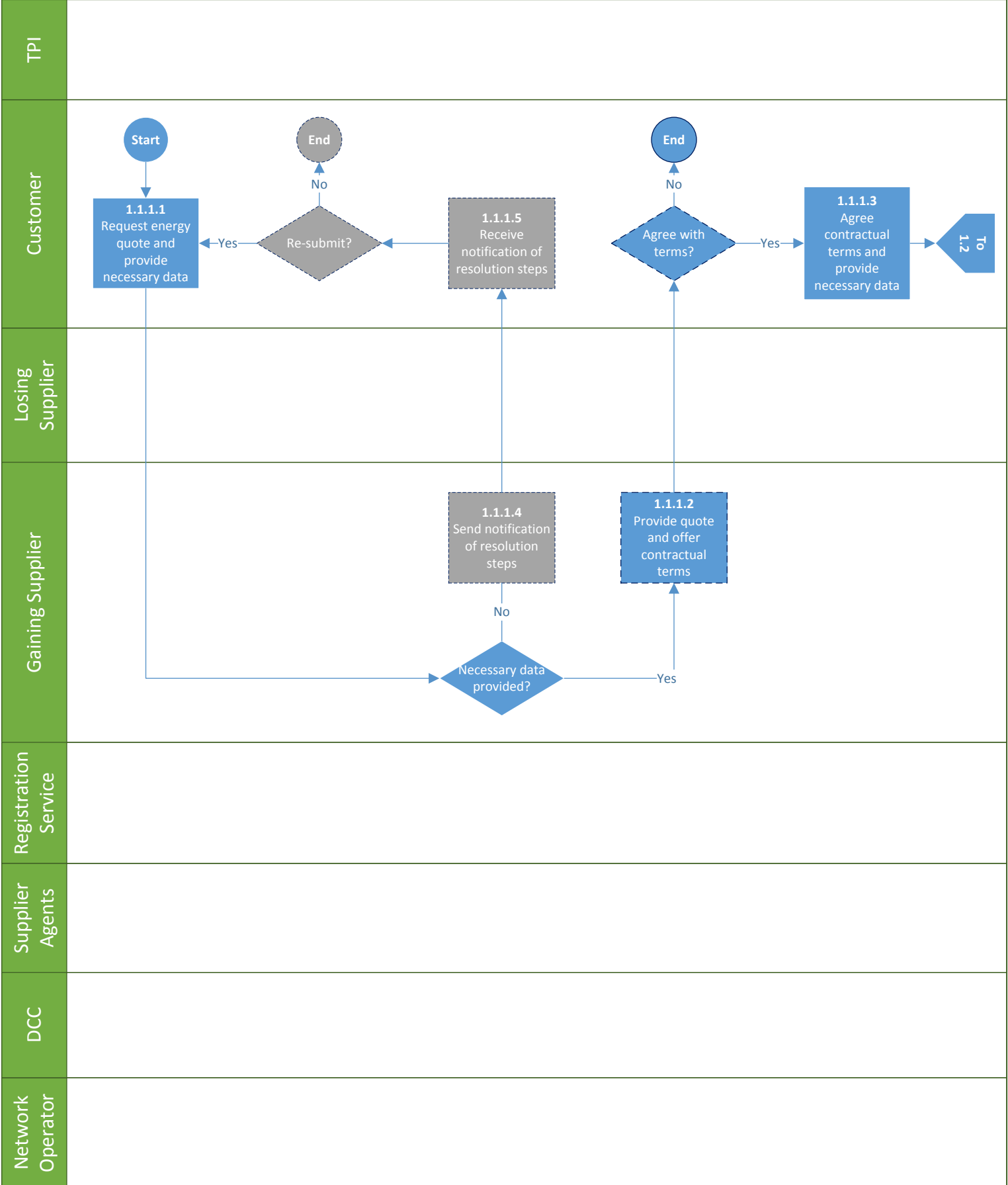


1.1.1,1.1.2,1.1.3 Complete pre contract activities



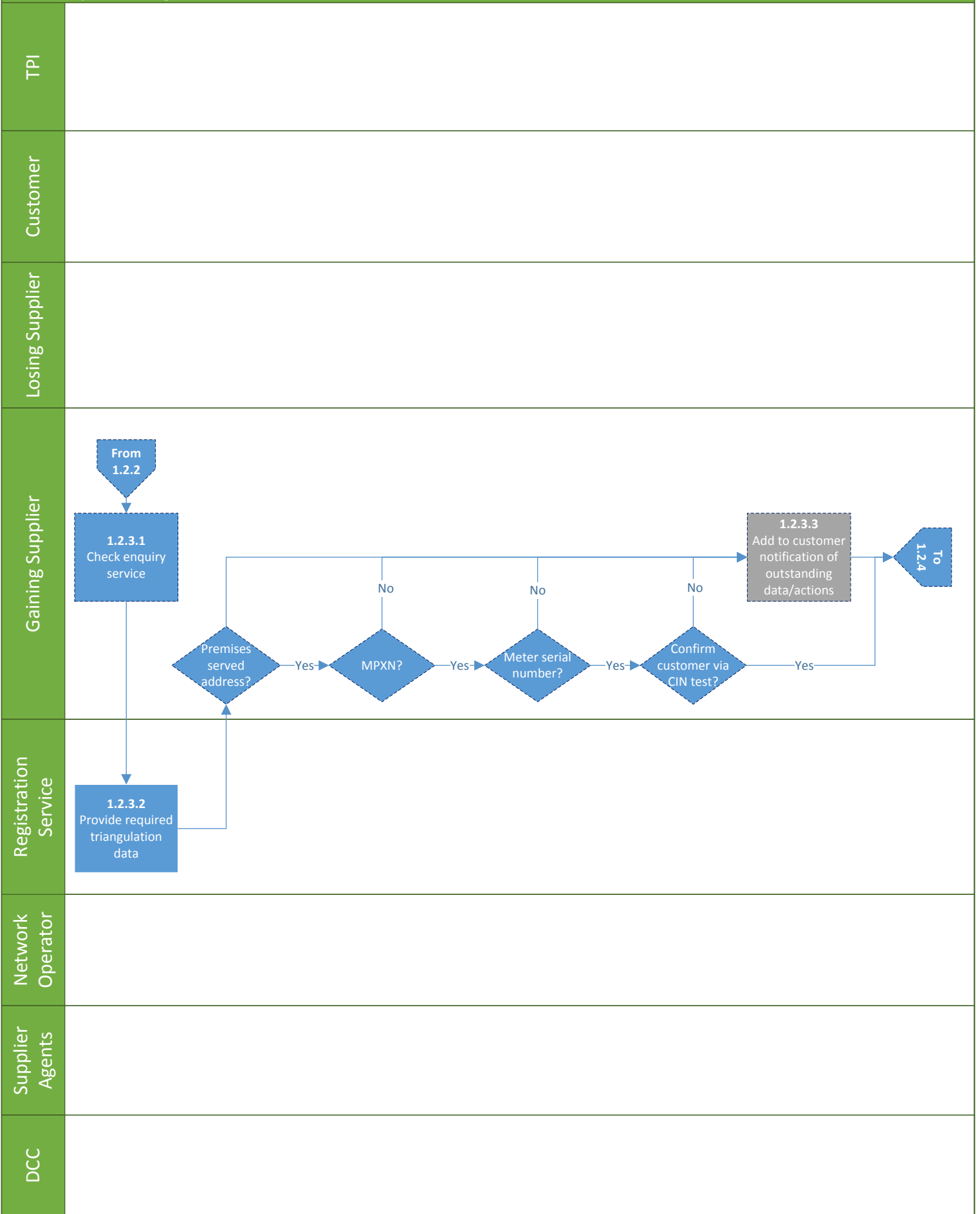
1.2.1 Complete validation of customer data

