

Business Process Design Team

Level 2 Process Diagram

SUBJECT : Customer Switching Scenario 2

Title:	Dual fuel prepayment domestic customer with SMETS2 metering
TOM Ref:	tom_v2_final_17112015_0
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Version	1.2
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Level 2 – Customer Switching – Scenario 2

Title: 1.1 Complete pre contract activities

Brief Description:

Customer successfully agrees contractual terms to switch from Supplier A to Supplier B

Key Scenarios

- Scenario 2 is a dual fuel domestic customer with SMETS2 prepayment meter
- Customer has no debt to be assigned between suppliers

Actors

- Customer
- Supplier B – Gaining Supplier

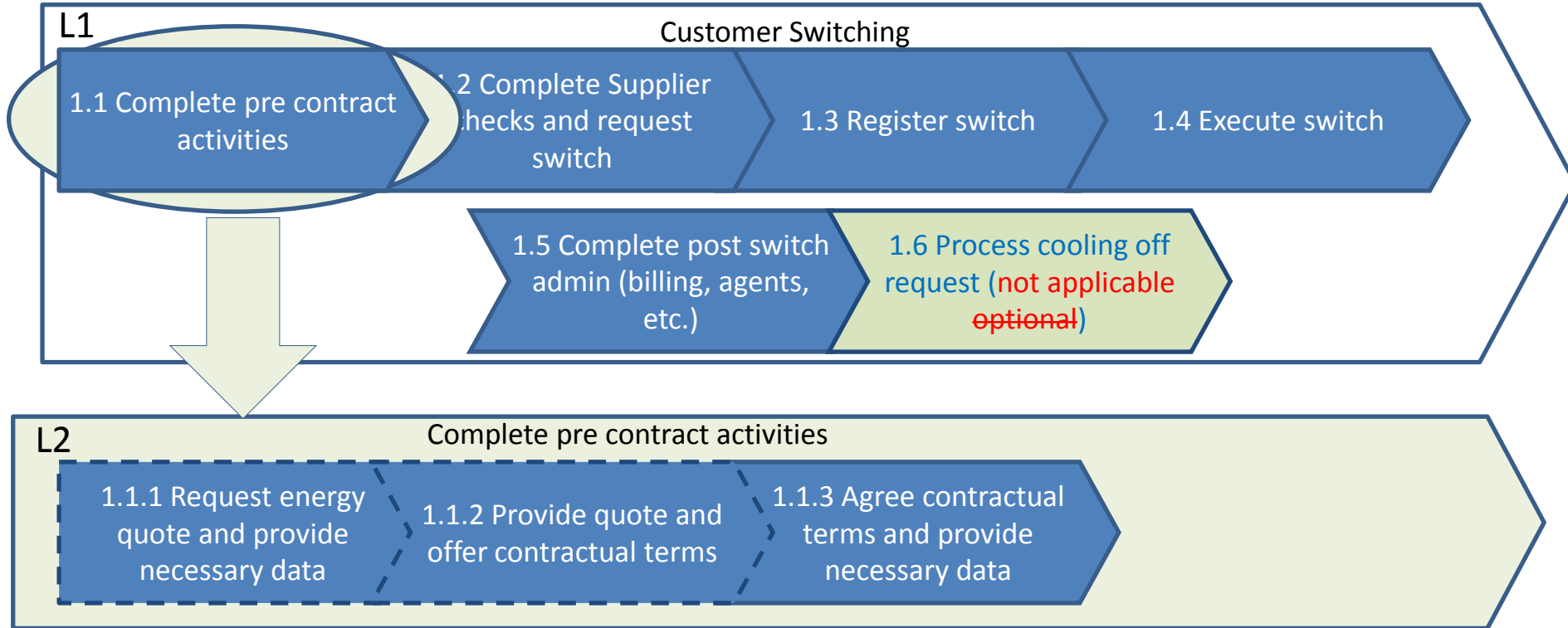
Preconditions

- Customer
 - Has elected to switch supplier and has selected a potential switch date, payment method (prepayment) and tariff with their chosen supplier
 - Has no debt to be assigned between suppliers

Post Conditions

- Customer
 - Contractual terms agreed to switch supplier

Level 2 – Customer Switching – Scenario 2



Notes :

- 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.

