

Business Process Design Team

Level 1 Process Diagram

SUBJECT: Customer Switching Scenario 1

Title	Dual fuel domestic customer with SMETS2 credit meter
TOM Ref	
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Version	1.2
Agreement Date	16/02/2016
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Level 1 – Customer Switching – Scenario 1

Brief Description

Customer successfully switches from Supplier A to Supplier B

Key Scenarios

- Scenario 1 is a dual fuel domestic customer with SMETS2 credit meter. Transfer proceeds smoothly with the following scenario assumptions:
 - Customer signs up directly with their chosen supplier rather than through a Third Party Intermediary (TPI)
 - Objection status has been pre-loaded
 - No objection made
 - Customer does not invoke their right to cancel within the cooling-off period
 - Opening and closing meter readings are obtained from the meter
 - No export metering
 - No auxiliary load control
 - Switch is dual fuel to dual fuel
 - No change of tenancy
 - No related MPANs
 - No change of meter point administration detail
 - No change in Data Aggregator
 - **Supplier will select agents to appoint based on their individual contractual arrangements – i.e. the agents may or may not change**

Actors

- Customer
- Supplier A – Losing Supplier
- Supplier B – Gaining Supplier
- Registration Service
- Supplier Agents (MOP, MAM, **MAR**, DC, DA, Shipper)
- Network Operators (gas and electricity)
- Data Communications Company (DCC)

Preconditions

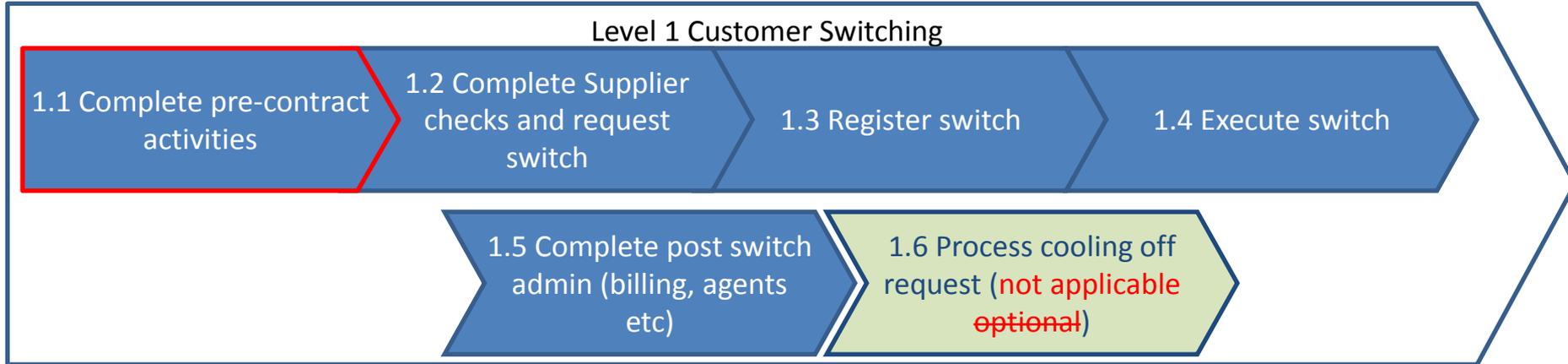
Customer has elected to switch supplier and has selected a potential switch date, payment method and tariff with their chosen supplier

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Post Conditions

- Customer
 - Enters into new contract with Gaining Supplier
 - Smart meter tariff etc updated and visible on meter
 - Closing statement (which may include a bill) received from Supplier A
 - Opening statement (which may include a bill) received from Supplier B
- Gaining Supplier
 - Data Communications to smart meter active
 - Opening read captured
 - Supplier agents and shipper (gas) appointed
 - Internal systems updated
 - Shipper updated
 - Accurate opening statement issued (which may include a bill)
- Losing Supplier
 - Accurate final statement issued (which may include a bill)
 - Agents de-appointed
- Supplier Agents
 - Appointments / de-appointments confirmed
 - Internal systems updated with meter technical details and invoicing details
- Network Operator
 - Notification of switch received (supplier / shipper)
 - Opening read recorded and processed (gas only)
- Registration Service
 - CRS data updated
- Data Communications Company (DCC)
 - Access control records updated

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Notes for 1.1:

- ~~A dashed line indicates actions that are optional but that individual actors may undertake as part of their internal processes. These steps have been included to provide context to activities prescribed by the switching arrangements.~~

Notes for 1.2 :

- Different suppliers are likely to undertake different validation activities prior to submitting a registration request.

Notes for 1.3 :

Notes for 1.4 :

Notes for 1.5 :

Notes for 1.6:

- Not included as part of this scenario.