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

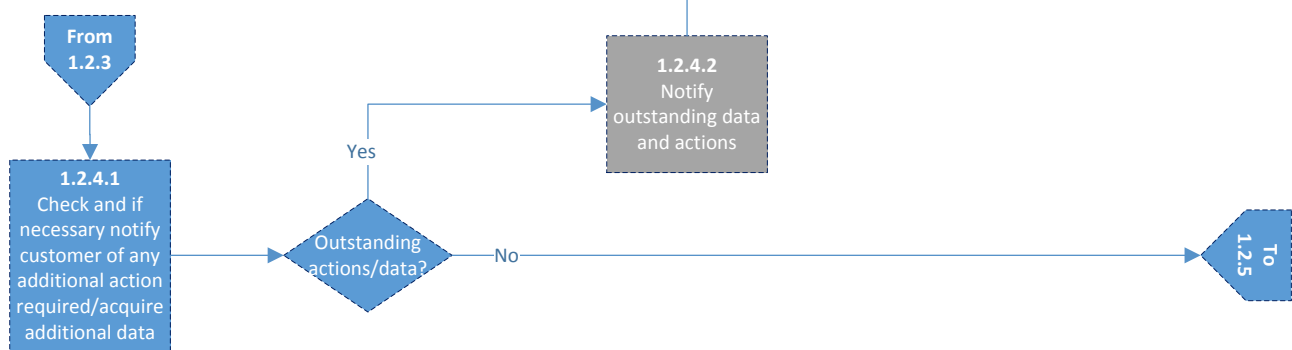
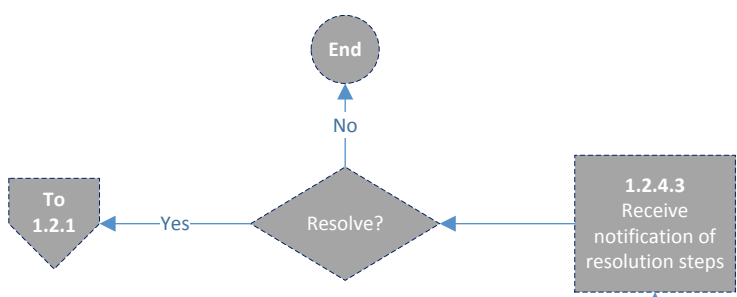
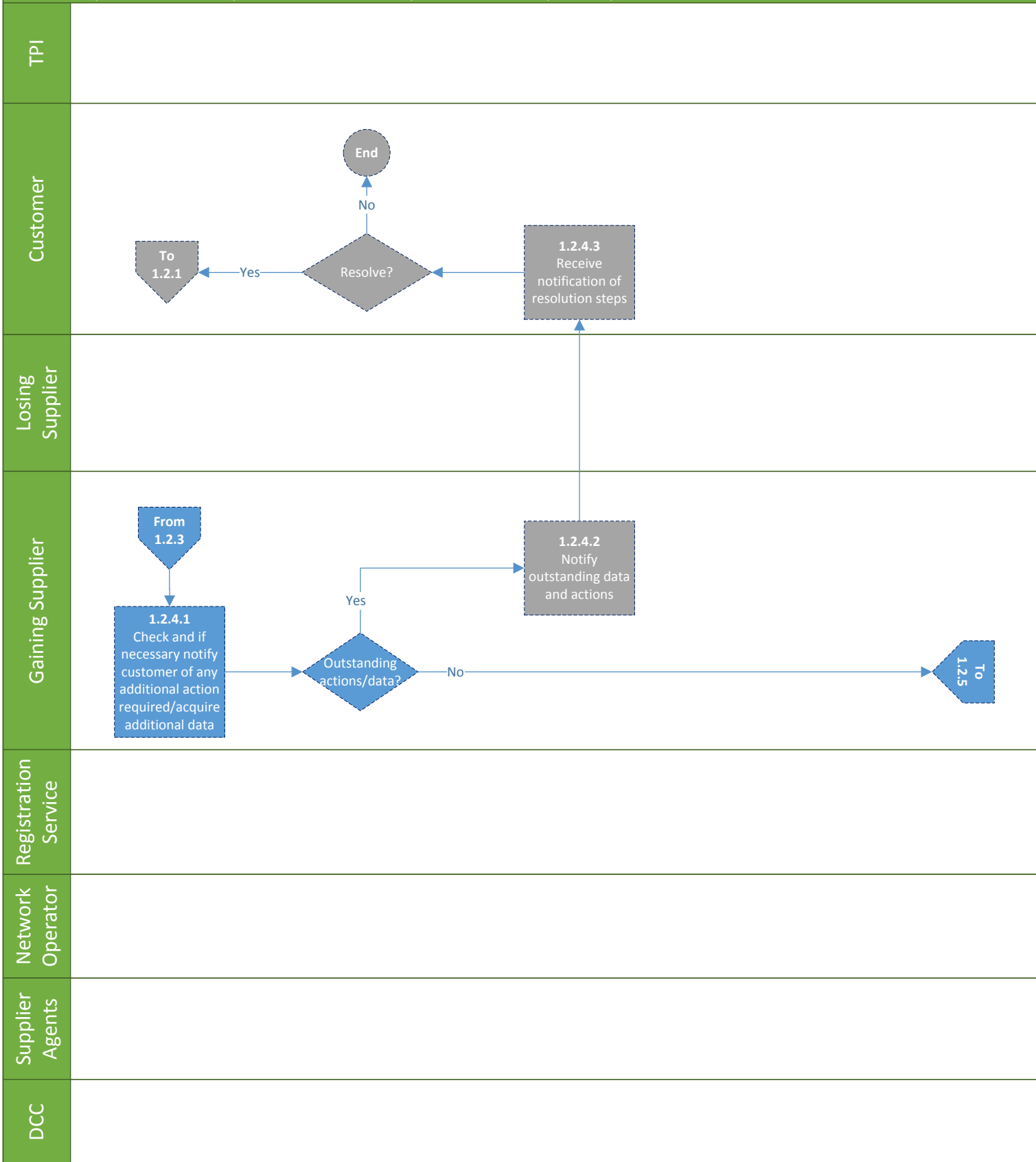
1.2.2 Carry out credit check

TPI	
Customer	
Losing Supplier	
Gaining Supplier	<pre> graph LR     Start([From 1.2.1]) --&gt; Process[1.2.2.1 Carry out credit check]     Process --&gt; Decision{Meet credit criteria?}     Decision -- No --&gt; Process2[1.2.2.2 Prepare credit report]     Decision -- Yes --&gt; End([To 1.2.3])     Process2 --&gt; Process3[1.2.2.3 Add to customer notification of outstanding data/actions]     Process3 --&gt; End     </pre>
Registration Service	
Network Operator	
Supplier Agents	
DCC	

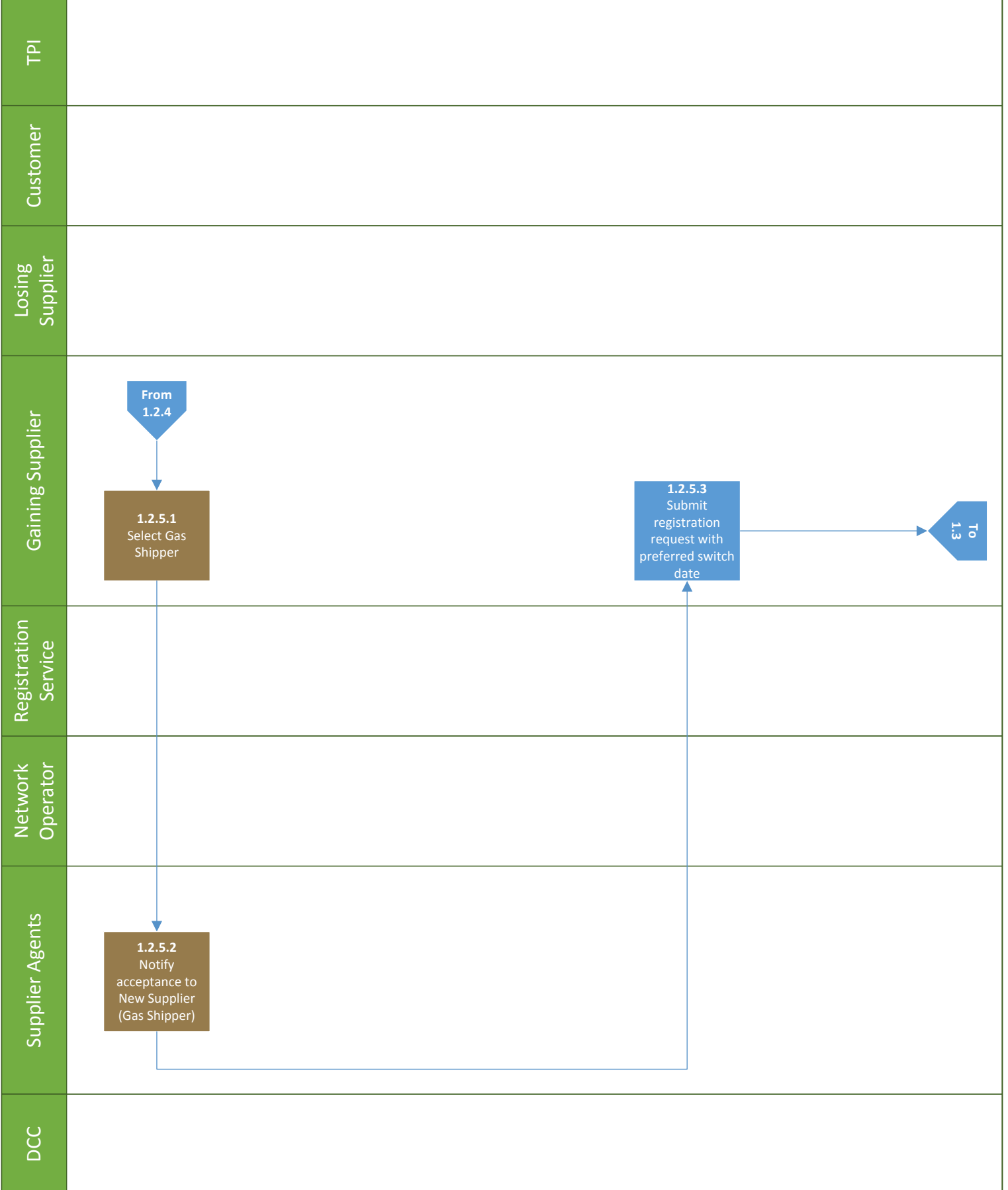
1.2.3 Carry out Triangulation / validate meter



