

Business Process Design Team

Level 1 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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Level 1 – Customer Switching Scenario 2

Brief Description: Customer with smart metering in prepayment mode successfully switches from one supplier to another supplier

Key Scenarios:

- Scenario 2 concerns a dual fuel prepayment domestic customer with SMETS2 metering. 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 elec)
- Data Communications Company (DCC)

Level 1 – Customer Switching Scenario 2

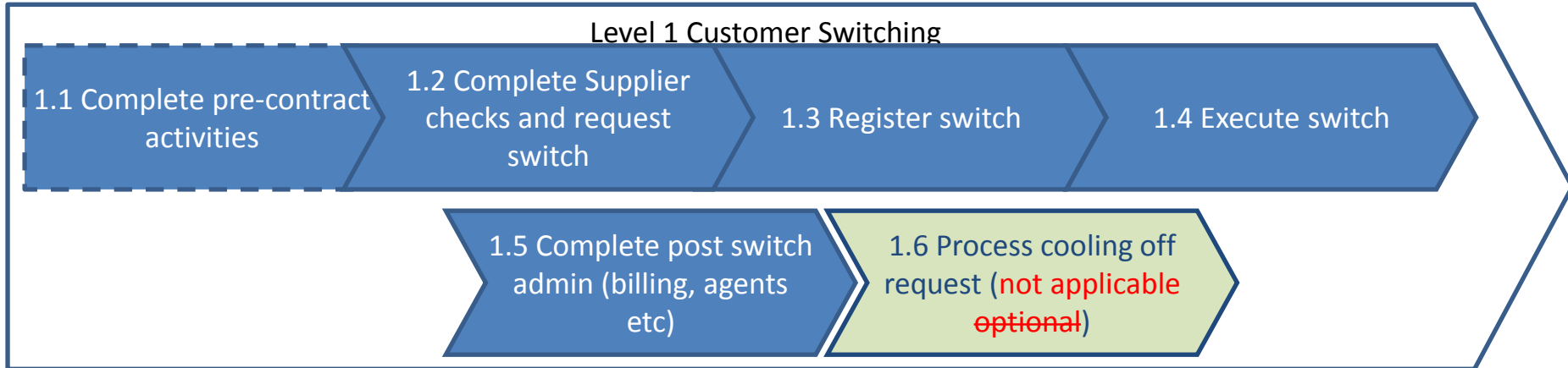
Preconditions

- 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
 - 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 and any credit balance is refunded
 - Opening statement (**which may include a bill**) received from Supplier B
 - Top-up instructions received
 - Prepayment metering configured and customer can vend and top-up balance is displayed
- Gaining Supplier
 - Smart meters communications enabled
 - Opening reads captured
 - Supplier agents and shipper (gas) appointed
 - Internal systems updated
 - Internal systems and metering configured customer can vend and top-up balance is displayed
 - 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 Operators
 - 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

Level 1 – Customer Switching – Scenario 2



Notes for 1.1:

Notes for 1.2 :

- Includes credit and debt checks

Notes for 1.3 :

- Registration validation and notifications

Notes for 1.4 :

Notes for 1.5 :

- Includes agent appointments

Notes for 1.6:

- Customer does not invoke their right to cancel within the cooling-off period