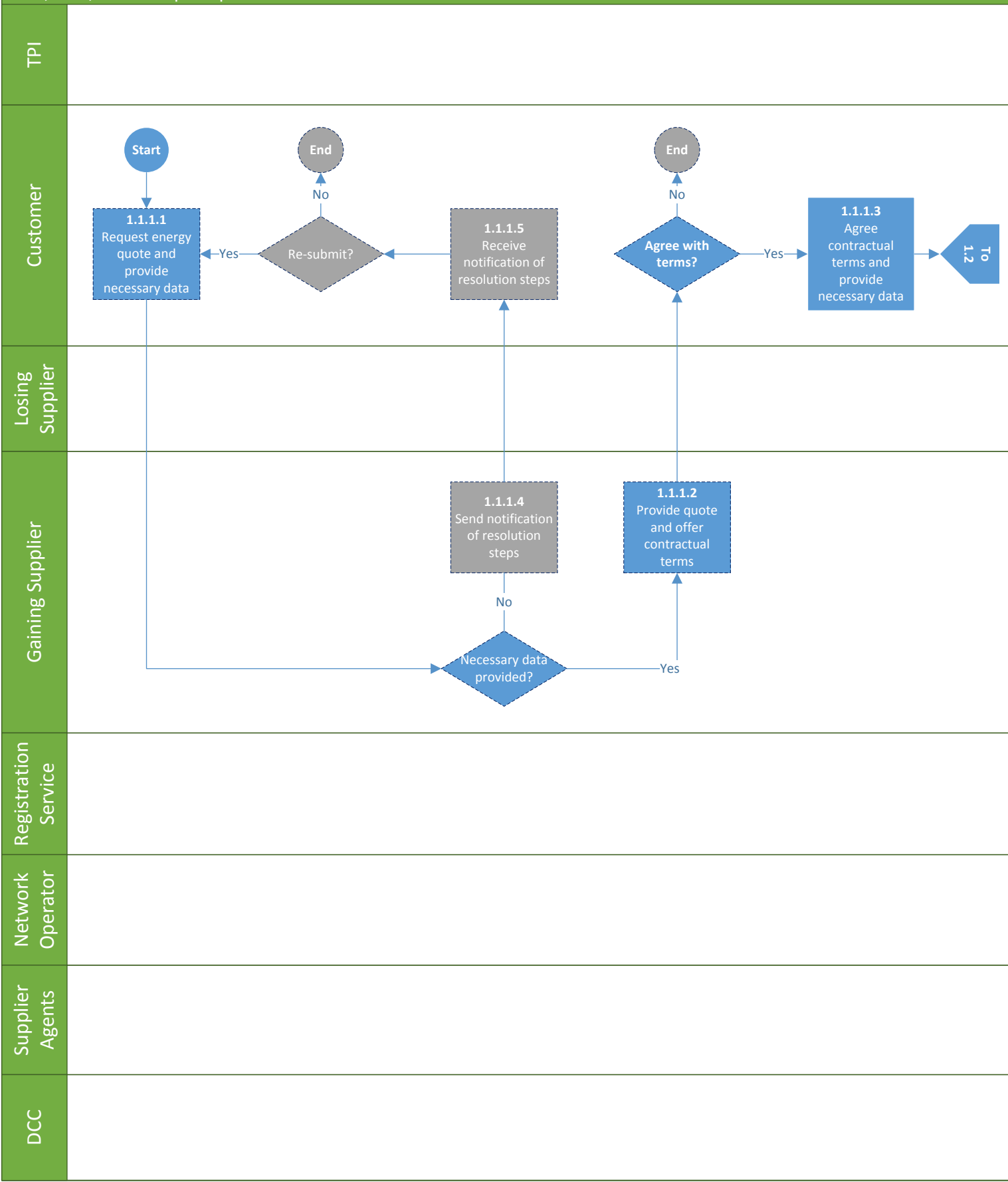


1.1.1,1.1.2,1.1.3 Complete pre contract activities



1.2.1 Complete validation of customer data

TPI	
Customer	
Losing Supplier	
Gaining Supplier	<pre> graph TD Start([From 1.1.1]) --> P1[1.2.1.1 Complete validation of customer data] P1 --> D1{MPXN or address provided?} D1 -- No --> End([To 1.2.2]) D1 -- Yes --> D2{Switch date feasible?} D2 -- No --> P2[1.2.1.2 Add to customer notification of outstanding data/actions] D2 -- Yes --> D3{Other information valid?} D3 -- No --> P2 D3 -- Yes --> End P2 --> End </pre>
Registration Service	
Network Operator	
Supplier Agents	
DCC	

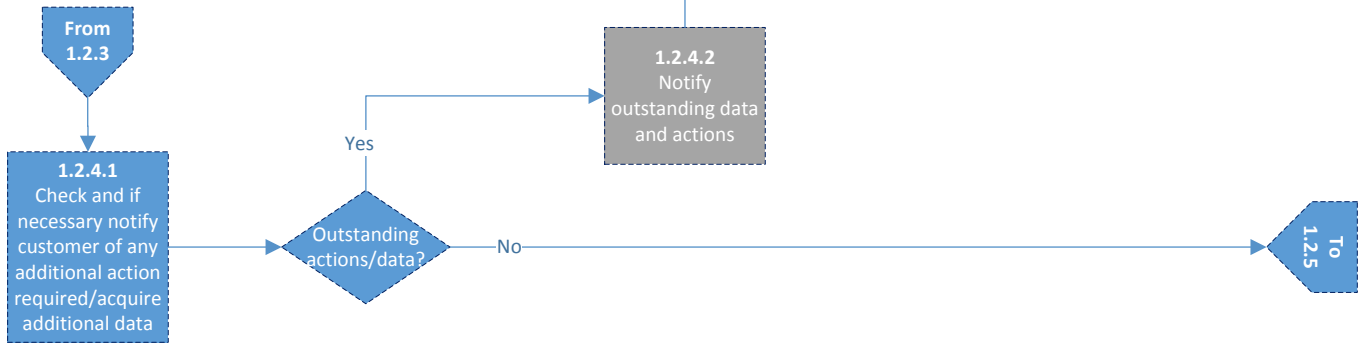
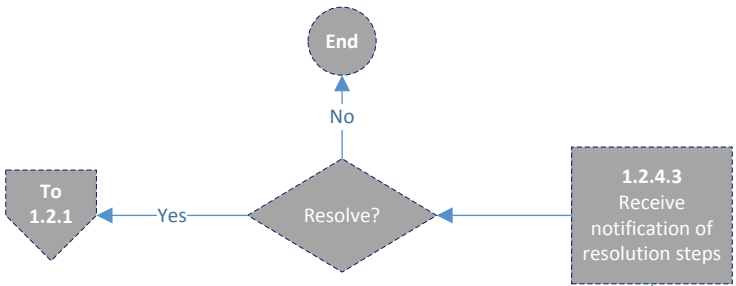
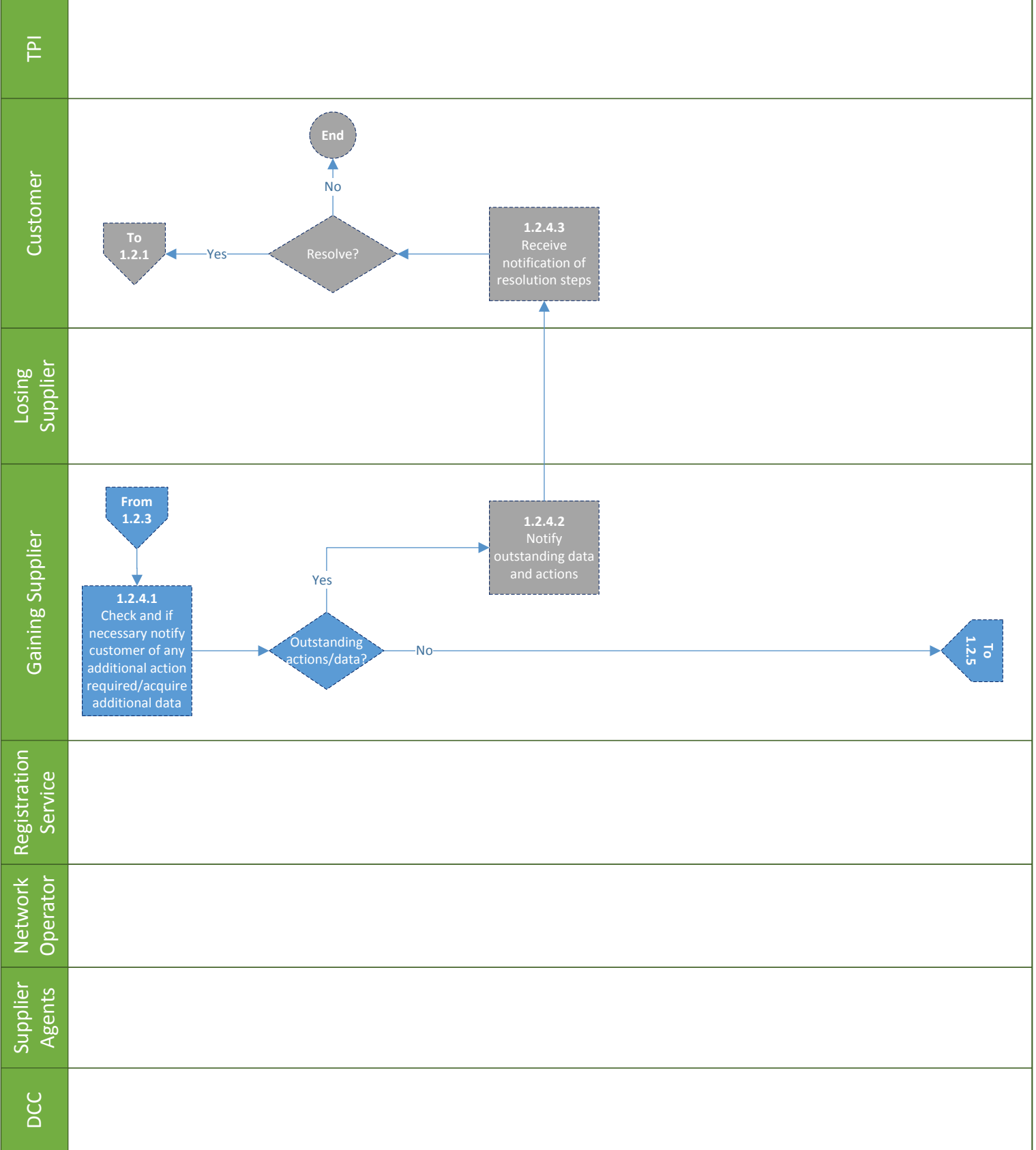
1.2.2 Carry out credit check