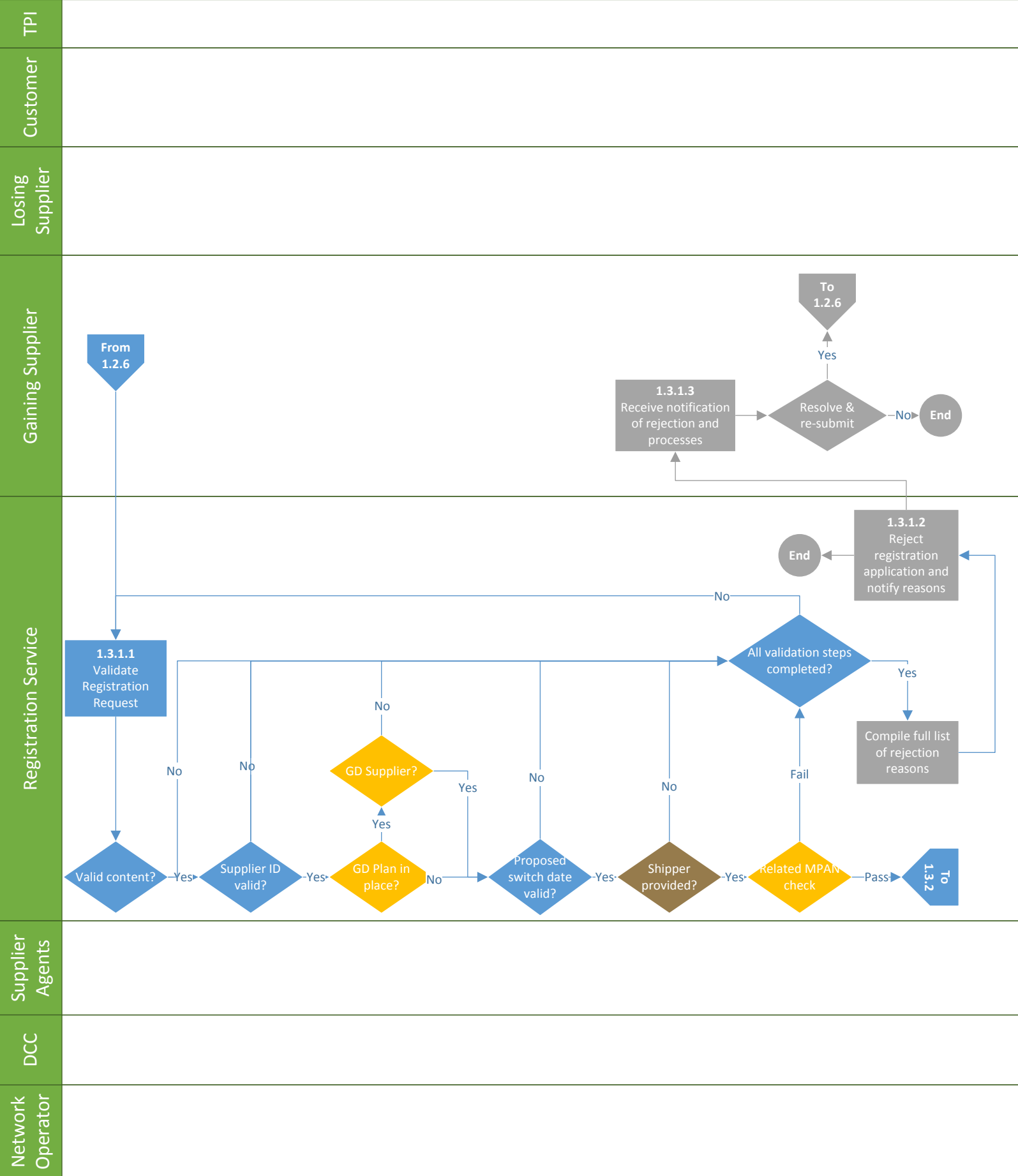
1.2.4 Notify customer of any additional action required and/or acquire any additional data



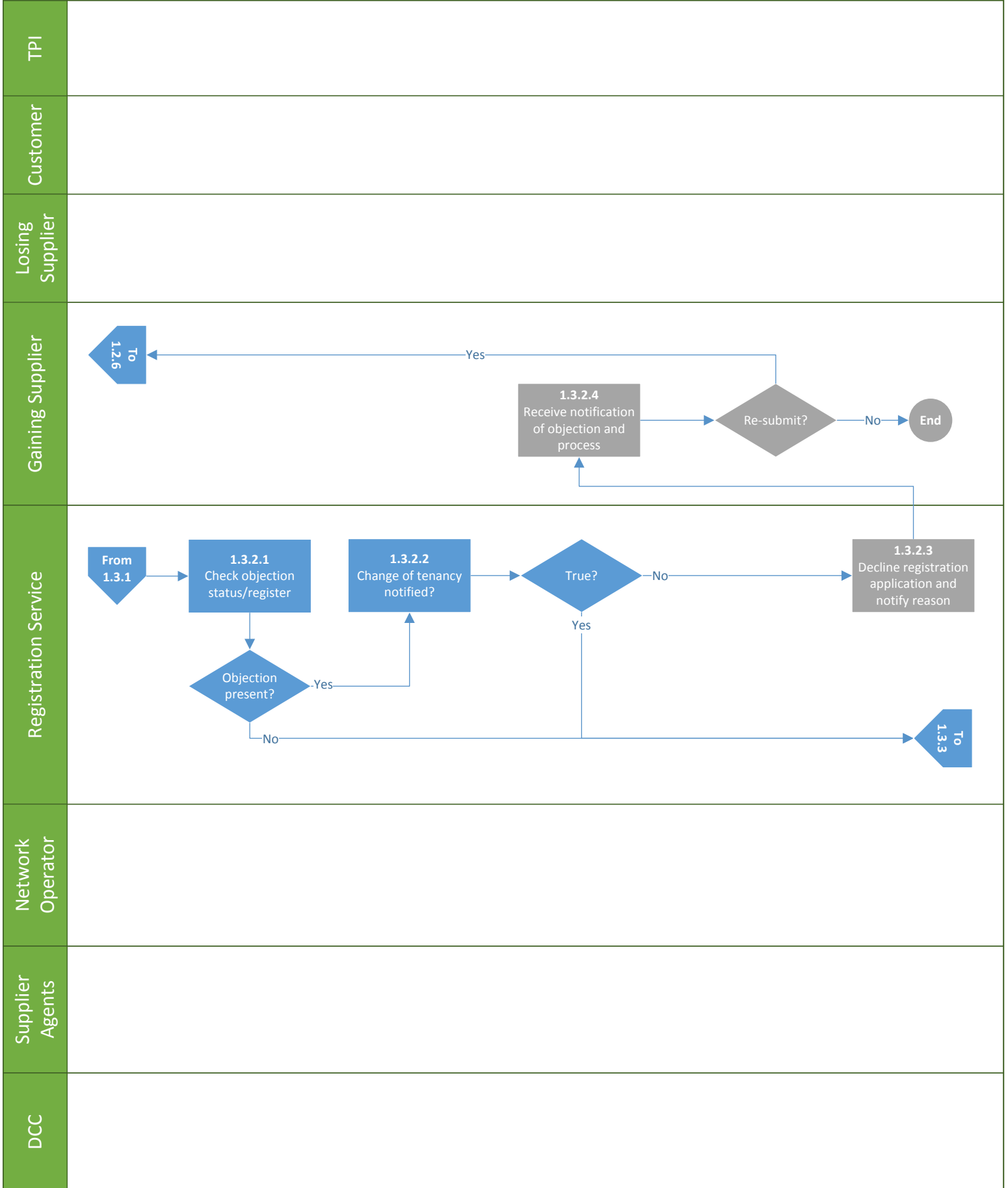
1.2.5 Select critical path supplier agents and 1.2.6 Submit registration request with preferred switch date