Level 2 – Customer Switching – Scenario 2

Title: 1.2 Complete Supplier checks and request switch

Brief Description:

- Supplier B carries out any validation of customer contract data and sends the registration request

Key Scenarios

- Scenario 2 is a dual fuel domestic customer with SMETS2 prepayment meter
- Customer has no debt to be assigned between suppliers

Actors

- Customer
- Supplier B – Gaining Supplier
- Registration Service

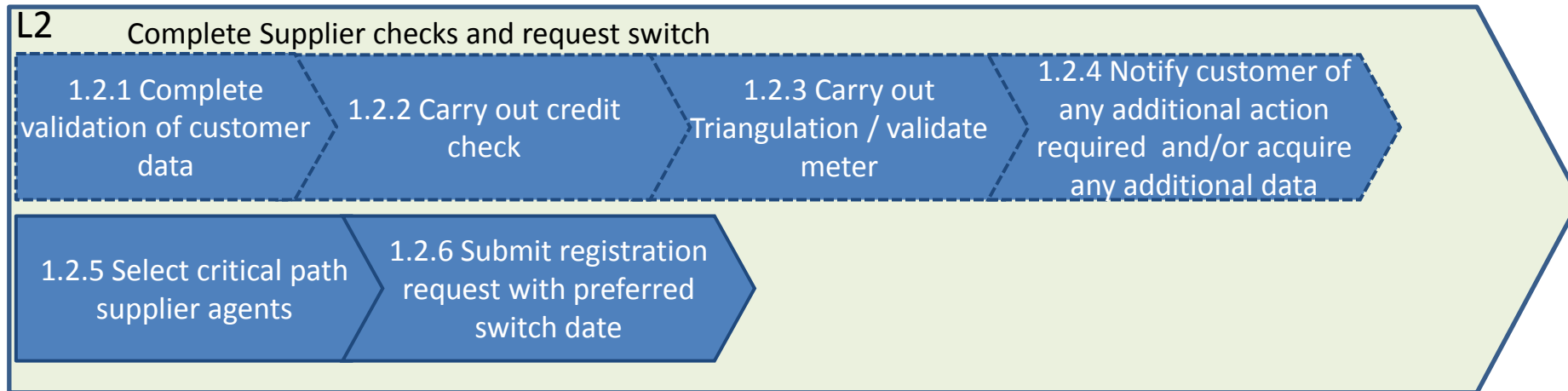
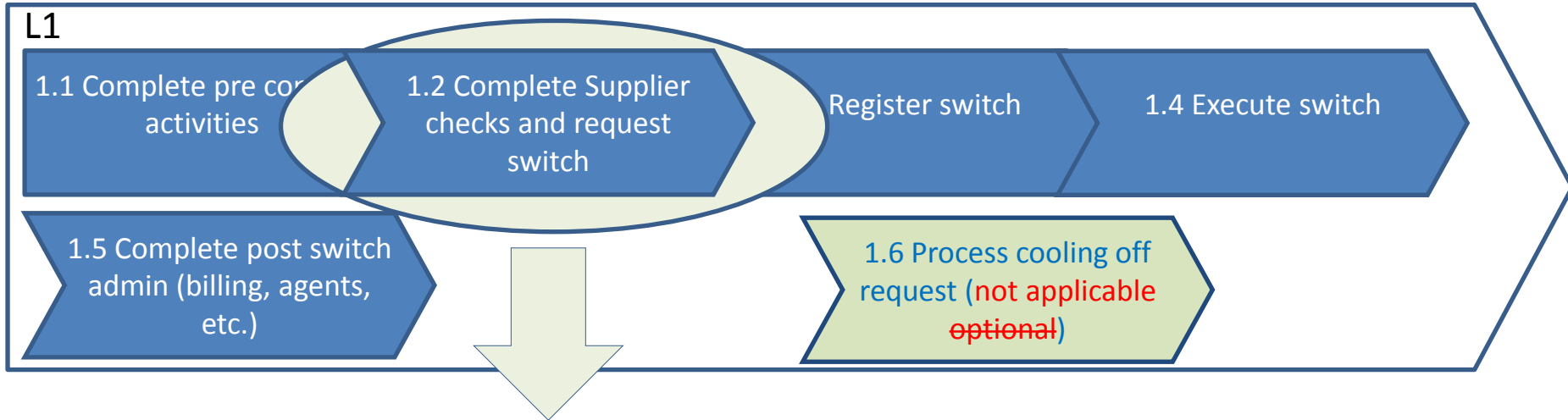
Preconditions

- Customer has entered a contract with Supplier B

Post Conditions

- Gaining Supplier
 - Any internal validation or credit check process successfully completed
 - All required information gained from customer or elsewhere
 - Shipper in place
 - Registration request submitted