TPI	
Customer	
Losing Supplier	
Gaining Supplier	<pre> graph LR Start([From 1.2.1]) --> Step1[1.2.2.1 Carry out credit check] Step1 --> Decision{Meet credit criteria?} Decision -- No --> Step2[1.2.2.2 Prepare credit report] Step2 --> Step3[1.2.2.3 Add to customer notification of outstanding data/actions] Decision -- Yes --> End([To 1.2.3]) Step3 --> End </pre>
Registration Service	
Network Operator	
Supplier Agents	
DCC	

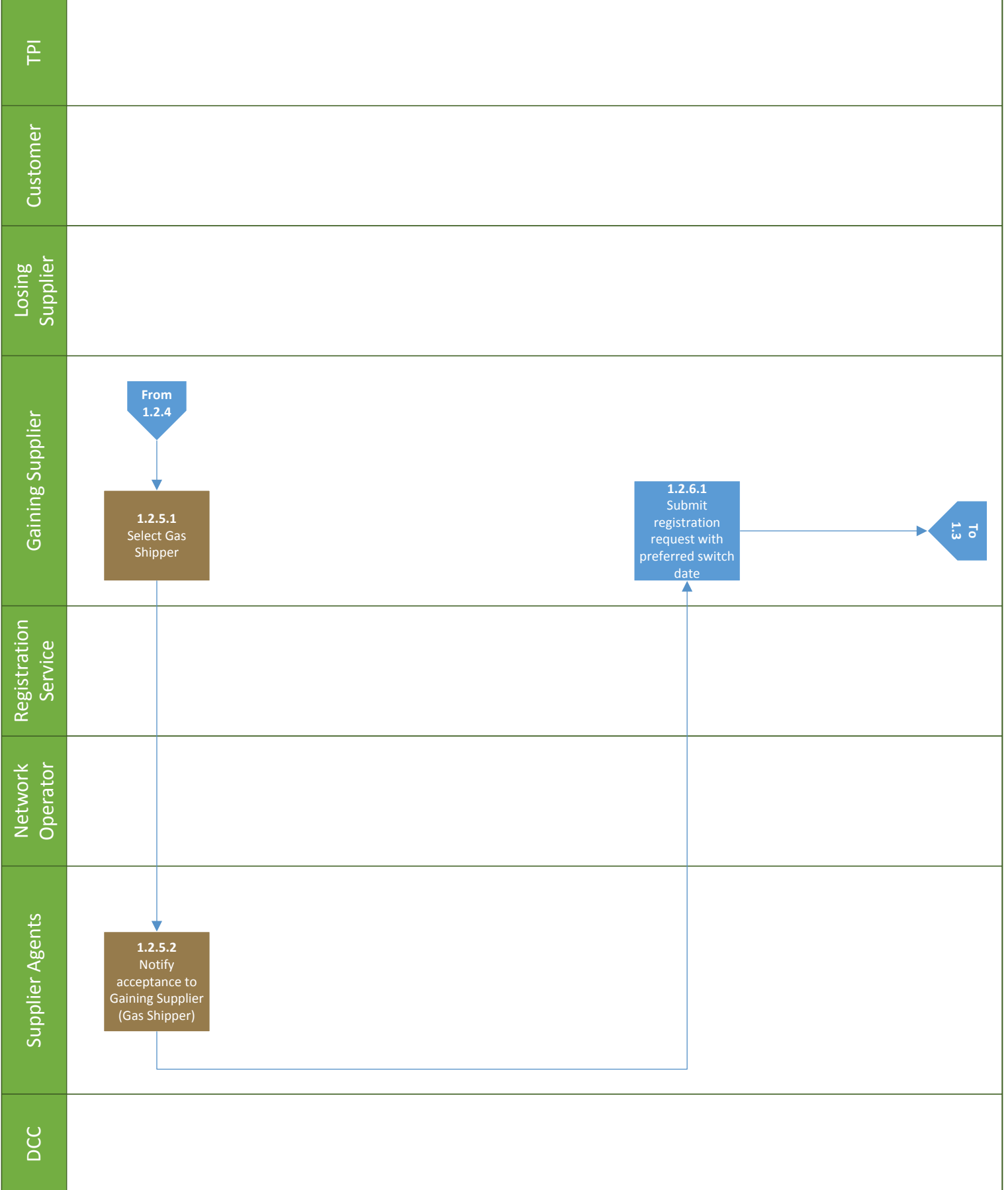
1.2.3 Carry out Triangulation / validate meter

TPI	
Customer	
Losing Supplier	
Gaining Supplier	<pre> graph TD Start([From 1.2.2]) --> Step1[1.2.3.1 Check enquiry service] Step1 --> Dec1{Premises served address?} Dec1 -- No --> Step3[1.2.3.3 Add to customer notification of outstanding data/actions] Dec1 -- Yes --> Dec2{MPXN?} Dec2 -- No --> Step3 Dec2 -- Yes --> Dec3{Meter serial number?} Dec3 -- No --> Step3 Dec3 -- Yes --> Dec4{Confirm customer via CIN test?} Dec4 -- No --> Step3 Dec4 -- Yes --> Step3 Step2[1.2.3.2 Provide required triangulation data] --> Dec1 Step3 --> End([To 1.2.4]) </pre>
Registration Service	
Network Operator	
Supplier Agents	
DCC	