1.3.1 Validate Registration Request

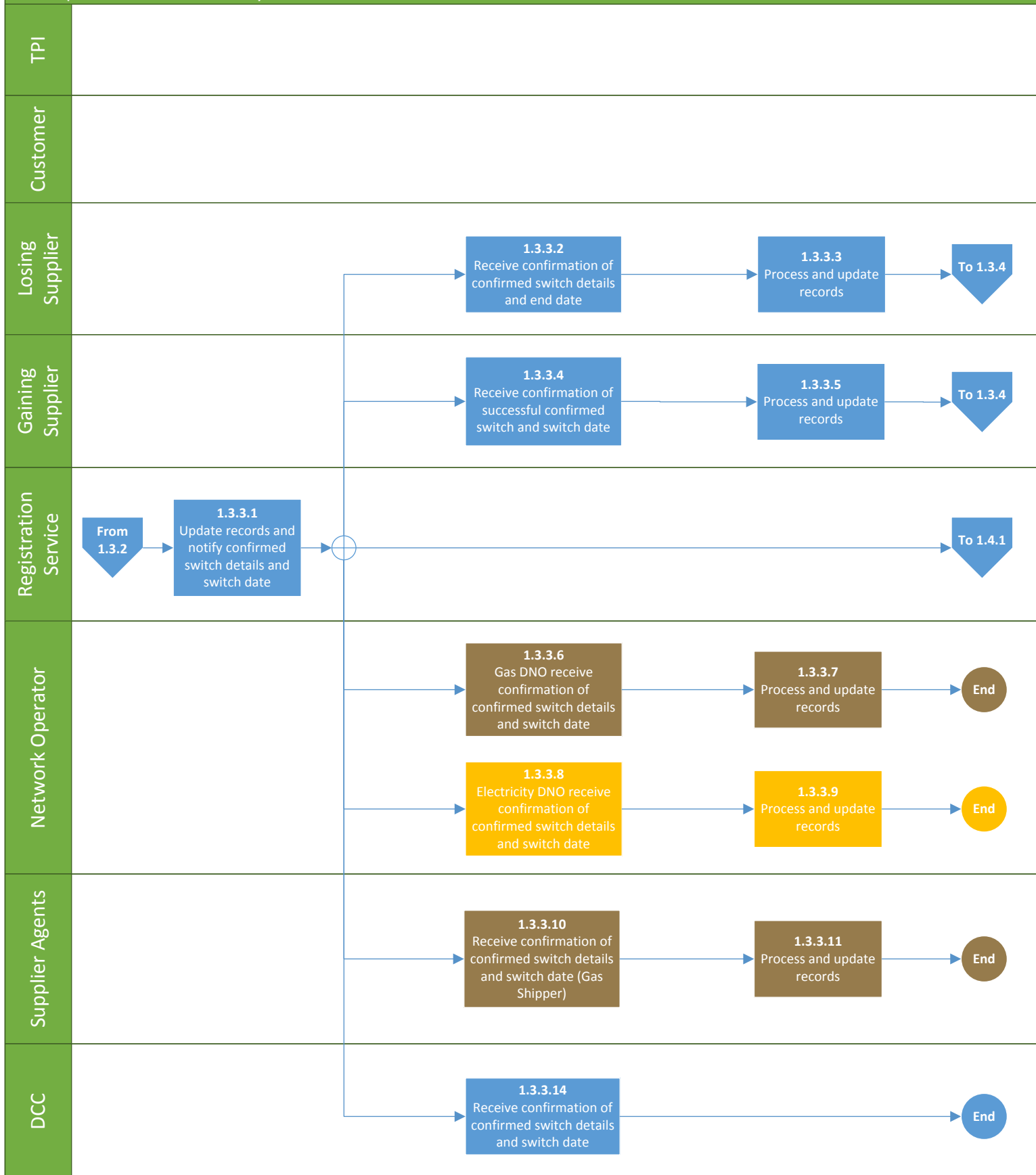


1.3.2 Check objection status / register

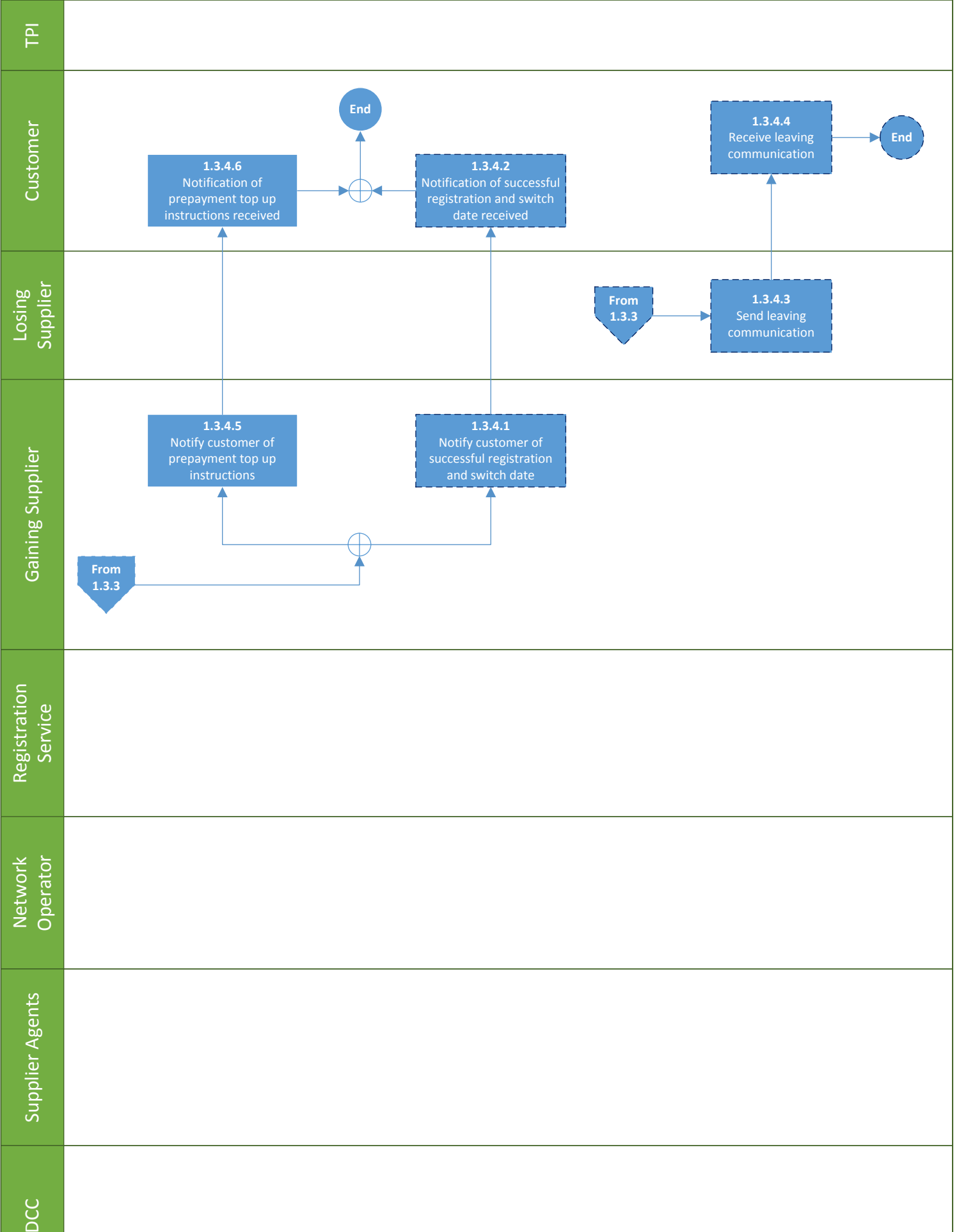




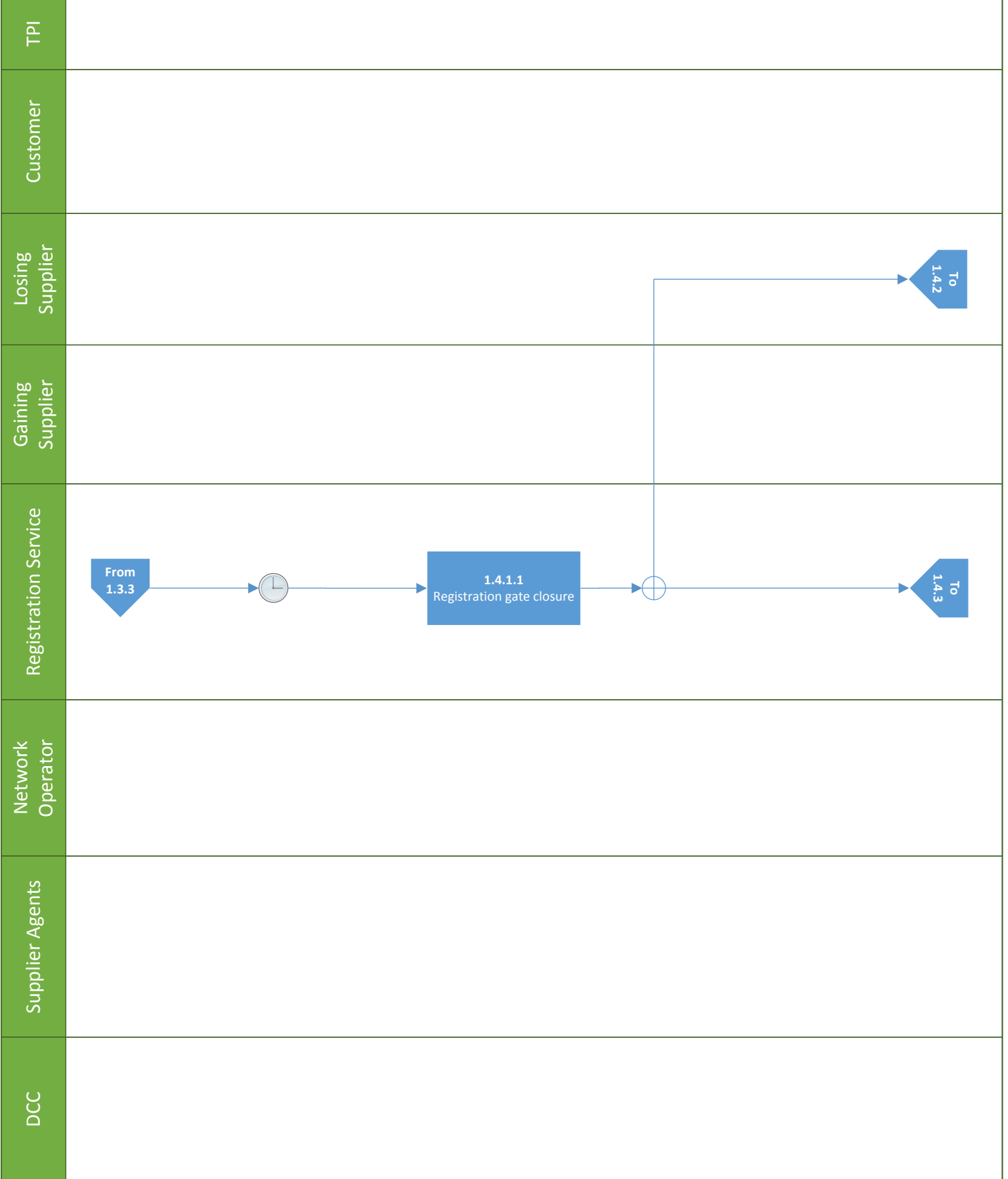
1.3.3 Update records and notify confirmed switch details and switch date