Level 2 – Customer Switching – Scenario 2



Notes :

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Level 2 – Customer Switching – Scenario 2

Title: 1.3 Register switch

Brief Description:

- Registration Service validates and accepts the switching request as pending and notifies relevant parties of the switch date

Key Scenarios

- Scenario 2 is a dual fuel domestic customer with SMETS2 prepayment meter
- Customer has no debt to be assigned between suppliers

Actors

- Supplier A – Losing Supplier
- Supplier B – Gaining Supplier
- Registration Service
- Supplier Agents (Shipper)

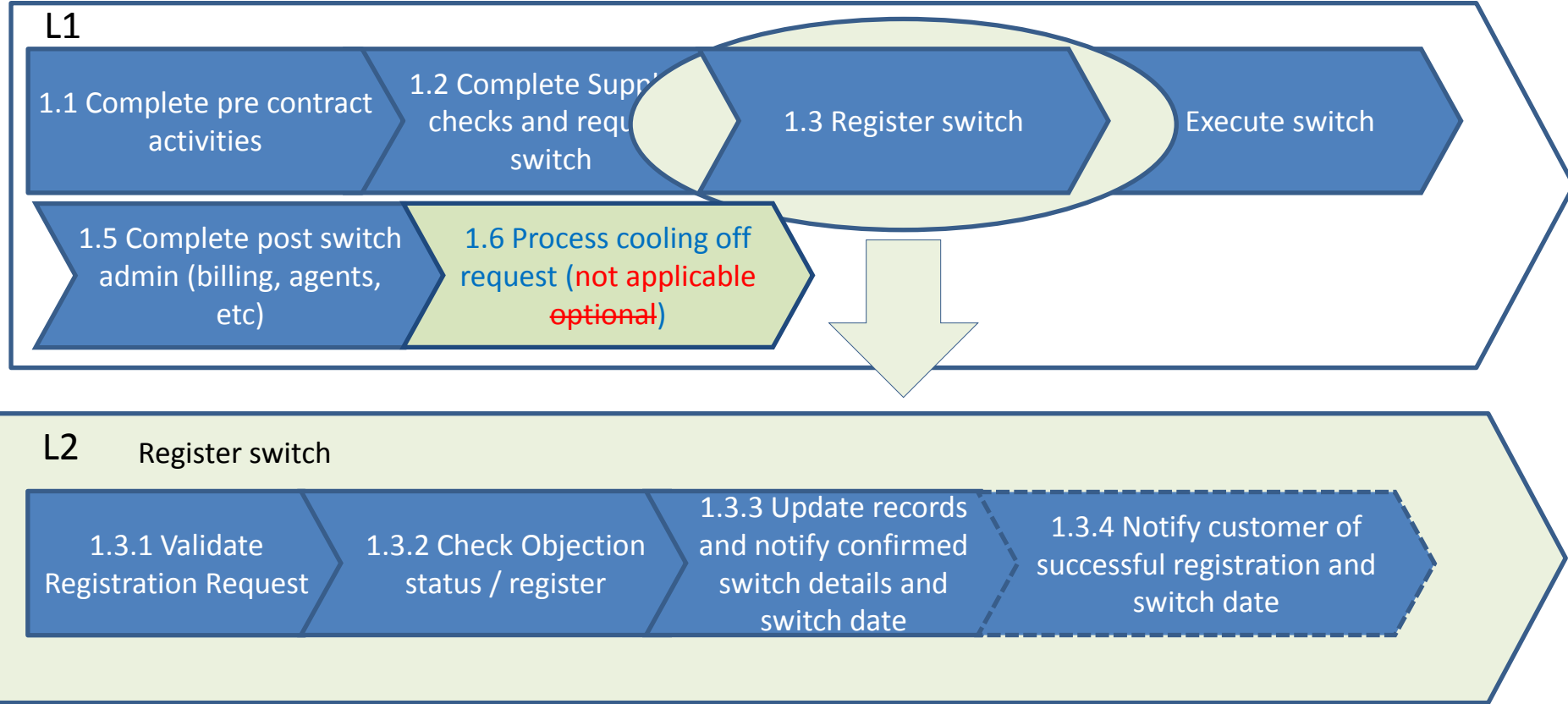
Preconditions

- Customer has entered a contract with Supplier B who has sent a switching request to the Registration Service