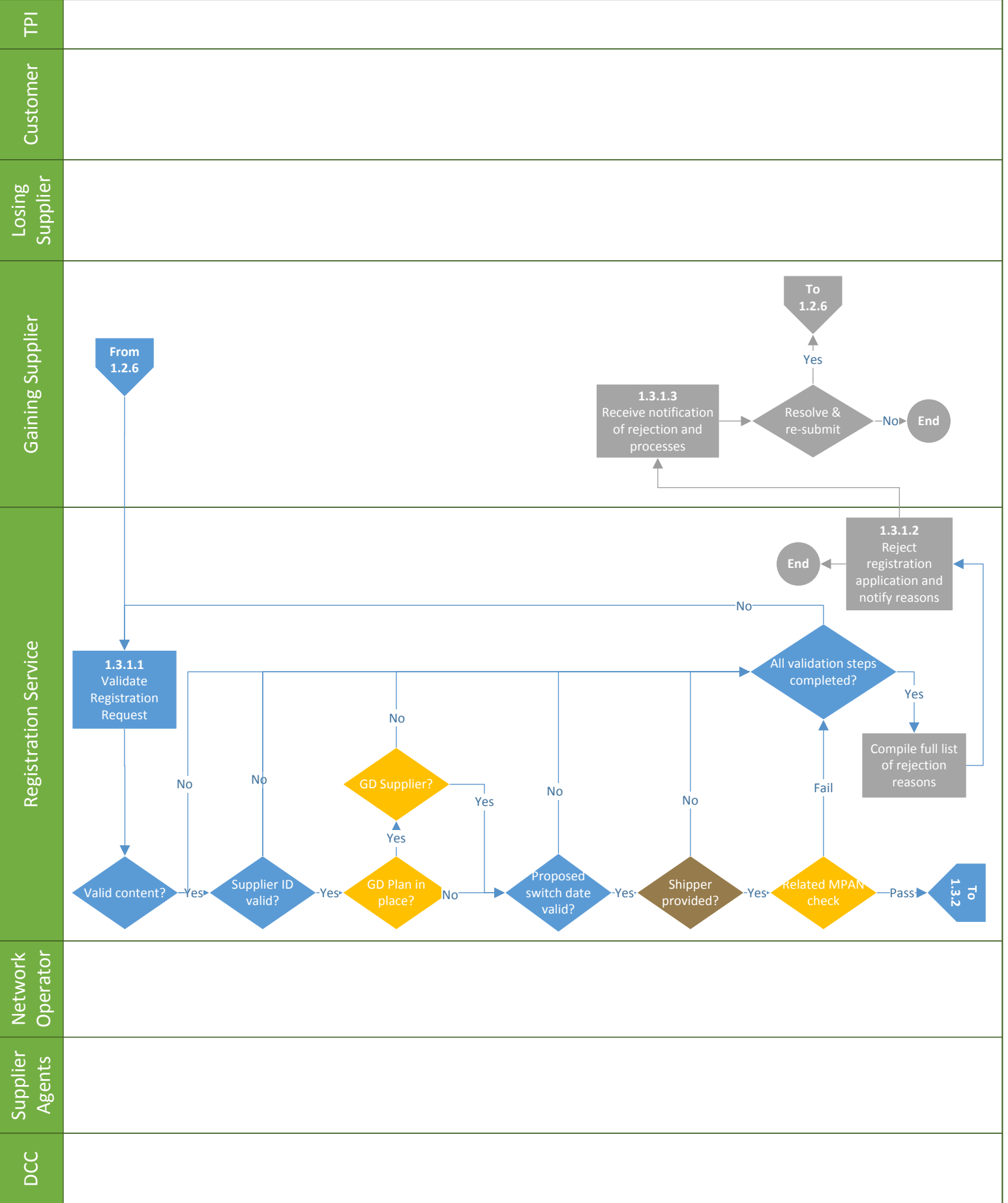
1.2.4 Notify customer of any additional action required and/or acquire any additional data



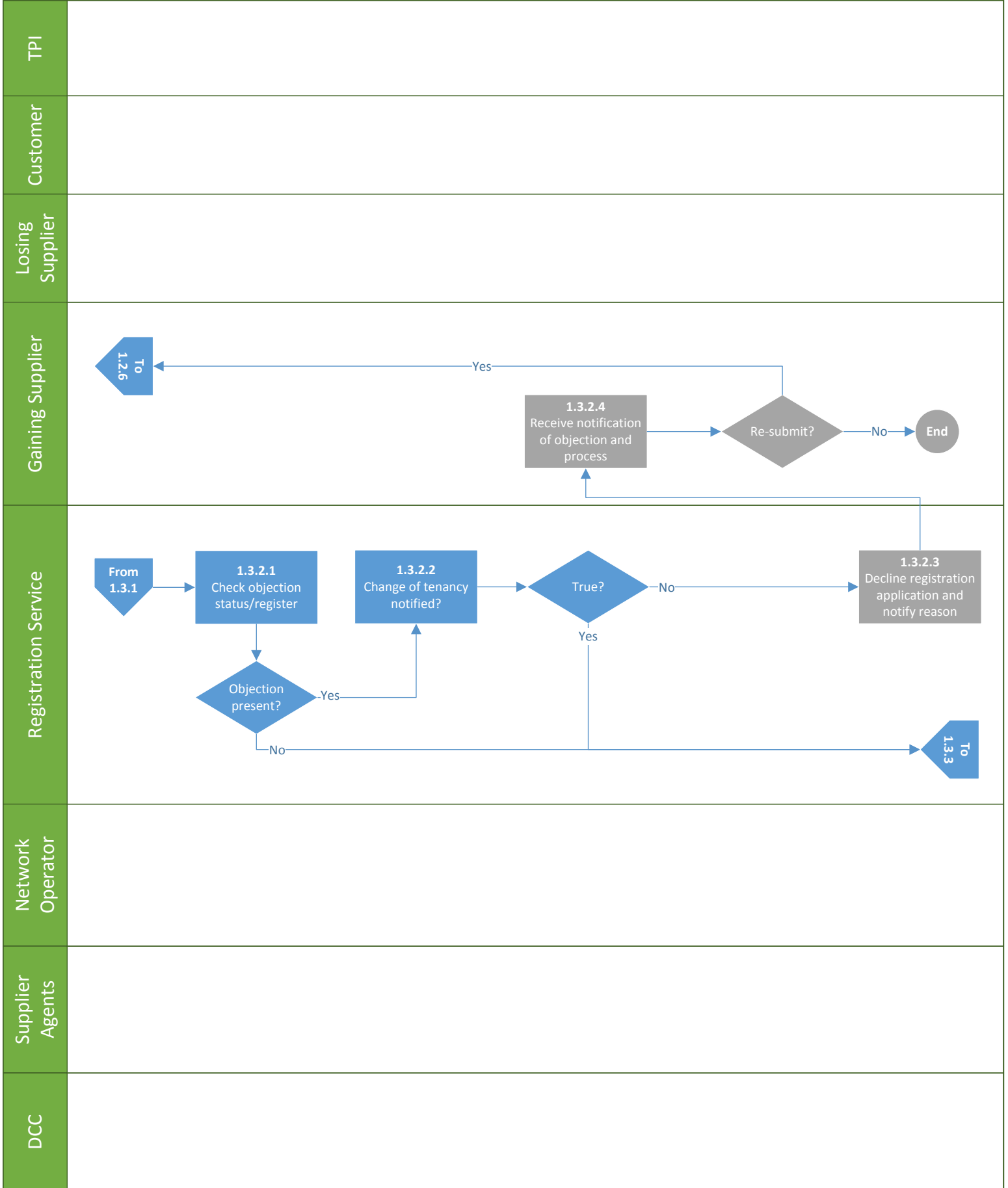
1.2.5 Select critical path supplier agents and 1.2.6 Submit registration request with preferred switch date