1.3.4 Notify customer of successful registration and switch date



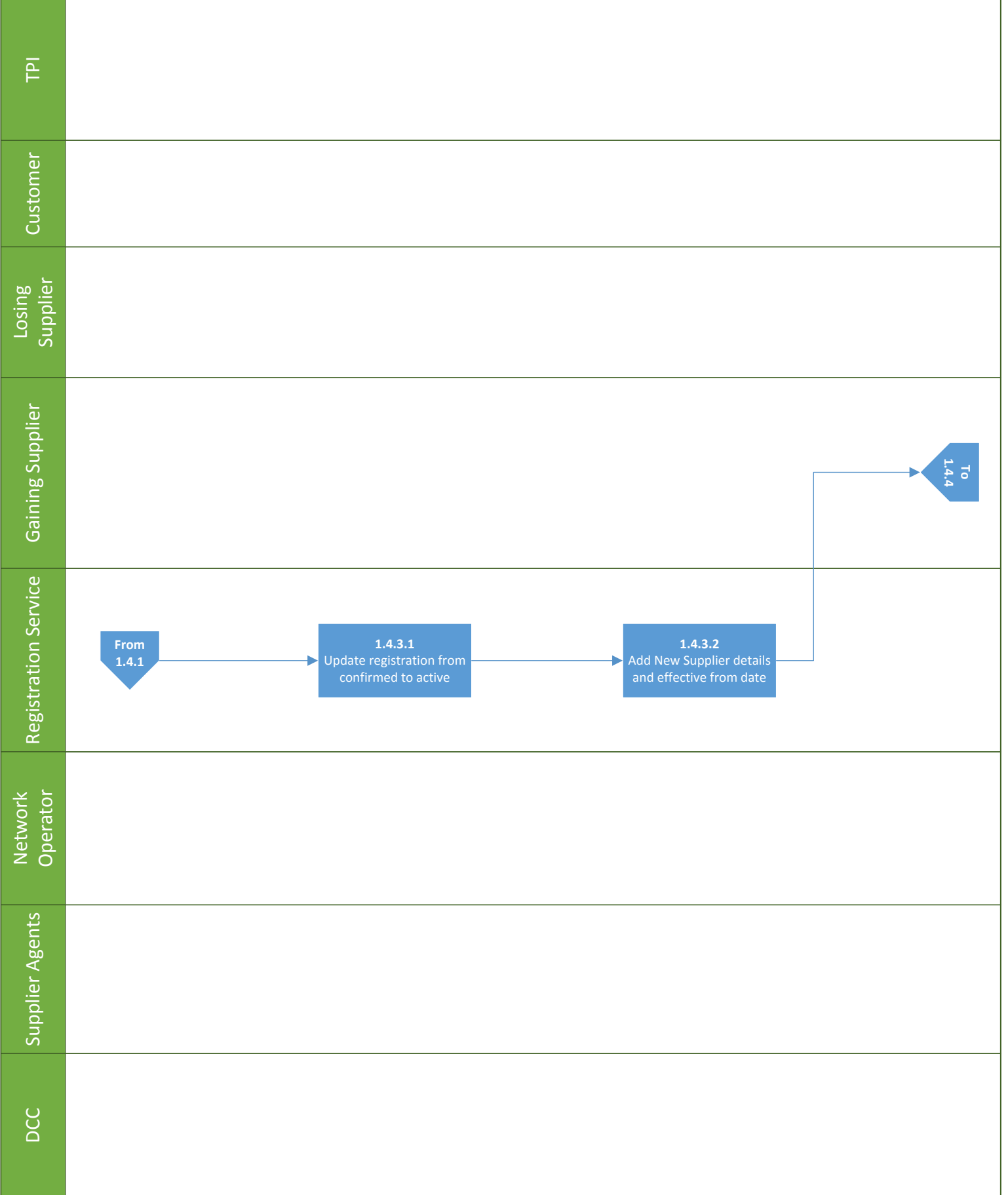
1.4.1 Registration gate closure



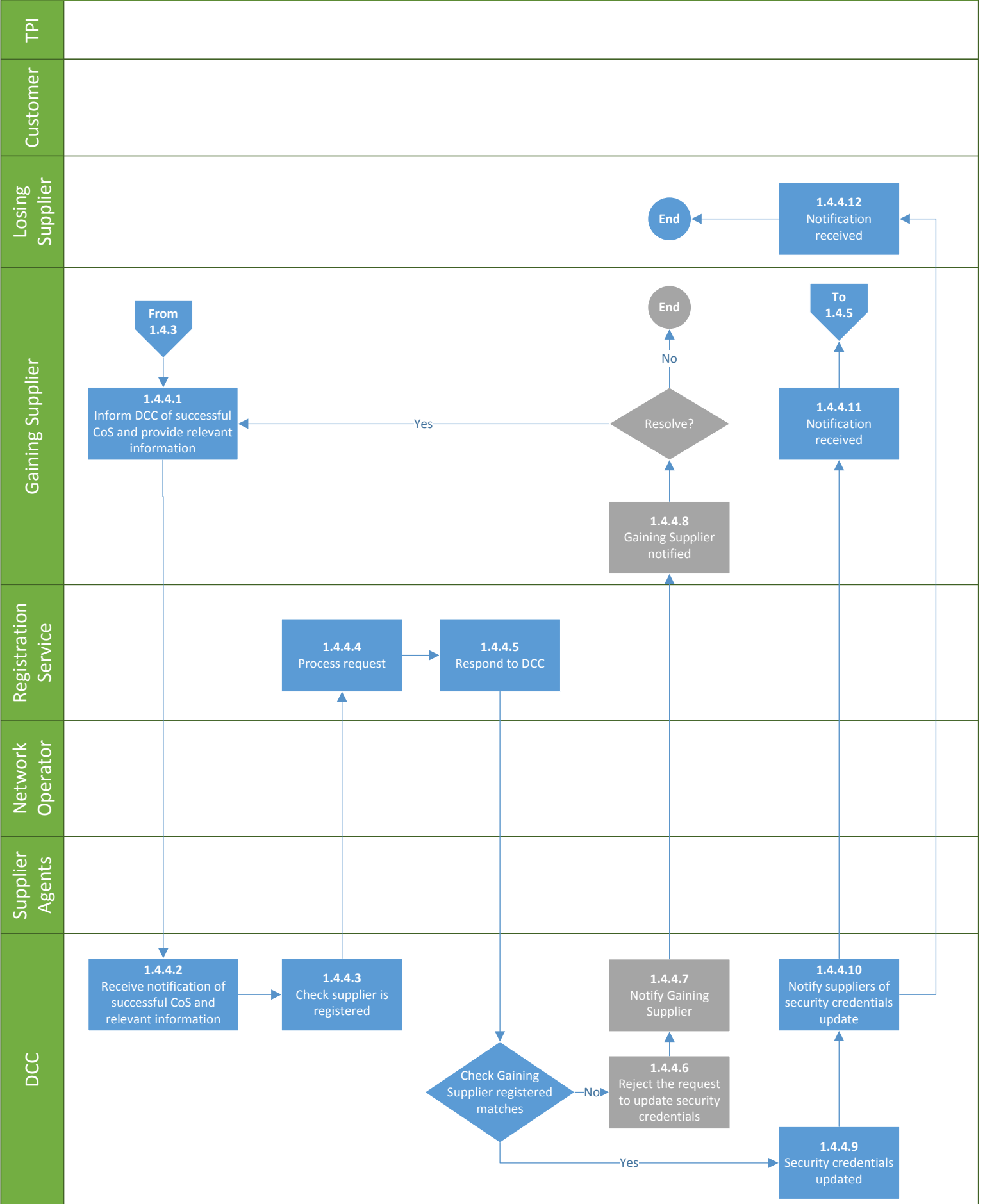
1.4.2 Close out relationship with meter

TPI	
Customer	
Losing Supplier	<pre> graph LR     Start([From 1.4.1]) --&gt; J1((⊕))     J1 --&gt; B1[1.4.2.1 Obtain meter reading history &amp; any other desired information]     J1 --&gt; B2[1.4.2.2 Reconfigure meter settings from prepayment to credit]     B1 --&gt; J2((⊕))     B2 --&gt; J2     J2 --&gt; End([To 1.4.6])         </pre>
Gaining Supplier	
Registration Service	
Network Operator	
Supplier Agents	
DCC	