Post Conditions

- Customer
 - Notification of switch and switch date received
 - Top-up instructions received
- Gaining Supplier
 - Notification of confirmed switch and switch date have been received and records have been updated
 - Top-up instructions issued to customer
- Losing Supplier
 - Notification of confirmed switch and switch date have been received and records have been updated
- Registration Service
 - Confirmed Gaining Supplier and switch date updated in supply point register and notified to parties
- Gaining Shipper
 - Notification of confirmed switch and switch date have been received and records have been updated
- Losing Shipper
 - Notification of confirmed switch and switch date have been received and records have been updated
- Network Operator
 - Notification of confirmed switch and switch date received
 - Invoicing details updated (supplier / shipper)

Level 2 – Customer Switching – Scenario 2



Notes :

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Level 2 – Customer Switching – Scenario 2

Title: 1.4 Execute switch

Brief Description:

- Gaining and Losing Supplier execute switching activity once notification of an accepted switch is received from Registration Service

Key Scenarios

- Scenario 2 is a dual fuel domestic customer with SMETS2 prepayment meter
- Customer has no debt to be assigned between suppliers

Actors

- Customer
- Supplier A – Losing Supplier
- Supplier B – Gaining Supplier
- Data Communications Company (DCC)
- Network Operators (gas and elec)
- Registration Service

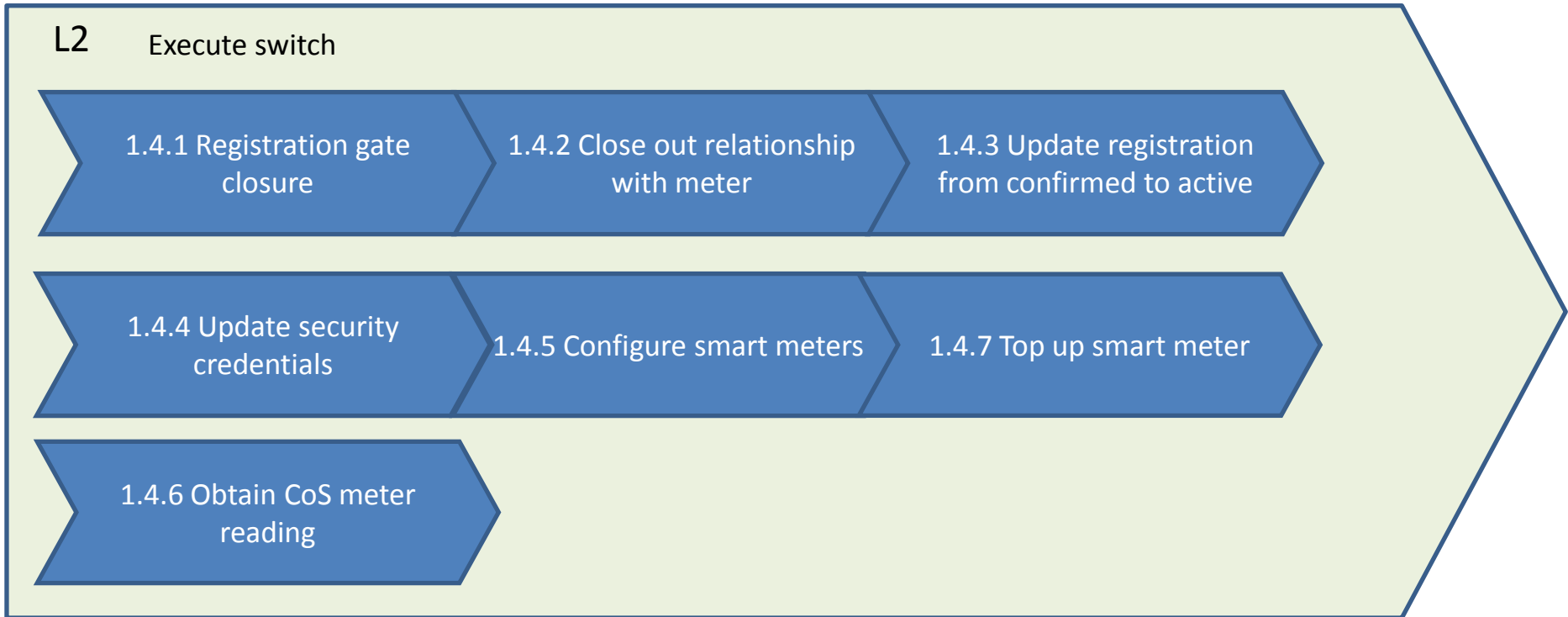
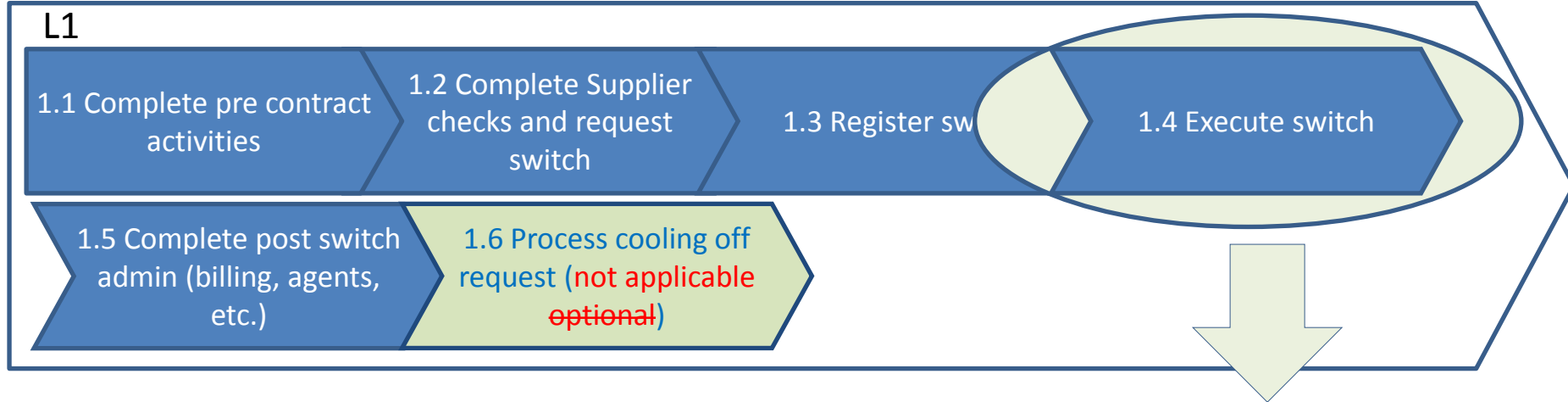
Preconditions

