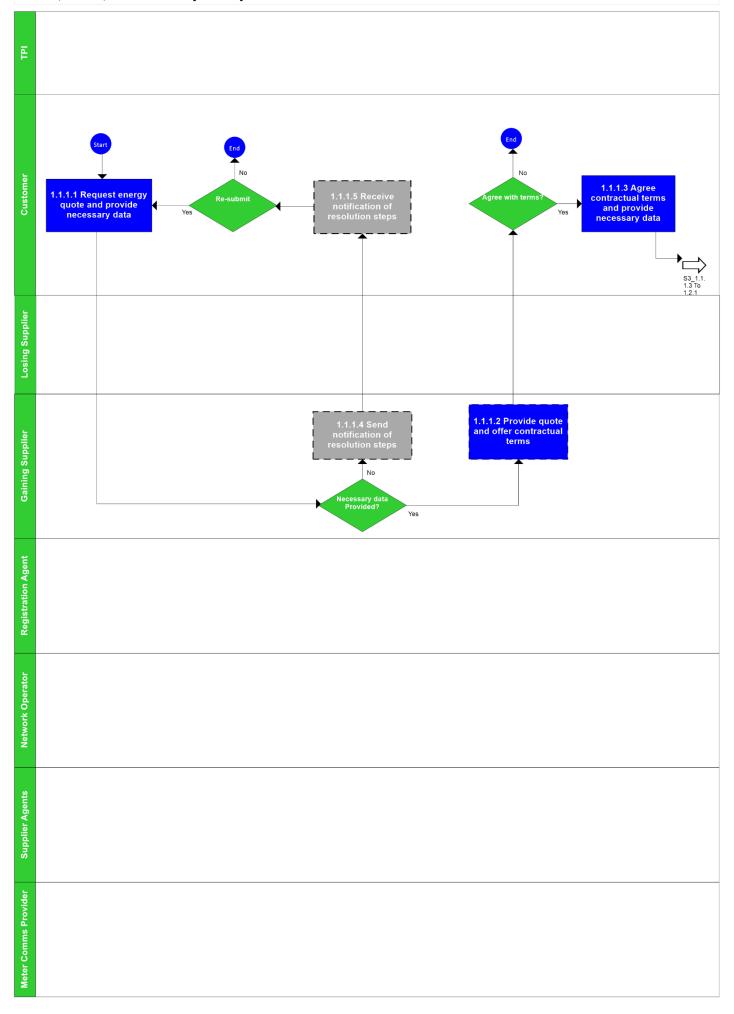
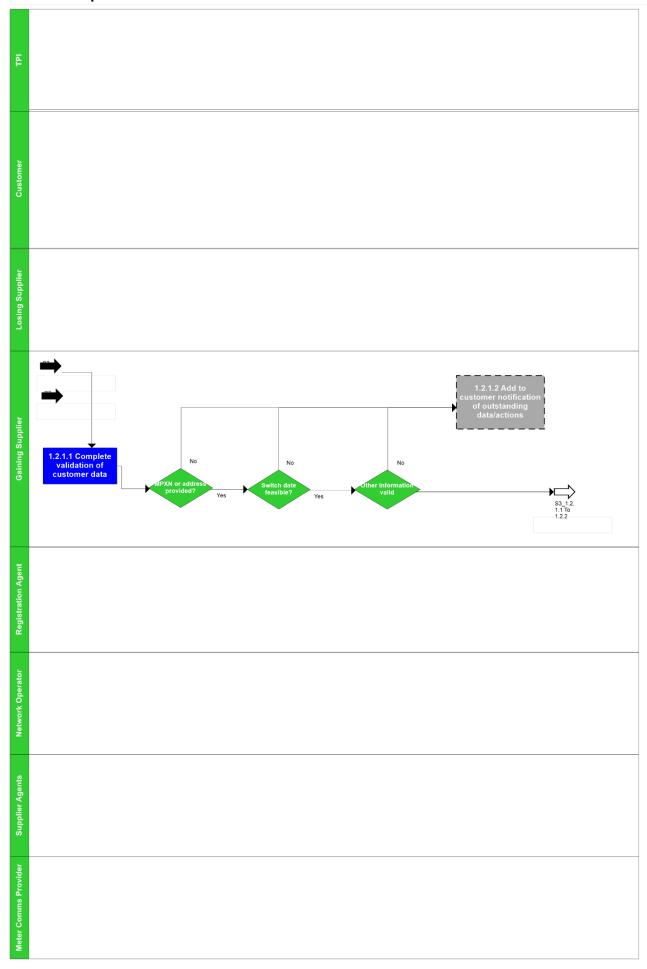
#### **Customer Switching - 1.1 Complete pre contract activities - Scenario 3**