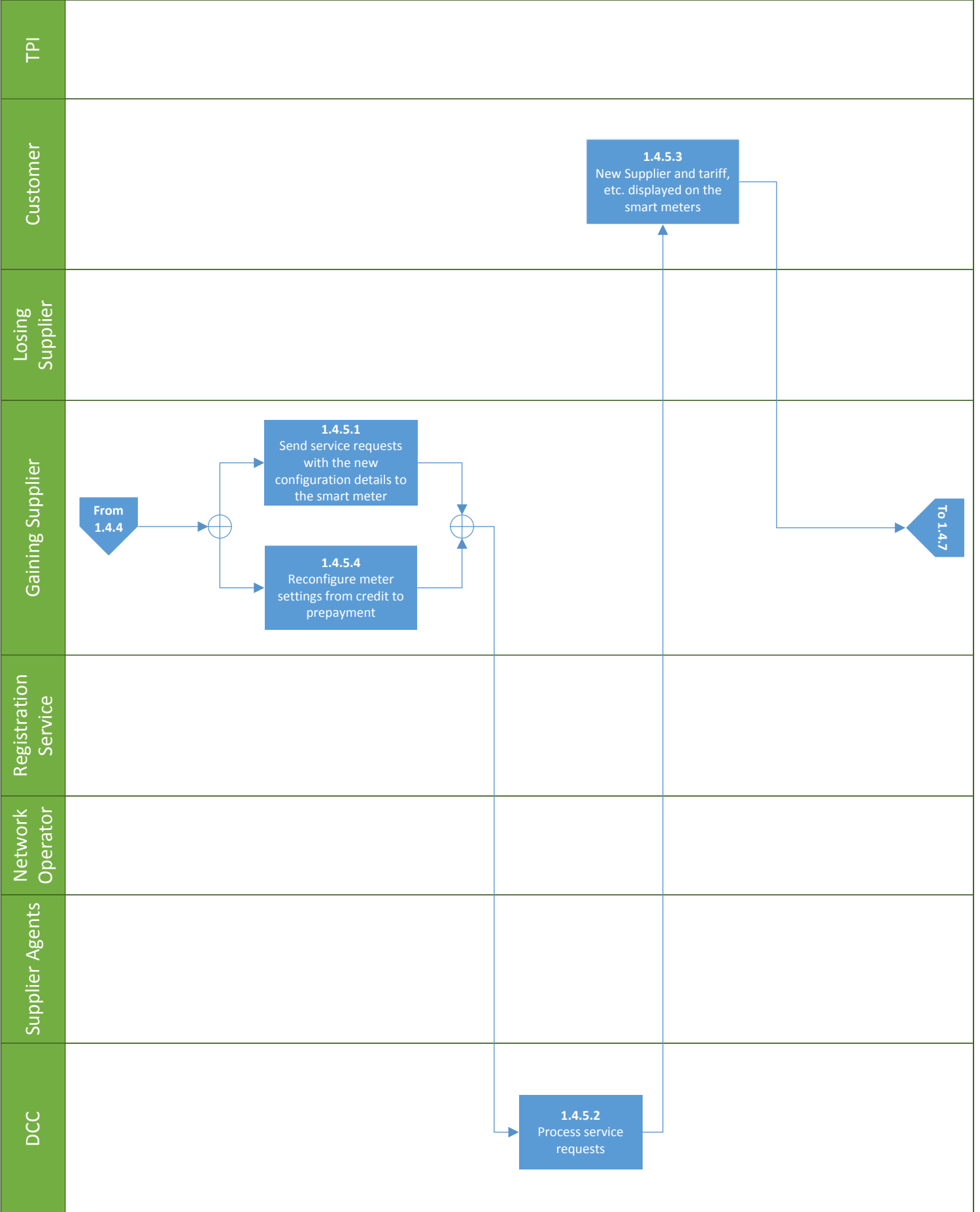
1.4.3 Update registration from confirmed to active