- Registration request has been validated and accepted with no objection by the Losing Supplier and notification of a confirmed registration has been sent to relevant parties by the Registration Service

Post Conditions

- Customer
 - Gaining Supplier and tariff, etc. are displayed on the smart meter
 - Prepayment credit balance is displayed on the smart meter
 - Customer able to top up
- Gaining Supplier
 - Data communications to smart meter active
 - Change of Supplier Meter Reading obtained
- Losing Supplier
 - Relationship ended with smart meter
 - Change of Supplier Meter Reading obtained
- DCC
 - Access control records updated
- Registration Service
 - Registration gate closure – i.e. the final point at which a registration request may be withdrawn, has passed
 - New registration updated from confirmed to active

Level 2 – Customer Switching – Scenario 2



Level 2 – Customer Switching – Scenario 2

Title: 1.5 Complete post switch admin (billing, agents, etc)

Brief Description:

- Parties complete post switch admin to facilitate billing the customer and completion of the switch from Supplier A to Supplier B

Key Scenarios

- Scenario 2 is a dual fuel domestic customer with SMETS2 prepayment meter
- Customer has no debt to be assigned between suppliers

Actors

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

Preconditions

- Switch date has passed and Gaining Supplier has configured meter

Post Conditions

- Customer
 - Closing statement received from Supplier A and any credit balance is refunded
 - Opening statement received from Supplier B
- Gaining Supplier
 - Supplier agents appointed
 - Internal systems updated
 - Accurate opening statement sent
- Losing Supplier
 - Accurate final statement issued
 - Agents de-appointed
- Supplier Agents (MOP, MAM, MAP, DC, DA)
 - Appointments / de-appointments confirmed
 - Internal systems updated with MTD, consumption data invoicing details and opening meter read captured (electricity only)
- Network Operator
 - Opening read recorded and processed (gas only)

Level 2 – Customer Switching – Scenario 2

L1

1.1 Complete pre contract activities

1.2 Complete Supplier checks and request switch

1.3 Register switch

1.4 Execute switch

1.5 Complete post switch admin (billing, agents, etc.)

1.6 Process cooling off request (not applicable optional)

L2 Complete post switch admin (billing, agents, etc)

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

1.5.4 Final and opening statements sent and received

Notes :

- 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.