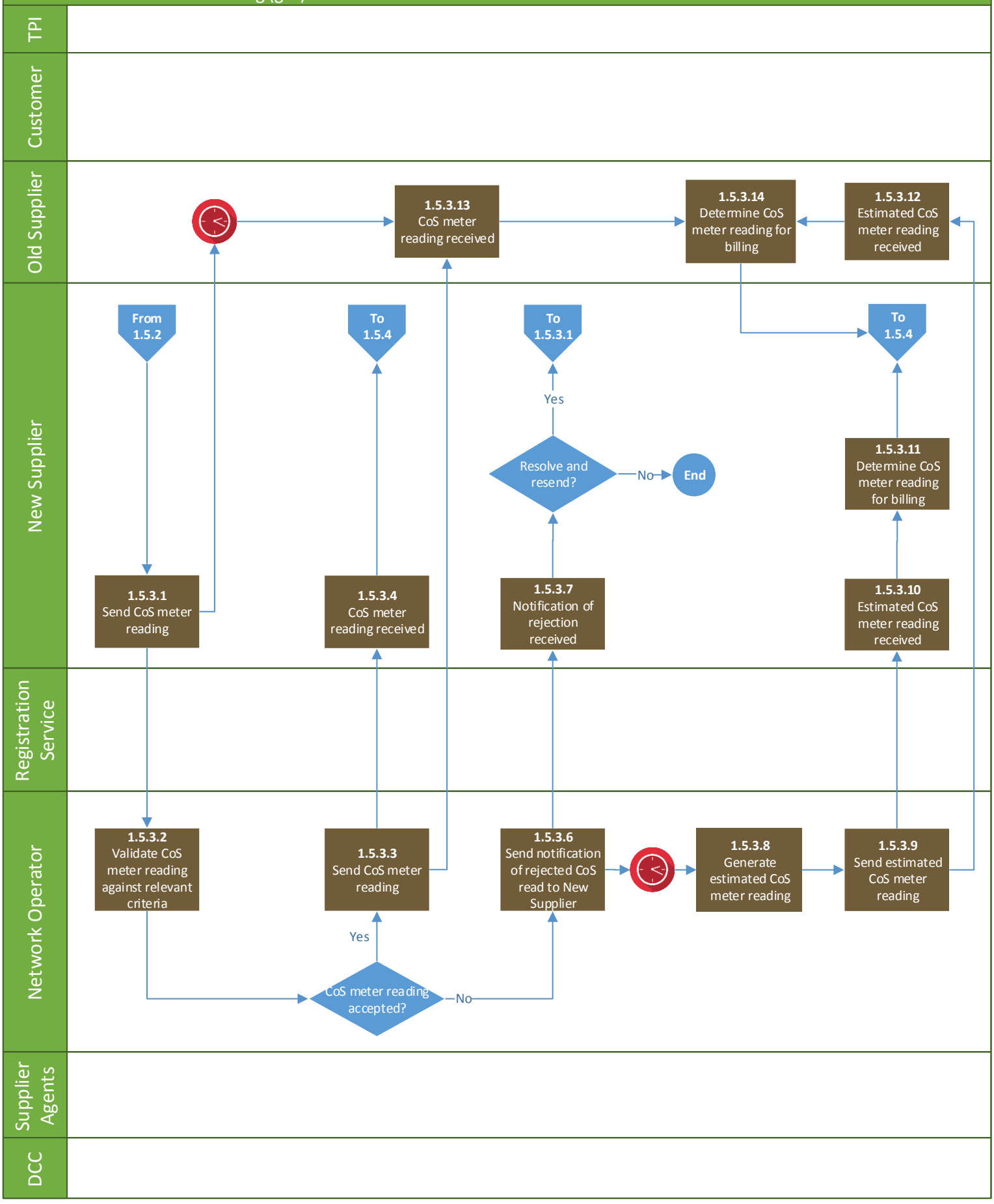
1.5.1 Appoint / De-Appoint Agents and receive confirmation