#### 1.1.1,1.1.2,1.1.3 Complete pre contract activities



#### Customer Switching - 1.2 Complete Supplier checks - Scenario 3

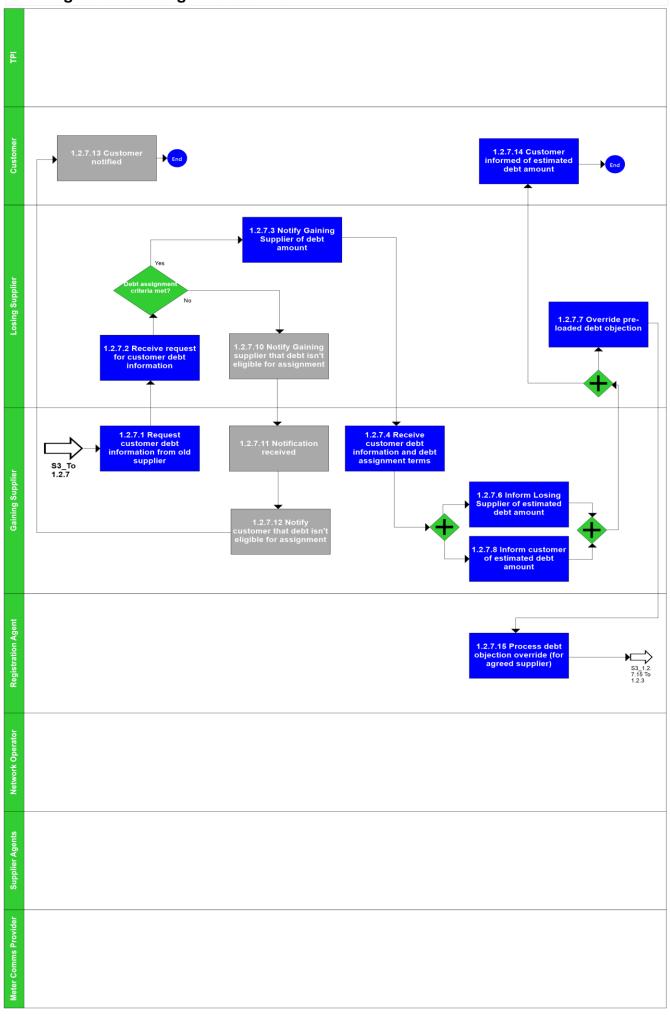
#### 1.2.1 Complete validation of customer data



## **Customer Switching - 1.2 Complete Supplier checks - Scenario 3** 1.2.2 Carry out credit check **Losing Supplier** 1.2.2.1 Carry out credit check Registration Agent **Network Operator Supplier Agents Meter Comms Provider**