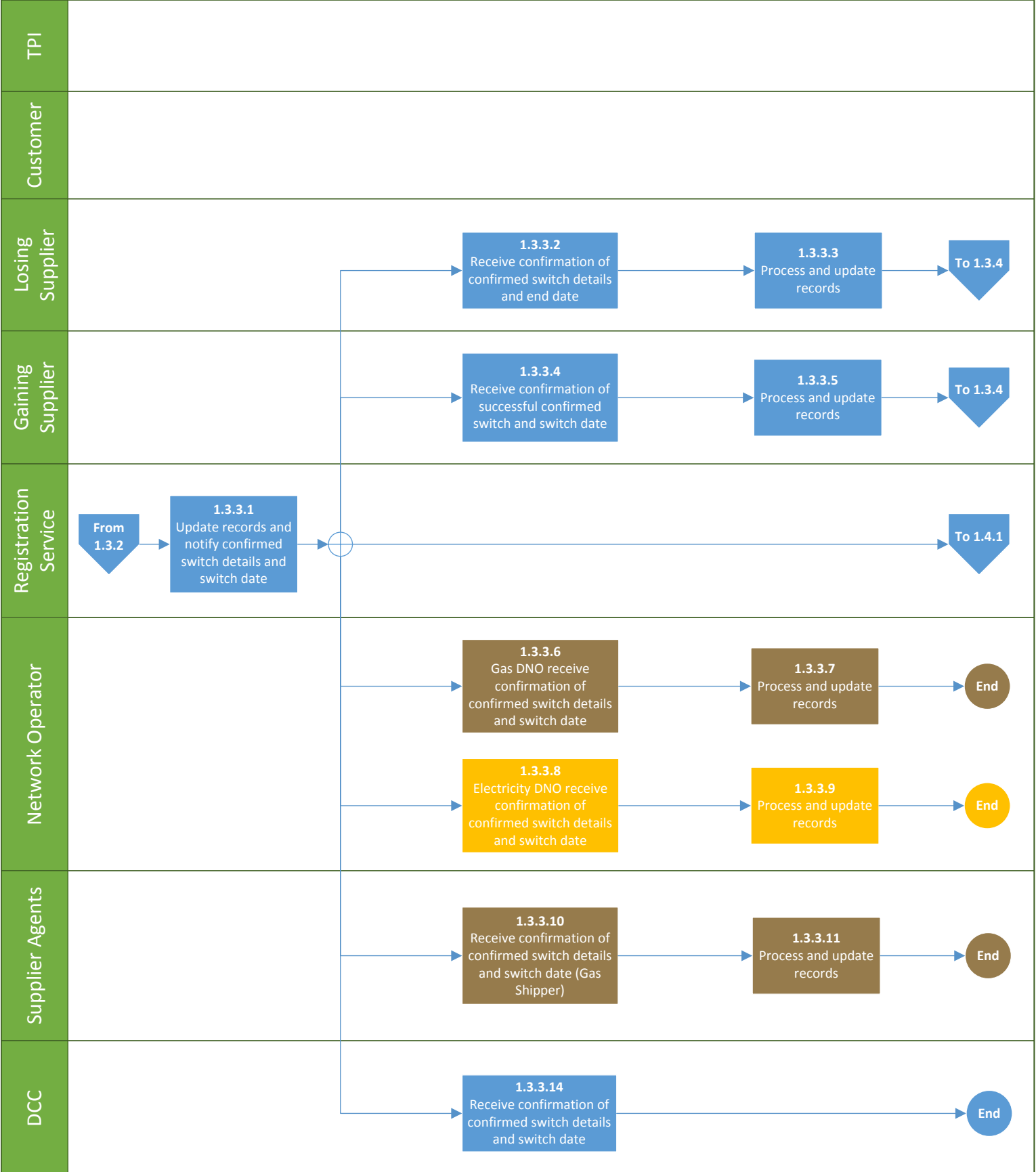
1.3.1 Validate Registration Request



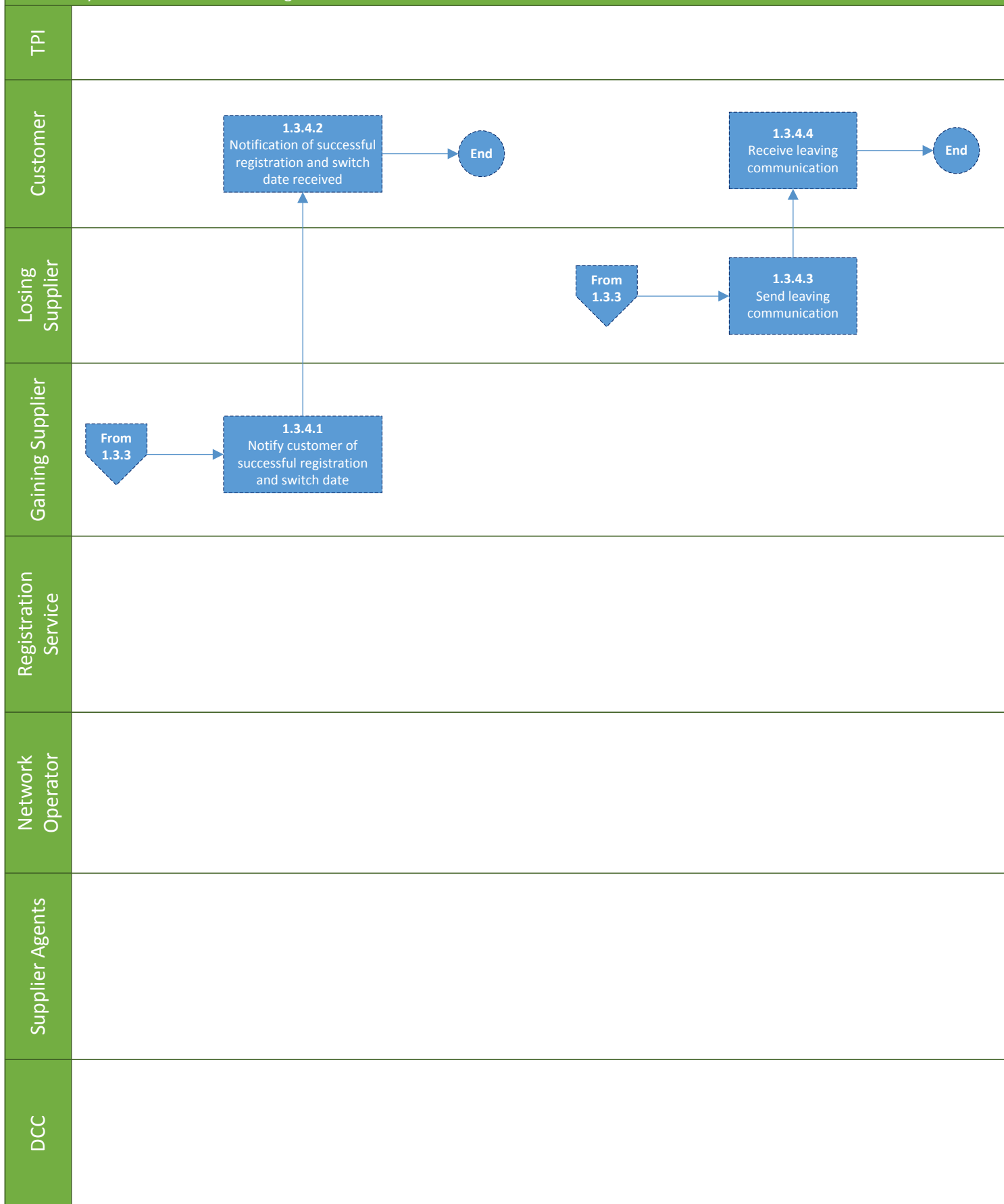
1.3.2 Check objection status / register



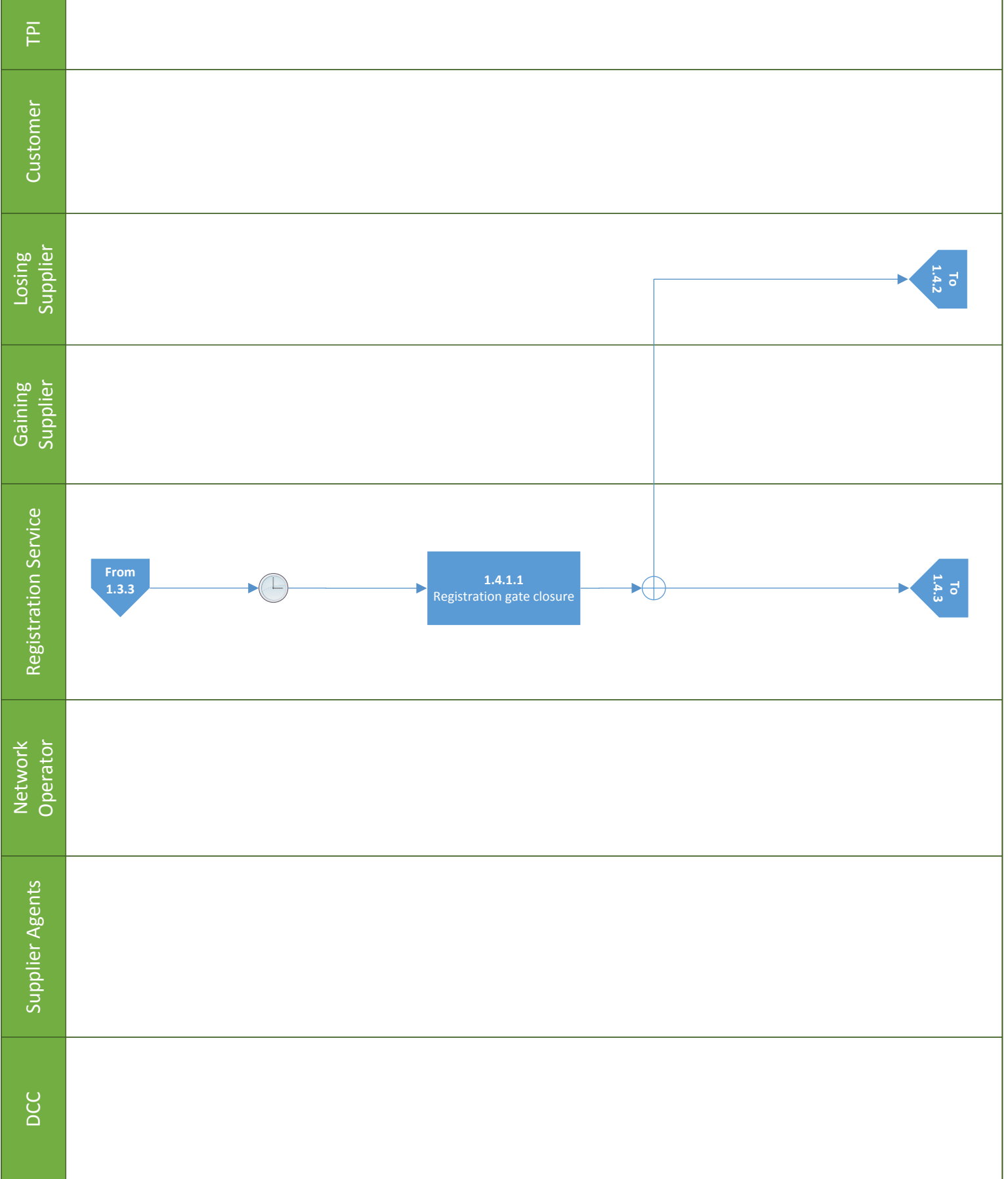
1.3.3 Update records and notify confirmed switch details and switch date