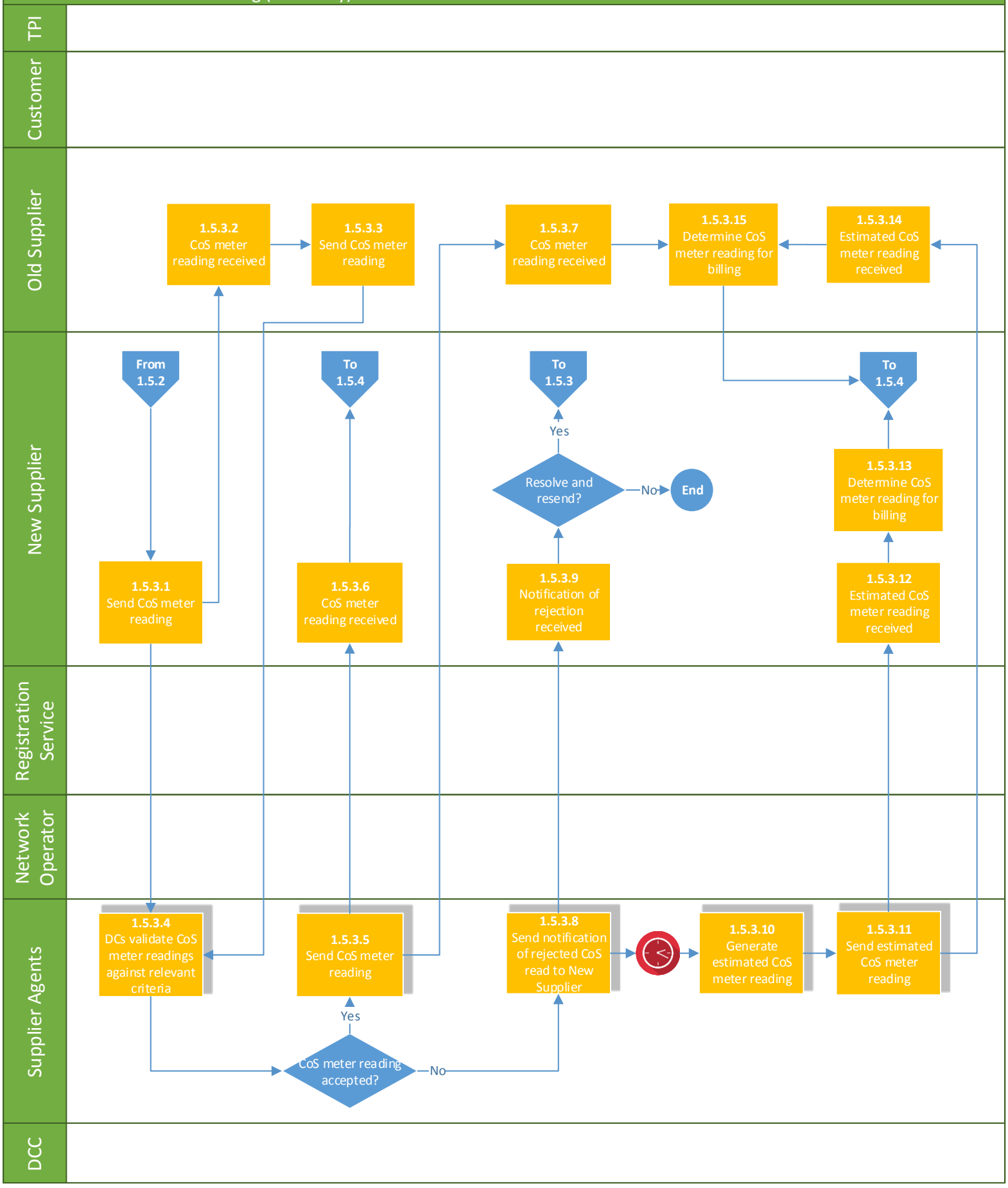
1.5.2 Collect any additional information required to manage customer account



1.5.3 Validate COS meter reading (gas)



1.5.3 Validate COS meter reading (electricity)



1.5.4 Final and opening statement sent and received

TPI

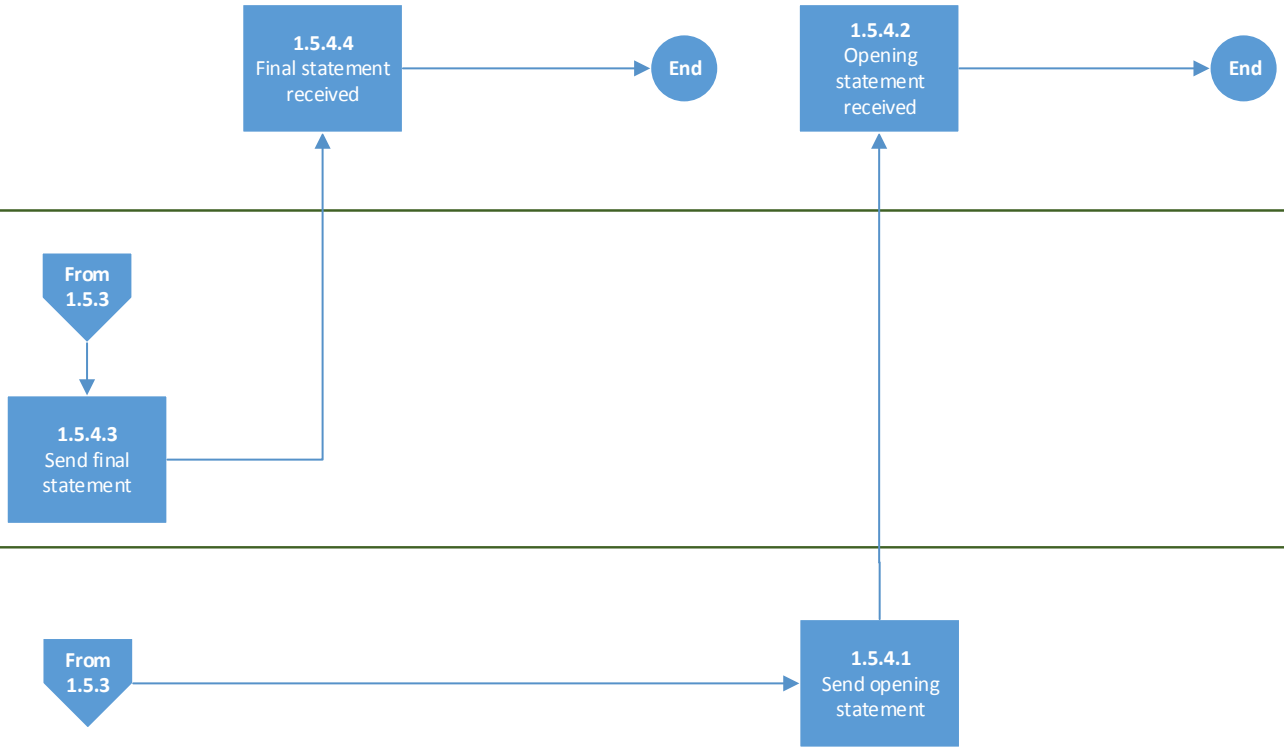
Customer

Old Supplier

New Supplier

Registration Service

Network Operator

Supplier Agents

DCC