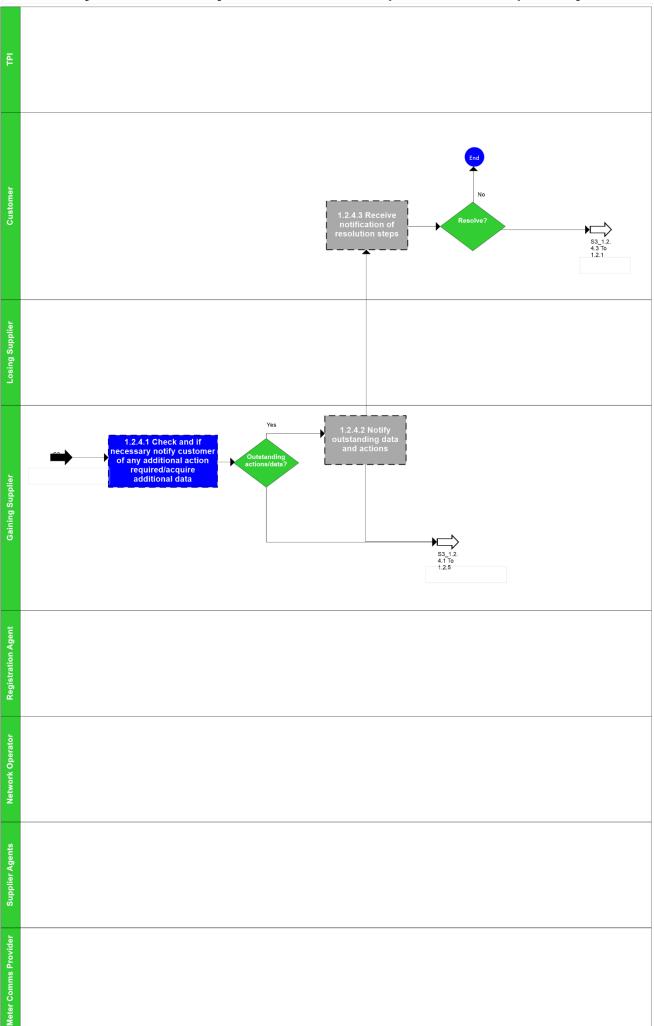
#### Customer Switching - 1.2 Complete Supplier checks - Scenario 3

#### 1.2.7 Agree debt assignment terms

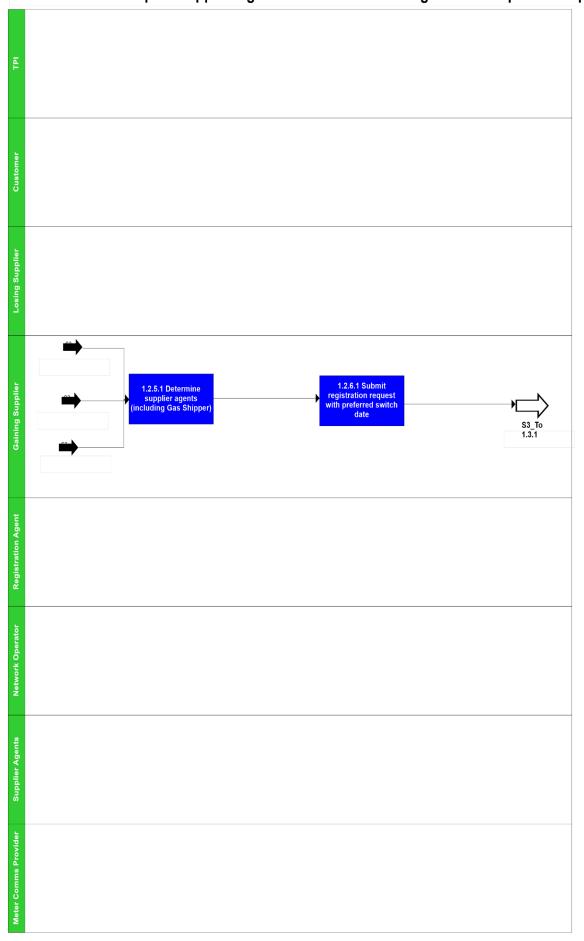


## **Customer Switching - 1.2 Complete Supplier checks - Scenario 3** 1.2.3 Carry out Triangulation / validate meter **Losing Supplier Gaining Supplier** No Registration Agent .2.3.2 Provide required triangulation data **Network Operator Supplier Agents Meter Comms Provider**