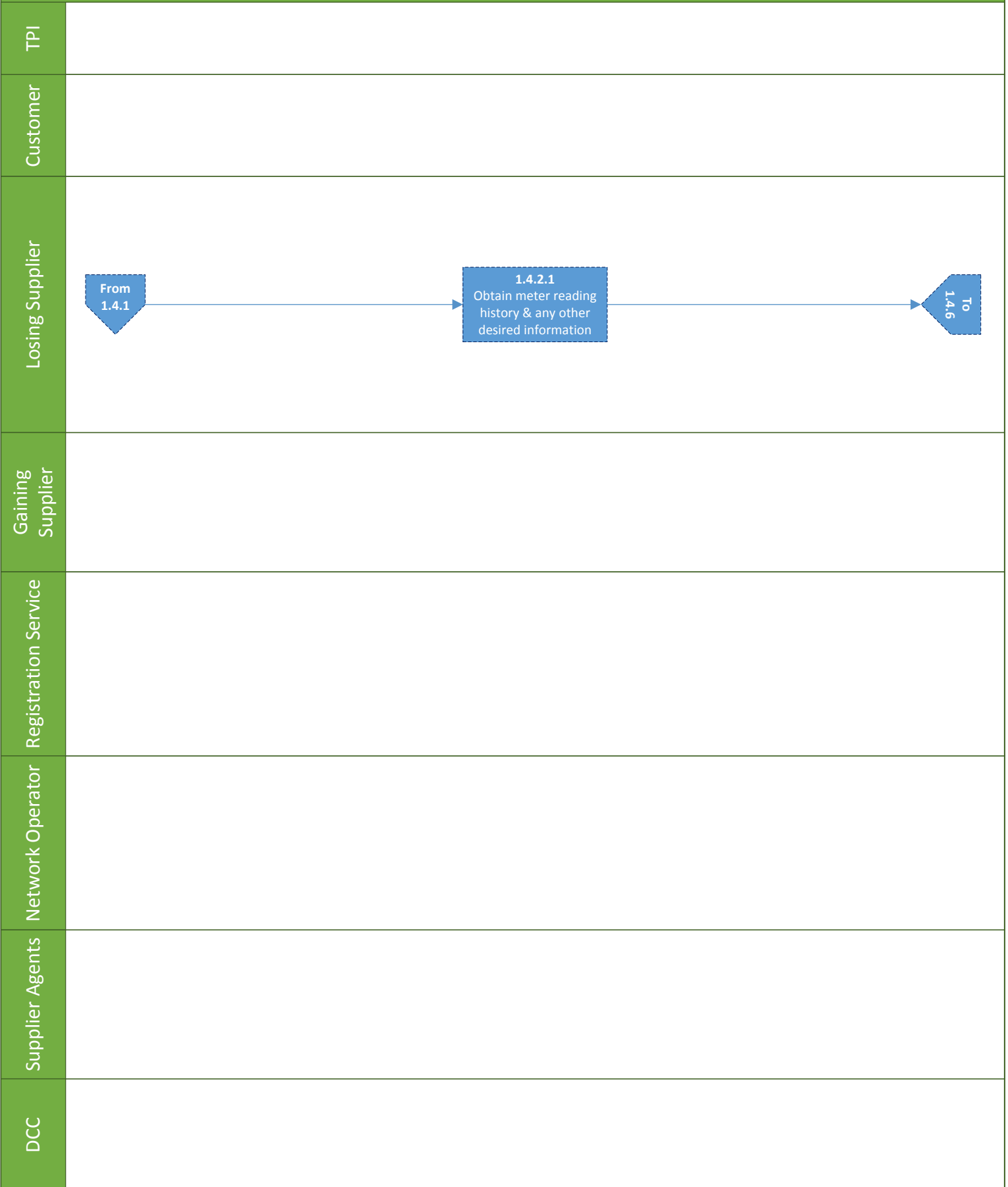
1.3.4 Notify customer of successful registration and switch date