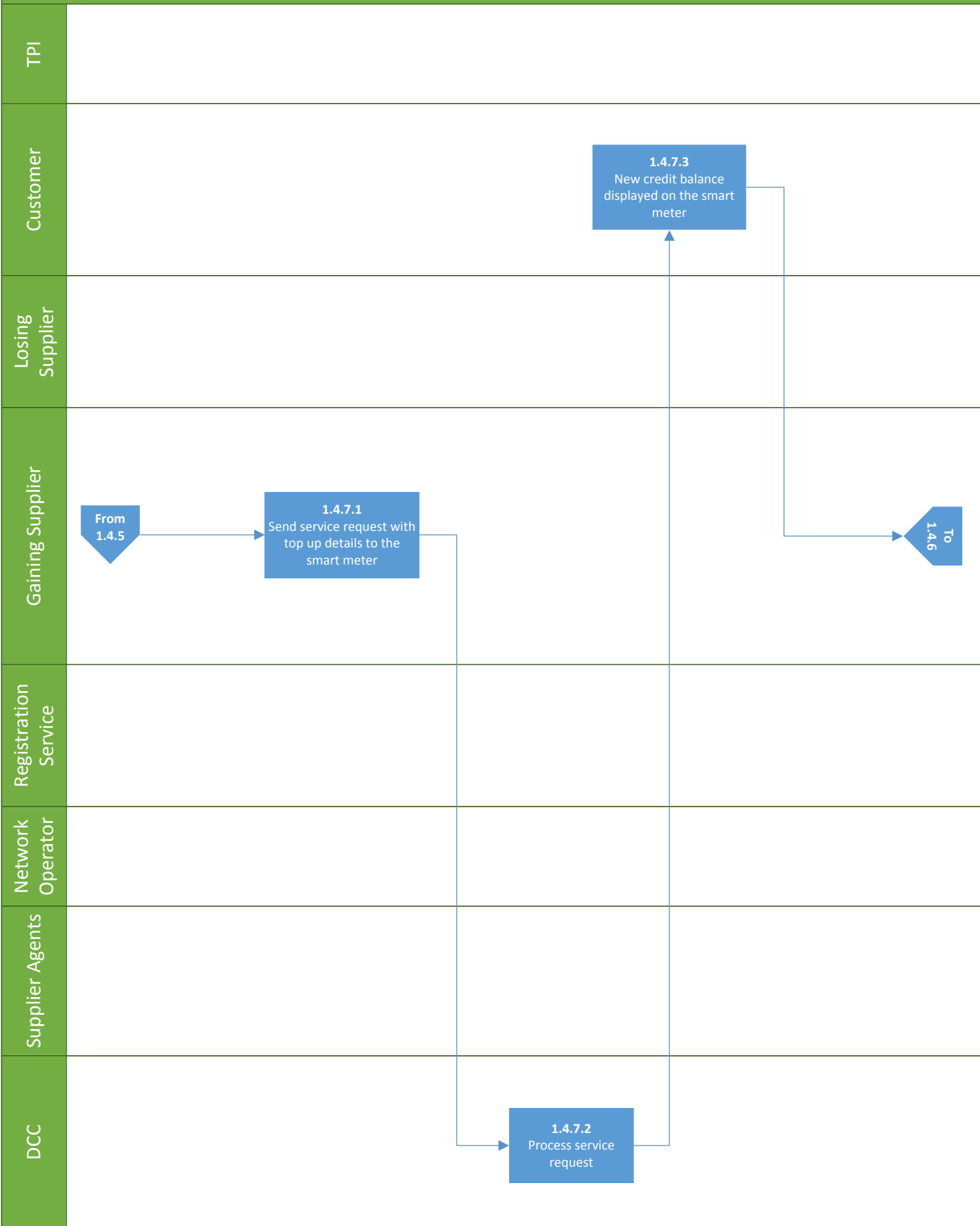
1.4.4 Update security credentials



1.4.5 Configure smart meters

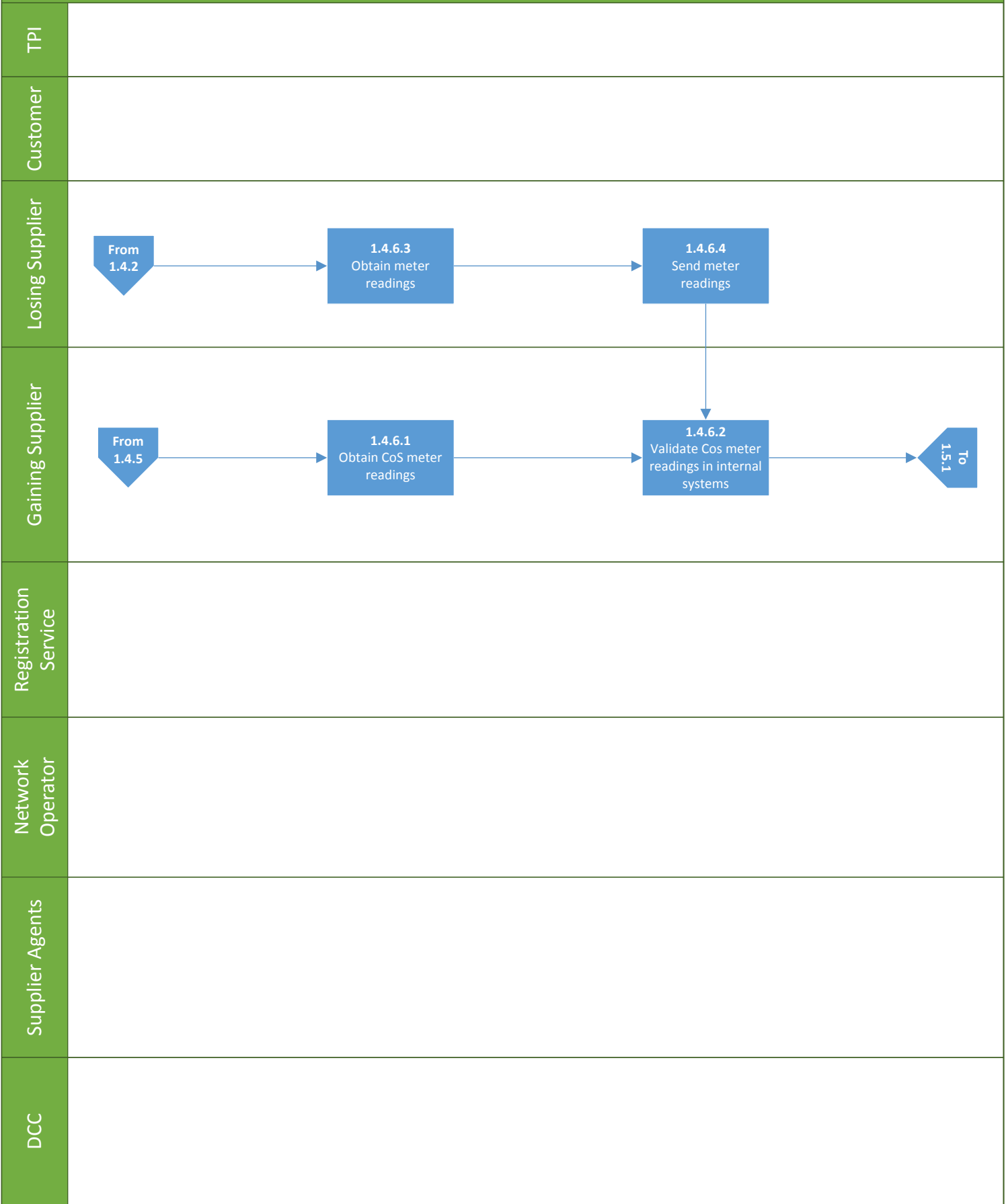


1.4.7 Top up smart meter

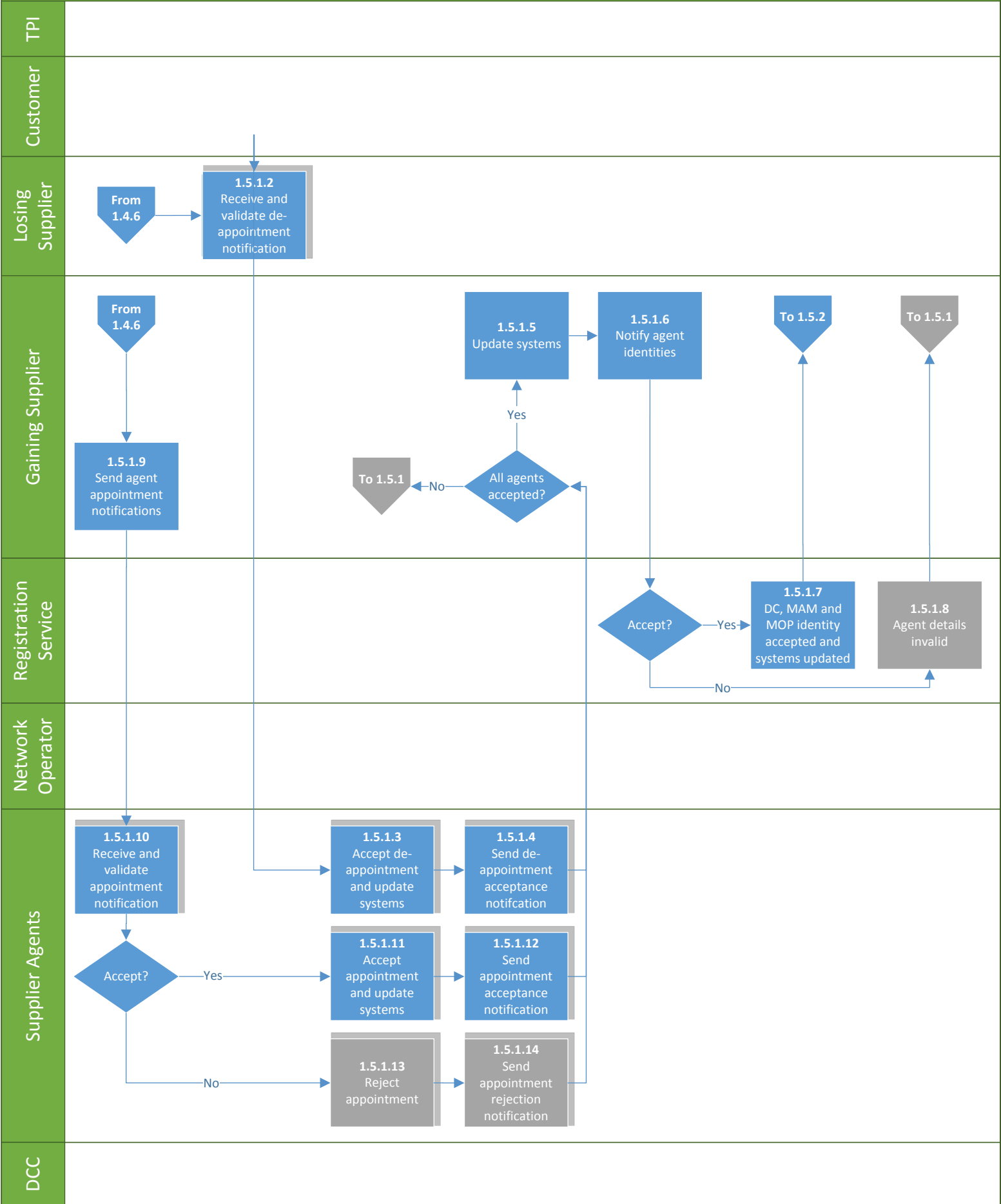




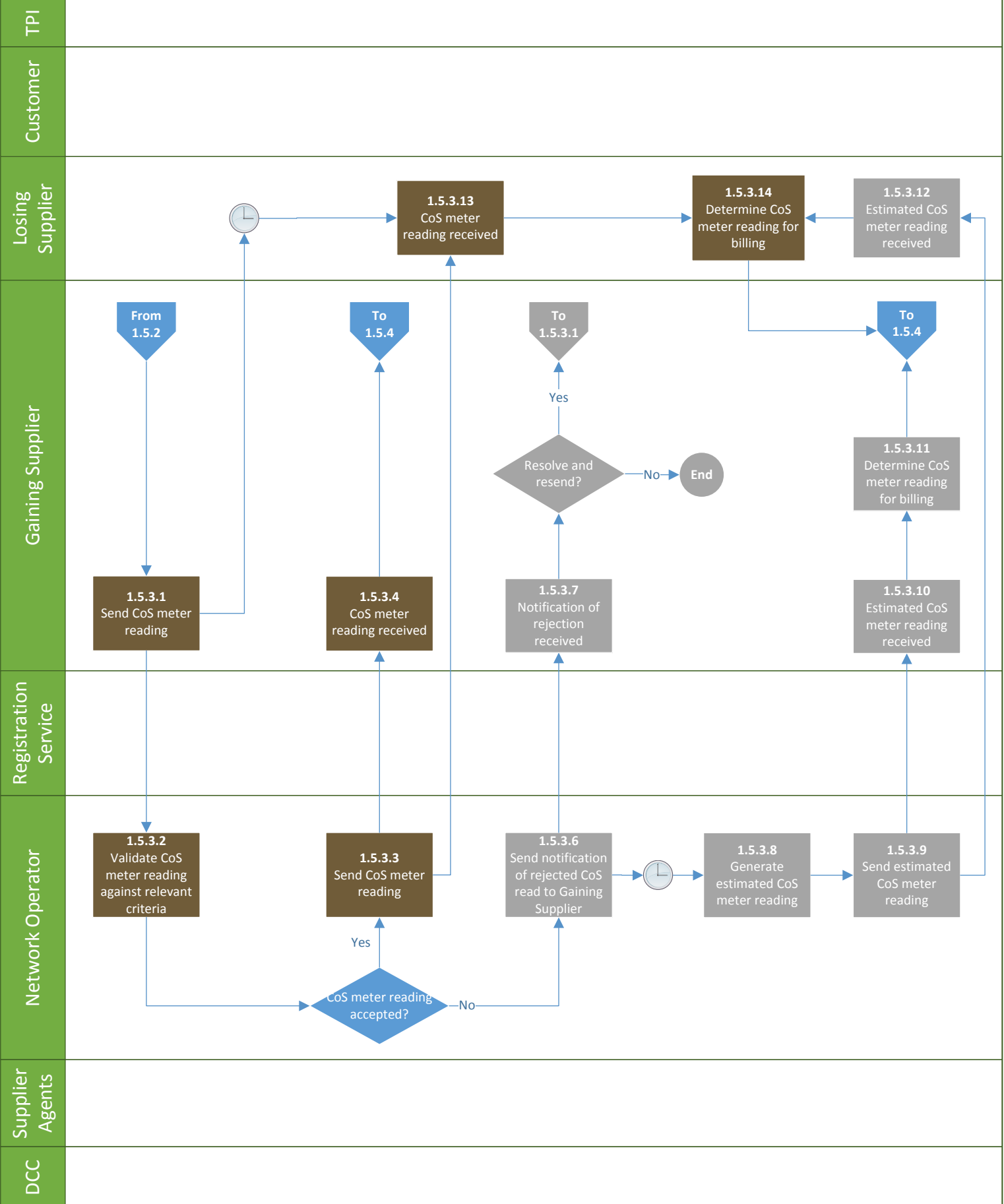
