

# Business Process Design Team

## Customer Switching –

### Process Mapping Conventions

#### SUBJECT: Level 3 Process Mapping Conventions

TOM Ref:	
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Version	0.3
Agreement Date	
Approver	

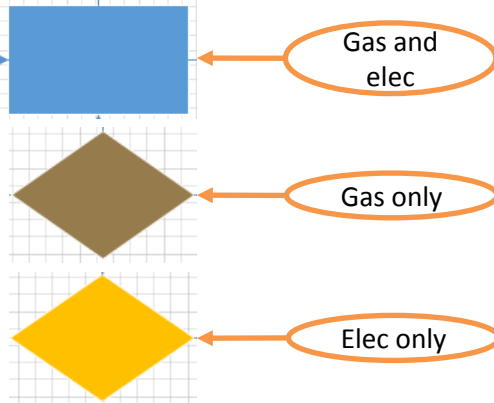
# Customer Switching – Process Mapping Conventions

## Brief Description

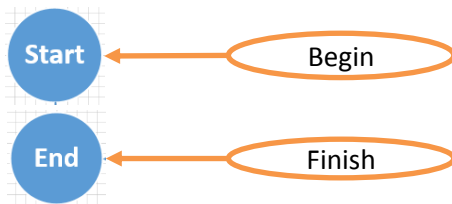
This document sets out the conventions adopted within the Business Process Design Level 3 Process Maps. The actions shown in the TPI, Supplier (old and new) and customer swim lanes are deliberately generic. We recognise that individual actors will wish to design their internal processes to meet their specific business requirements. The generic processes are included to provide context to activities that will be prescribed by the switching arrangements.

## Symbol Legend

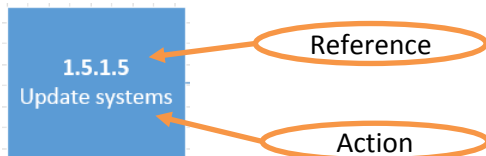
- Colour – The colour of a Rectangle or Diamond can indicate the fuel type that has an association to the action or decision



- Circle – Indicates where to begin and a finishing point of the process



- Rectangle – Indicates a process, task, action, or operation. Text in the rectangle should include a verb



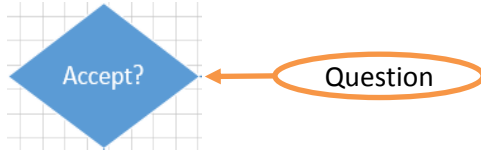
# Customer Switching – Process Mapping Conventions

## Symbol Legend

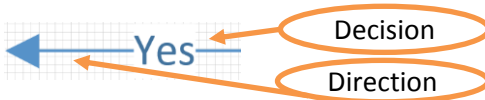
- Rectangle (shadow) – Indicates a process that requires more than one actor from the same actor type. For example both old and new Data Collector

1.5.3.4  
DCs validate CoS  
meter readings  
against relevant  
criteria

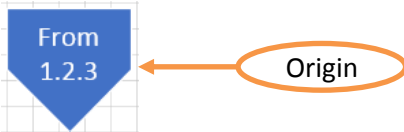
- Diamond – Indicates a decision or choice that is required



- Connector – Indicates the direction that the process flows. If the connector originates from a Diamond (decision), it will include text to indicate the different 'Yes' or 'No' option



- Connect Shape – Used in conjunction with connections, indicates a continuation of a process from/to another page or if necessary the same page



- Clock – Indicates a time constraint relevant to a process



# Customer Switching – Process Mapping Conventions

## Swim Lane Legend

*(order of appearance is relative to ALL Level 3 diagrams)*

- TPI



- Third Party Intermediaries include switching websites, energy brokers and energy efficiency advice providers who interact with energy customers

- Old Supplier



- The supplier that is losing the right to supply gas and/or electricity at a supply point

- Customer



- The person(s) contracting with a supplier in relation to the supply of gas and/or electricity at a supply point

- New Supplier



- The supplier that is taking over the supply of gas and/or electricity at a supply point

# Customer Switching – Process Mapping Conventions

## Swim Lane Legend

- Registration Service

Registration  
Service

- CRS – Centralised Registration Service is a future service to be procured and run by the DCC to facilitate switching at gas and electricity premises, designed to be used by authorised users and will also support the provision of on-line data enquiry services to defined market participants in relation to the switching process

- Supplier Agents

*(the actions that appear in this swim lane do not refer to ALL supplier agents – please refer to the specific description)*

Supplier  
Agents

- MOP – Meter Operator is responsible for installing and maintaining electricity meters
- MAM – Meter Asset Manager is responsible for installing and maintaining gas meters
- MAP – Meter Asset Provider owns and leases metering equipment to suppliers and consumers
- DC - Data Collector is appointed by suppliers to retrieve and validate metering data and forward it to the Data Aggregator
- DA – Data Aggregator is involved in the electricity settlement process, appointed by a supplier to package up consumption data
- Shipper - Gas Shipper arranges for gas to be delivered across a Gas Transporters network on behalf of its contracted Gas Supplier

- DCC

DCC

- Manages the data and communications network to connect smart meters to the business systems of energy suppliers, network operators and other authorised service users of the network

- Network Operator

Network  
Operator

- DNO - Distribution Network Operators own and operate the distribution network that brings electricity from the national transmission network to customers
- iDNO – Independent Distribution Network Operators own and operate local electricity networks that deliver electricity to consumers
- GT – Gas Transporters own and operate the distribution network that brings gas from the national transmission network to customers
- iGT – Independent Gas Transporters own and operate local gas networks that deliver gas to consumers