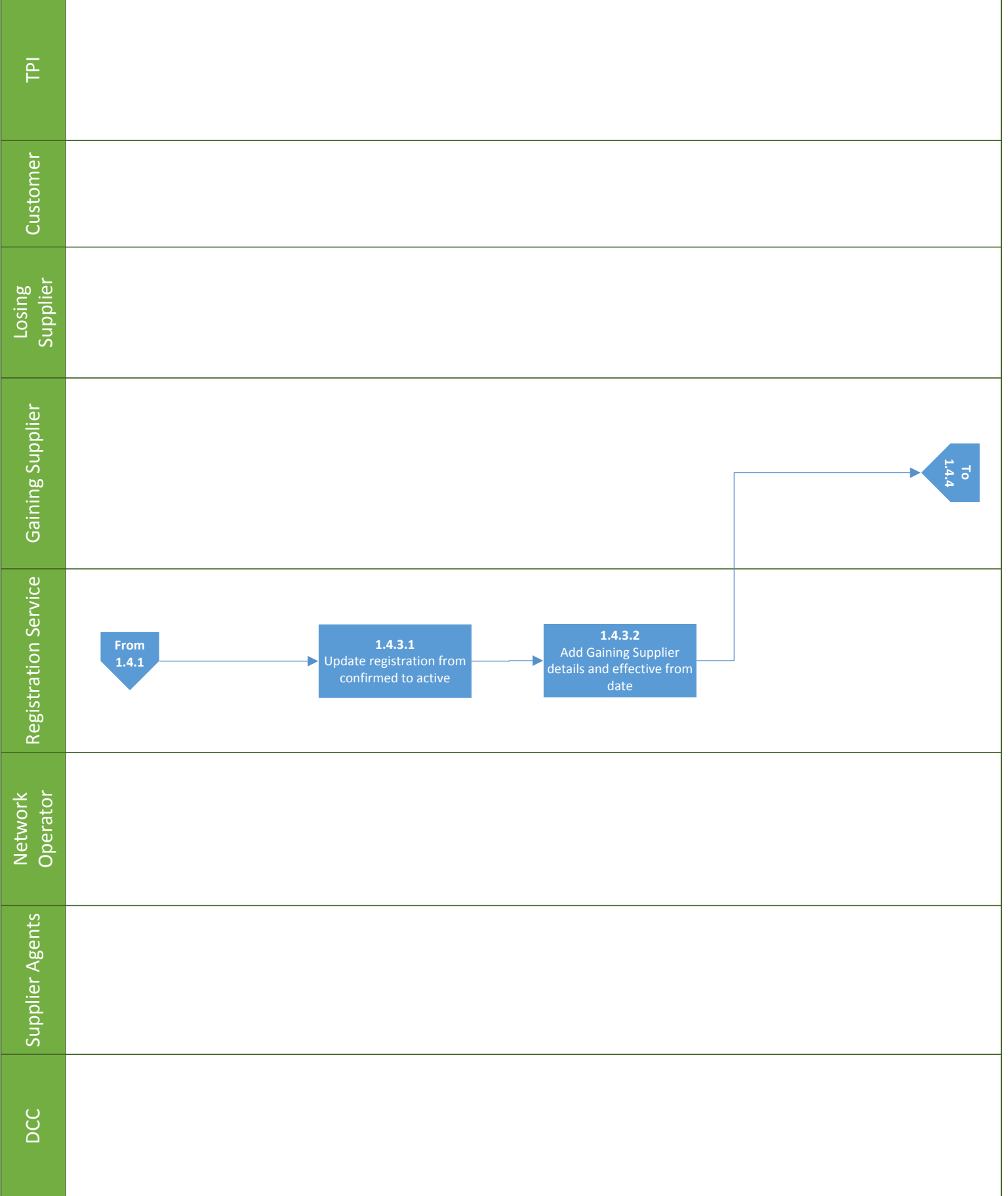
1.4.1 Registration gate closure



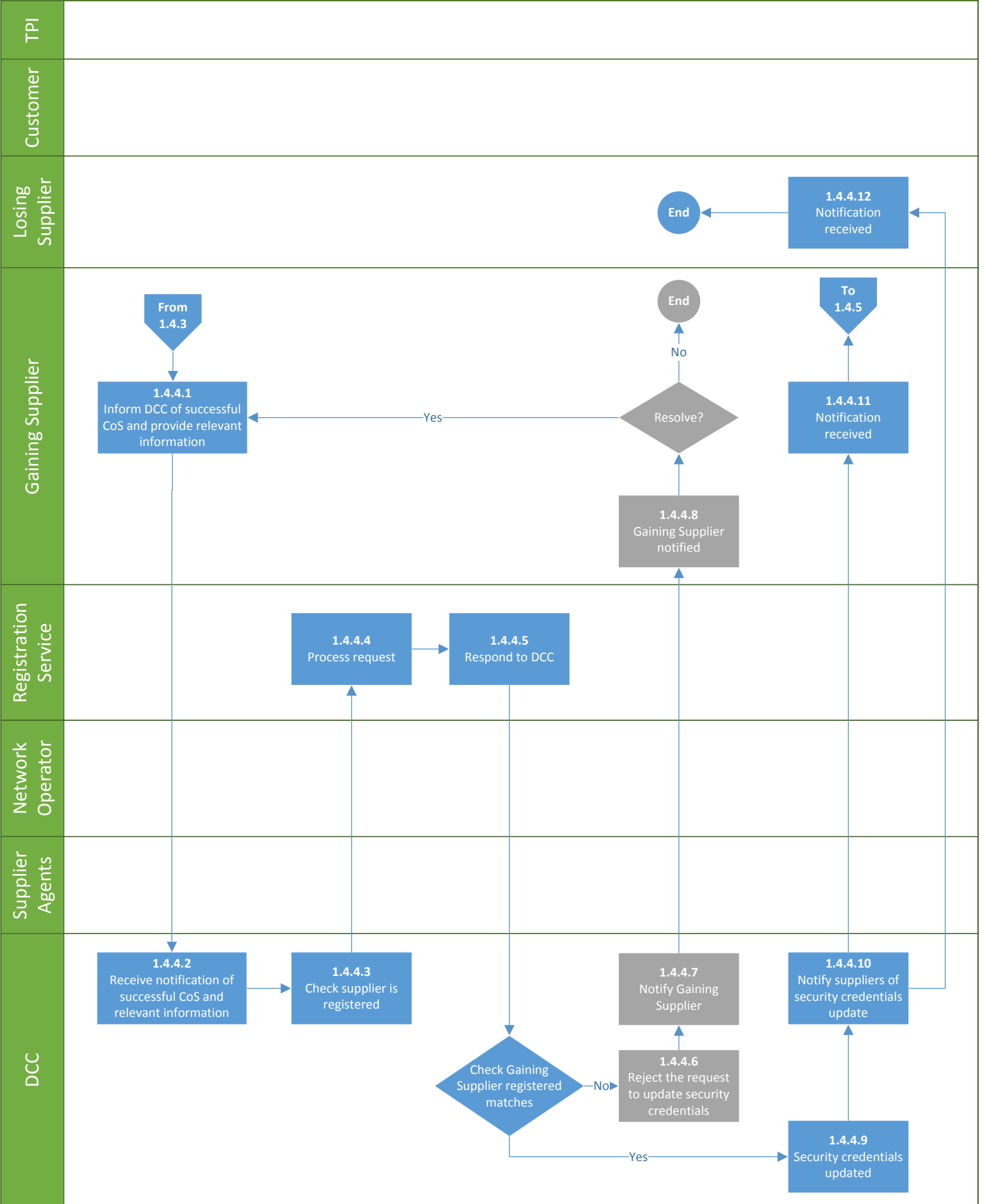
1.4.2 Close out relationship with meter



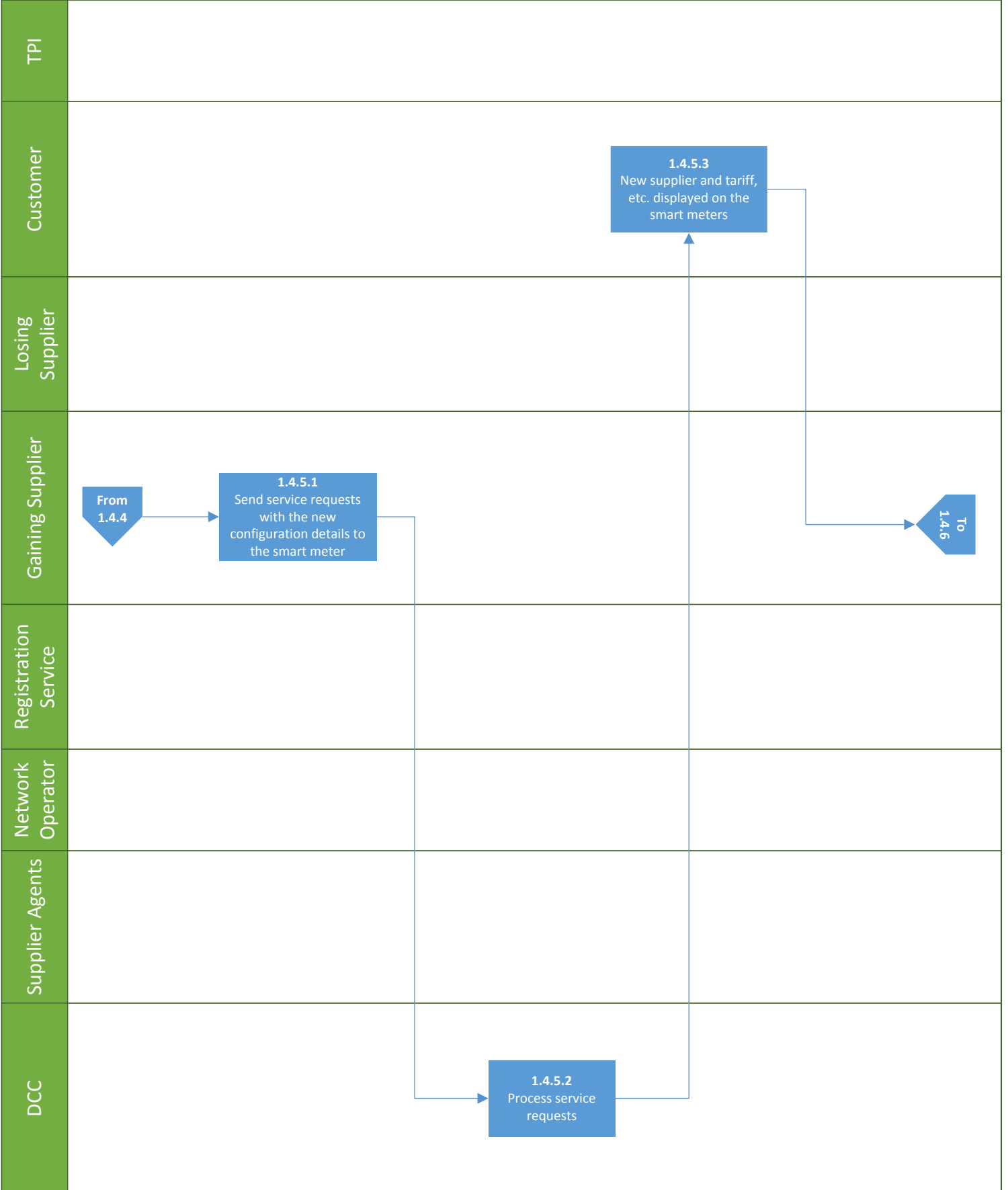
1.4.3 Update registration from confirmed to active