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

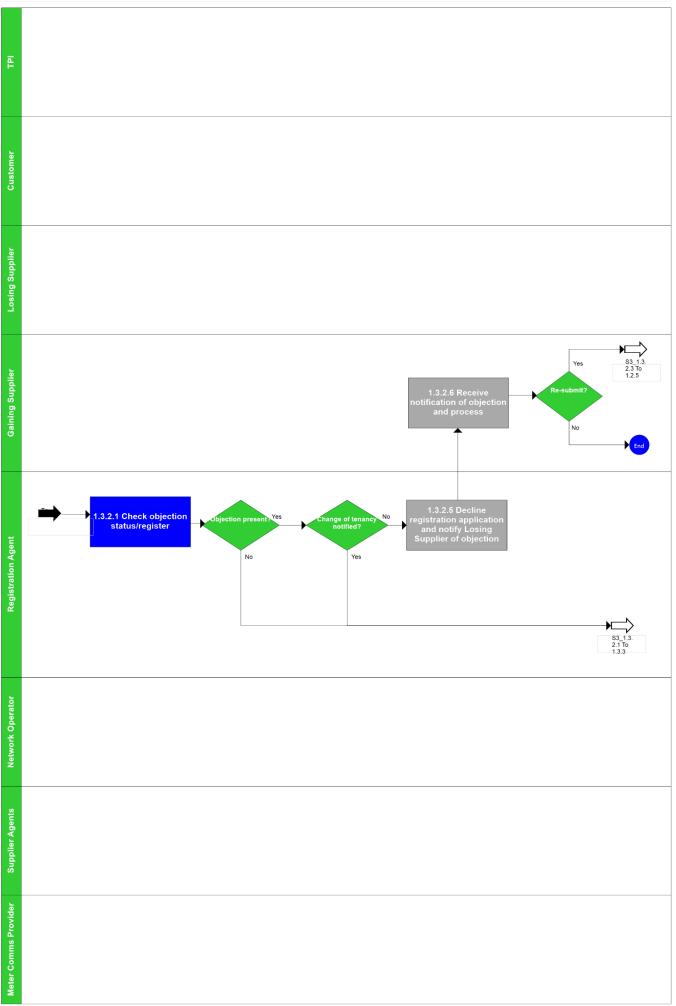


1.2.5 Select critical path supplier agents and 1.2.6 Submit registration request with preferred switch date



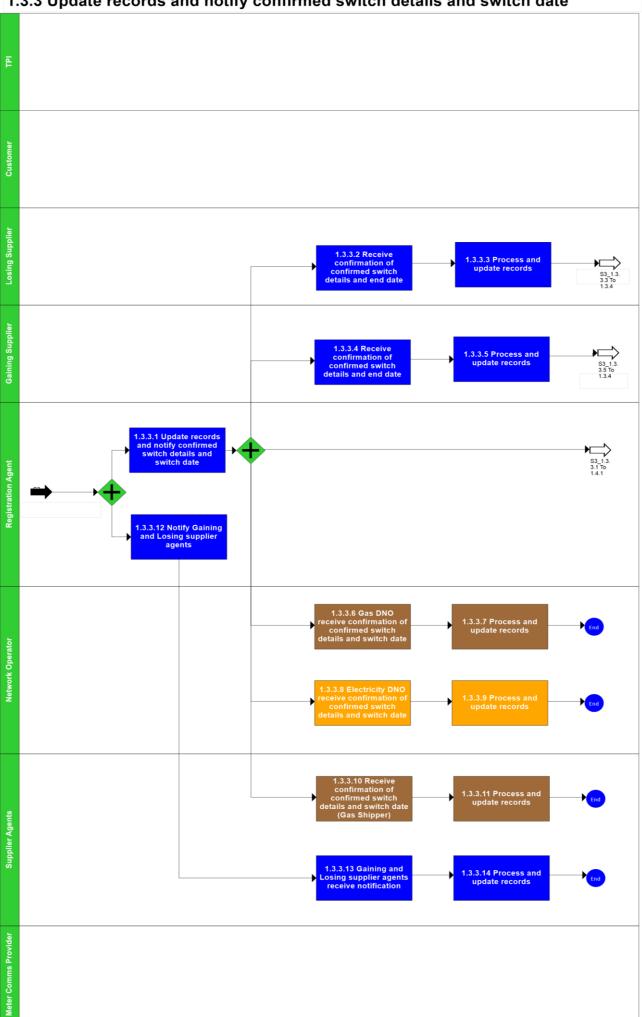
# Customer Switching - 1.3 Register Switch - Scenario 3 1.3.1 Validate Registration Request Customer **Losing Supplier Gaining Supplier** 1.3.1.5 Validate proposed switch **Network Operator Supplier Agents**