1.4.6 Obtain CoS meter reading



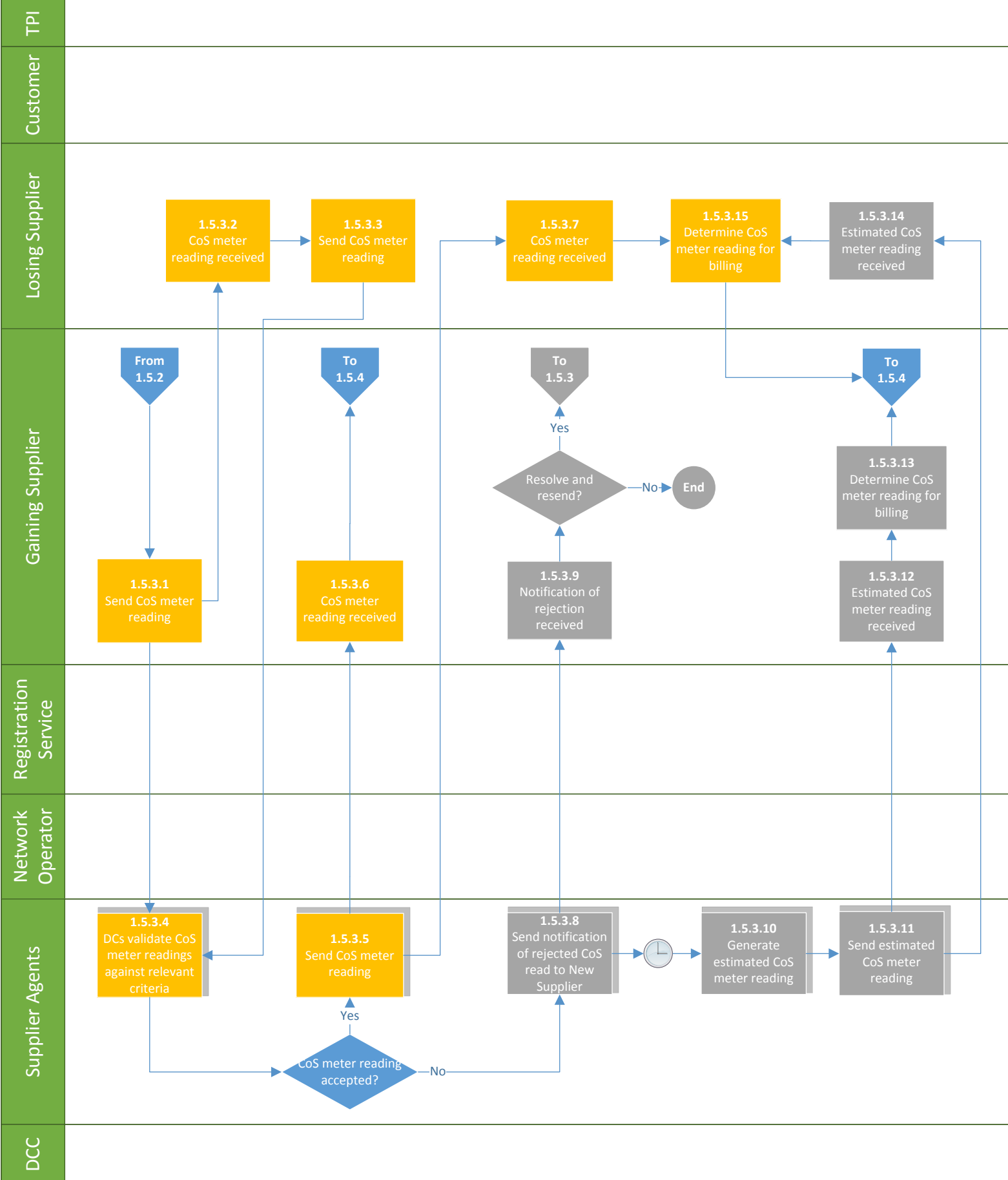
1.5.1 Appoint / De-Appoint Agents and receive confirmation



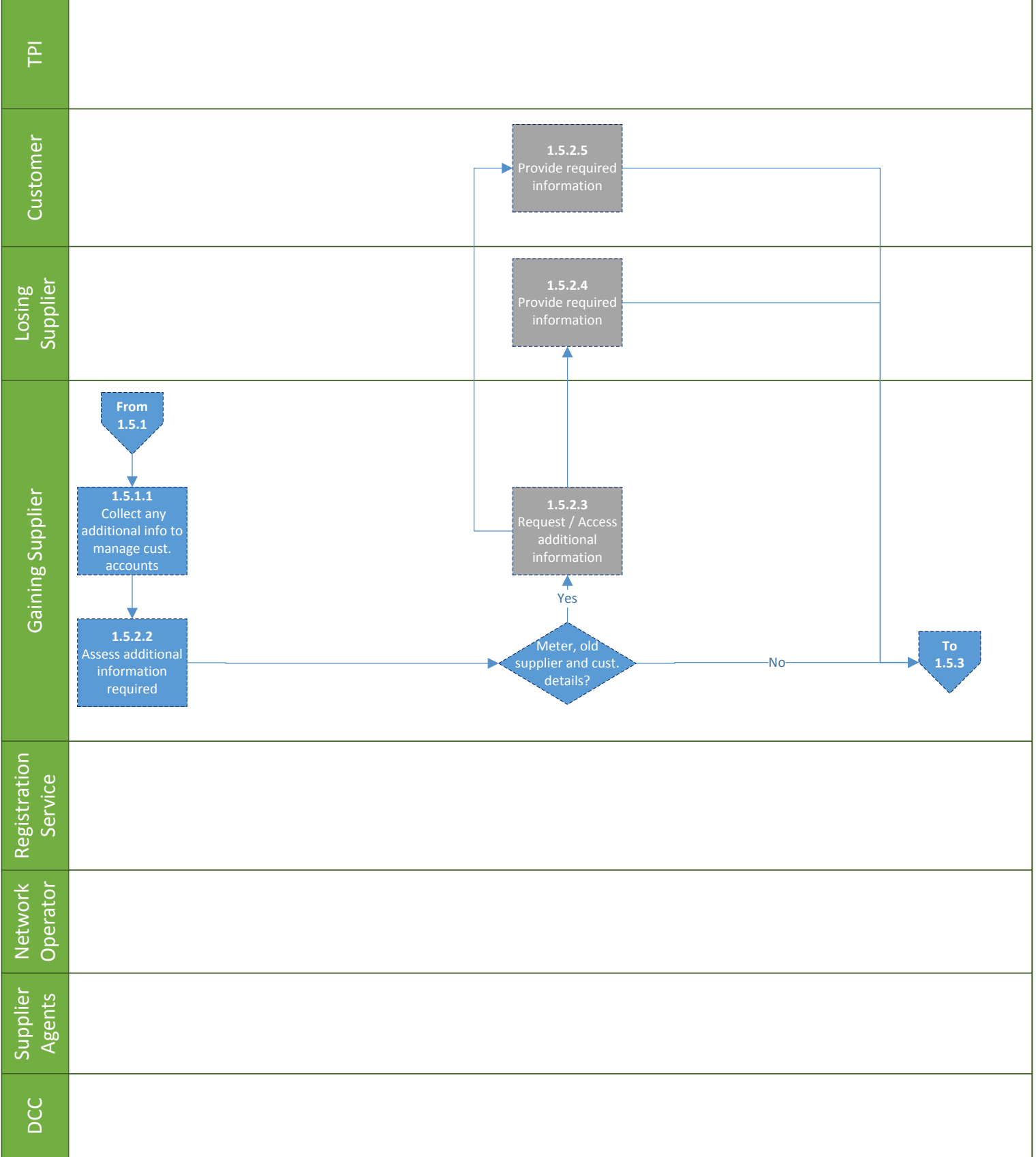
1.5.3 Validate COS meter reading (gas)



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