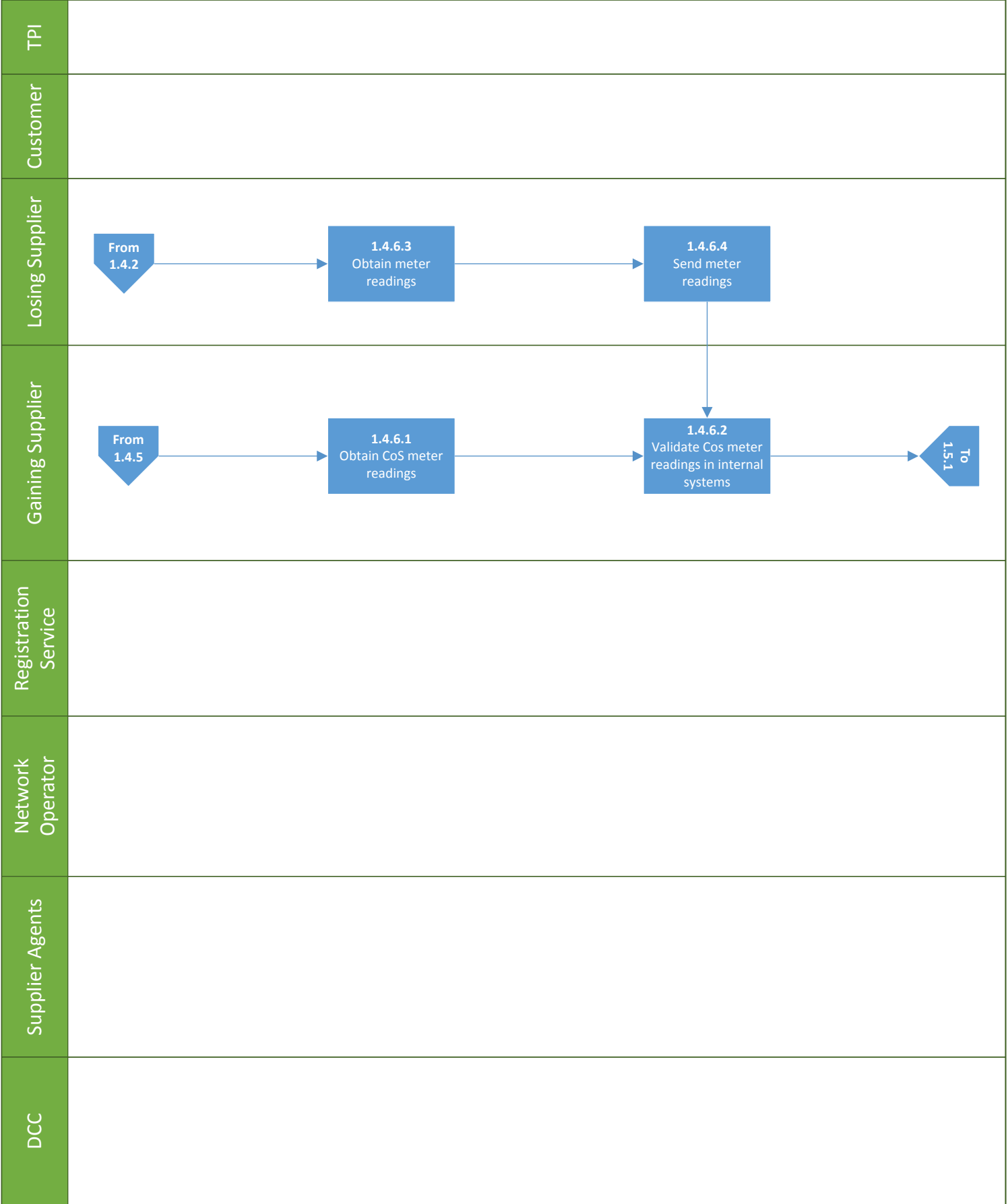
1.4.4 Update security credentials



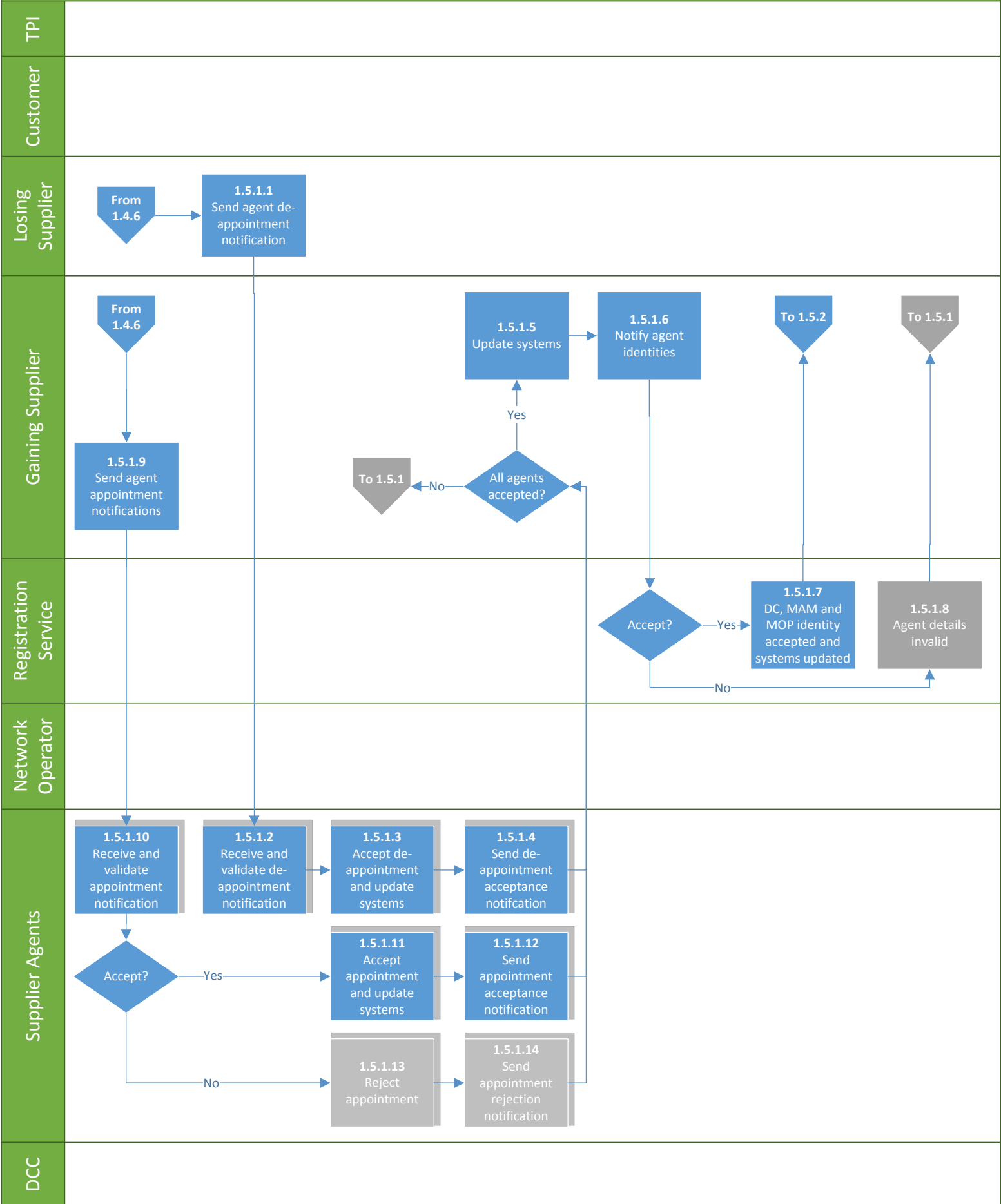
1.4.5 Configure smart meters



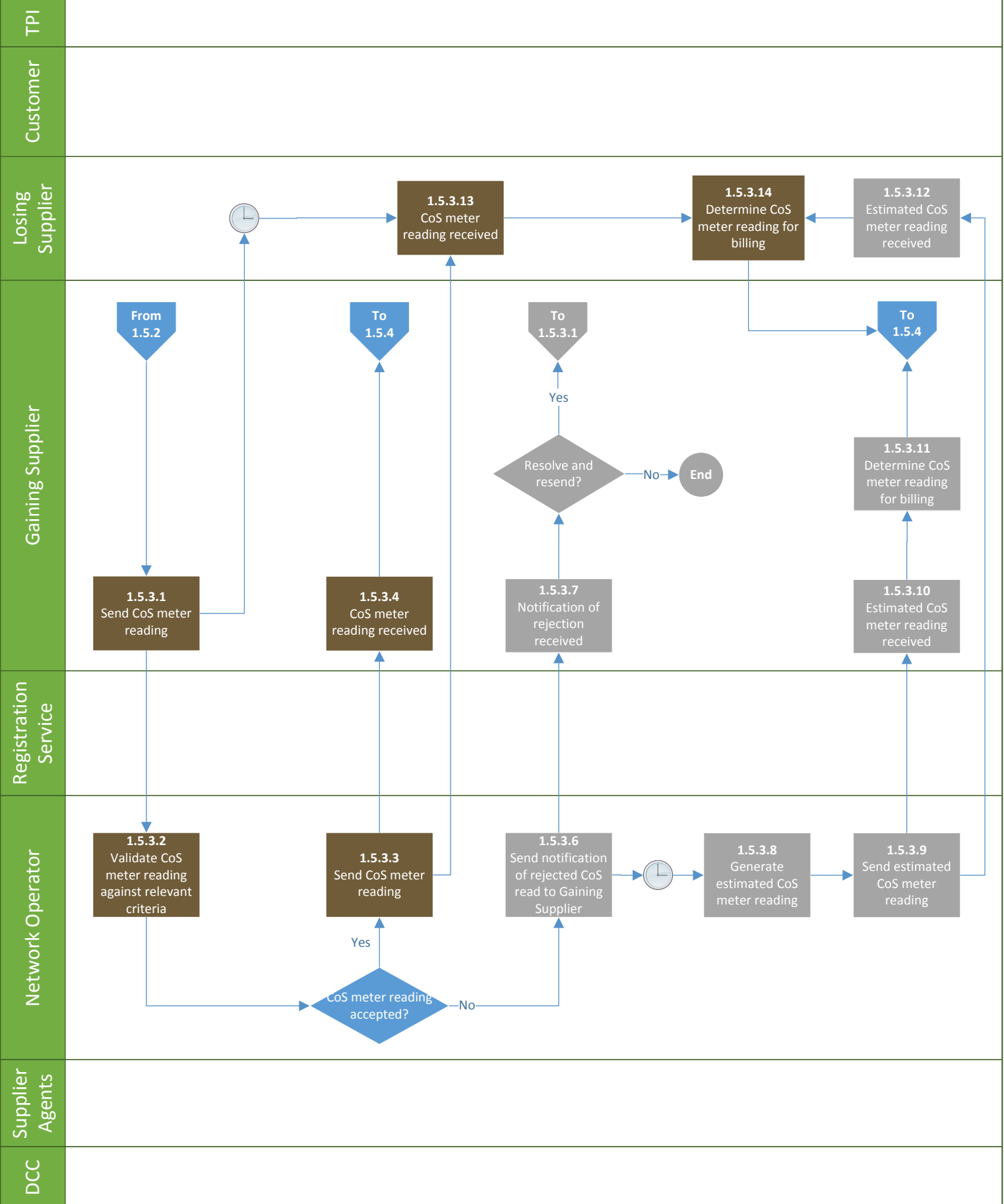
1.4.6 Obtain CoS meter reading



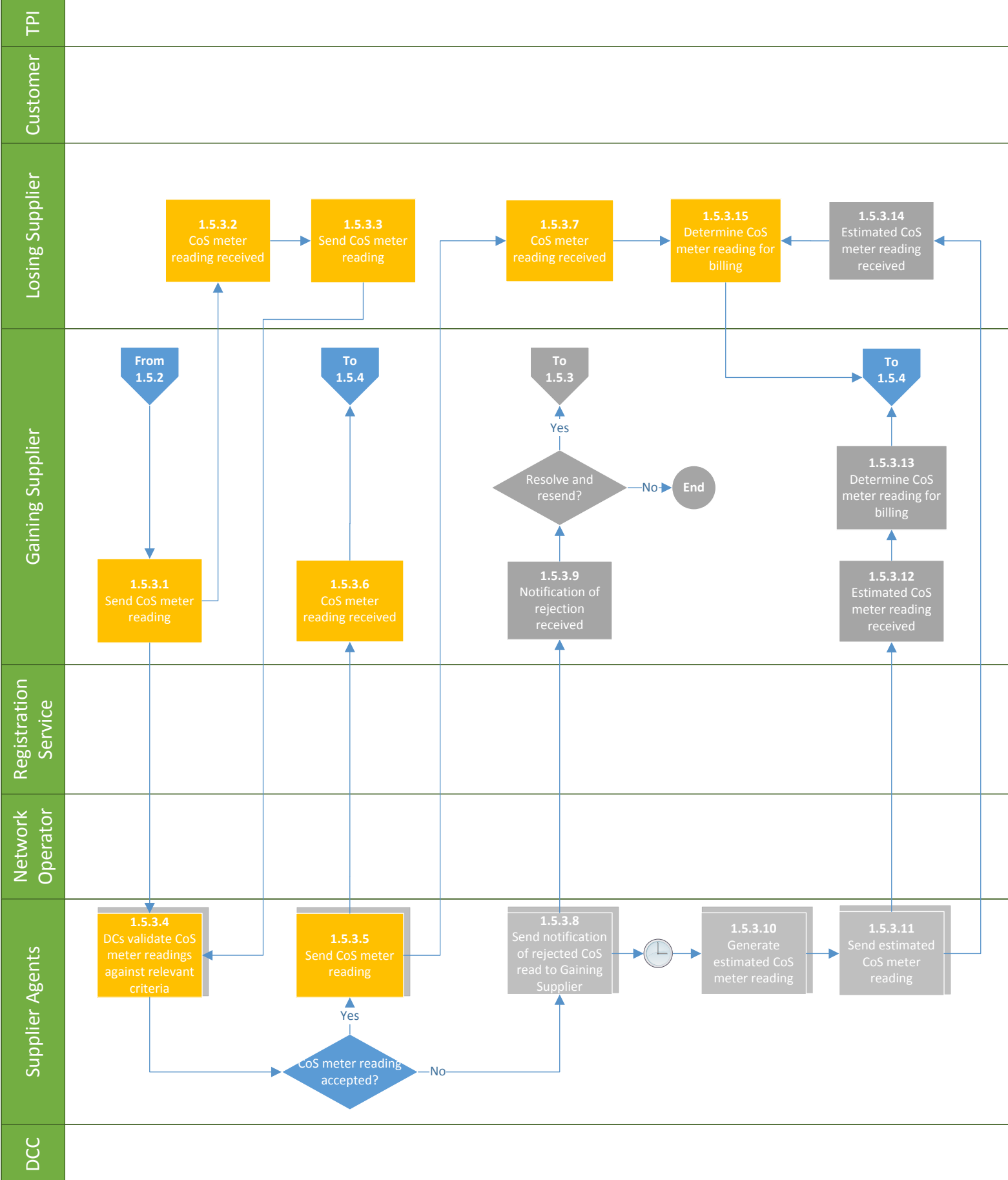
1.5.1 Appoint / De-Appoint Agents and receive confirmation



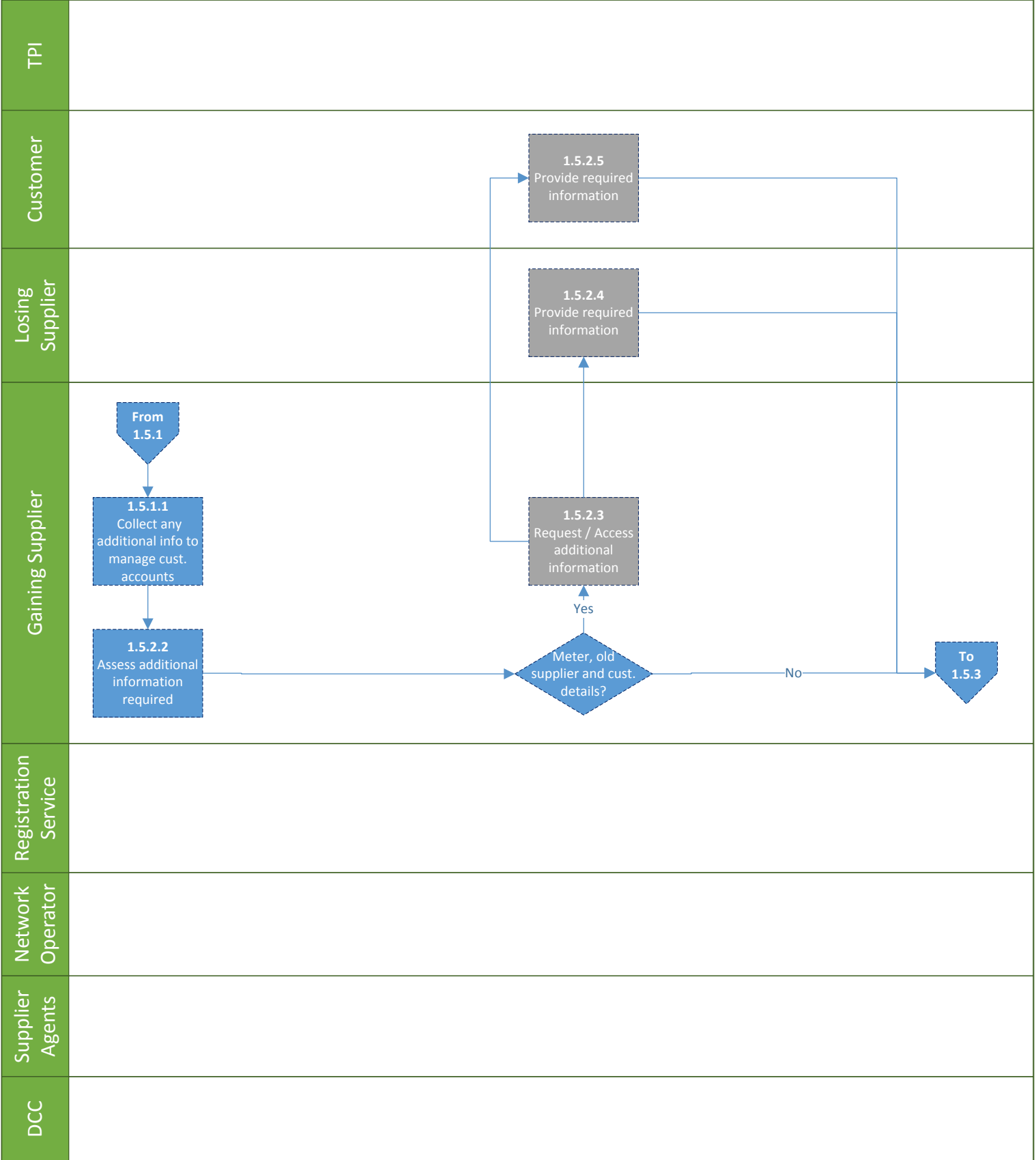
1.5.3 Validate COS meter reading (gas)



1.5.3 Validate COS meter reading (electricity)



1.5.2 Collect any additional information required to manage customer account



1.5.4 Final and opening statement sent and received