### Customer Switching - 1.3 Register Switch - Scenario 3 1.3.2 Check objection status / register



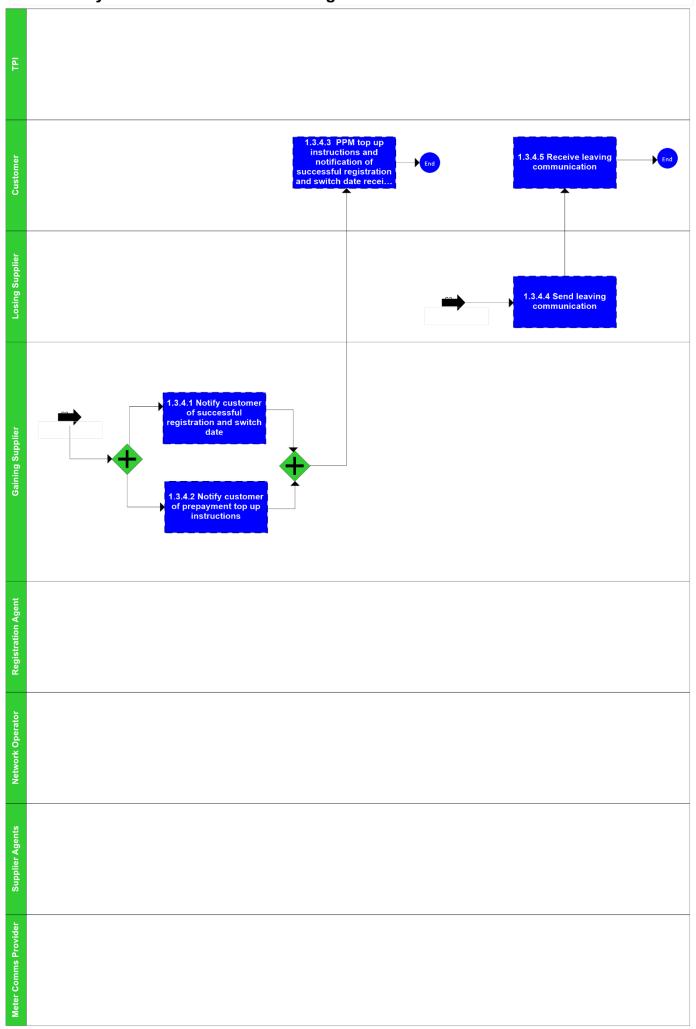
#### Customer Switching - 1.3 Register Switch - Scenario 3

#### 1.3.3 Update records and notify confirmed switch details and switch date



#### **Customer Switching - 1.3 Register Switch - Scenario 3**

#### 1.3.4 Notify customer of successful registration and switch date



1	1.4.1 Registration gate closure				
TPI					
Customer					
Losing Supplier					
Gaining Supplier					
Registration Agent	1.4.1.1 Registration gate closure	53_1.4. 1.1 To 1.4.2			
Network Operator					
Supplier Agents					
Meter Comms Provider					

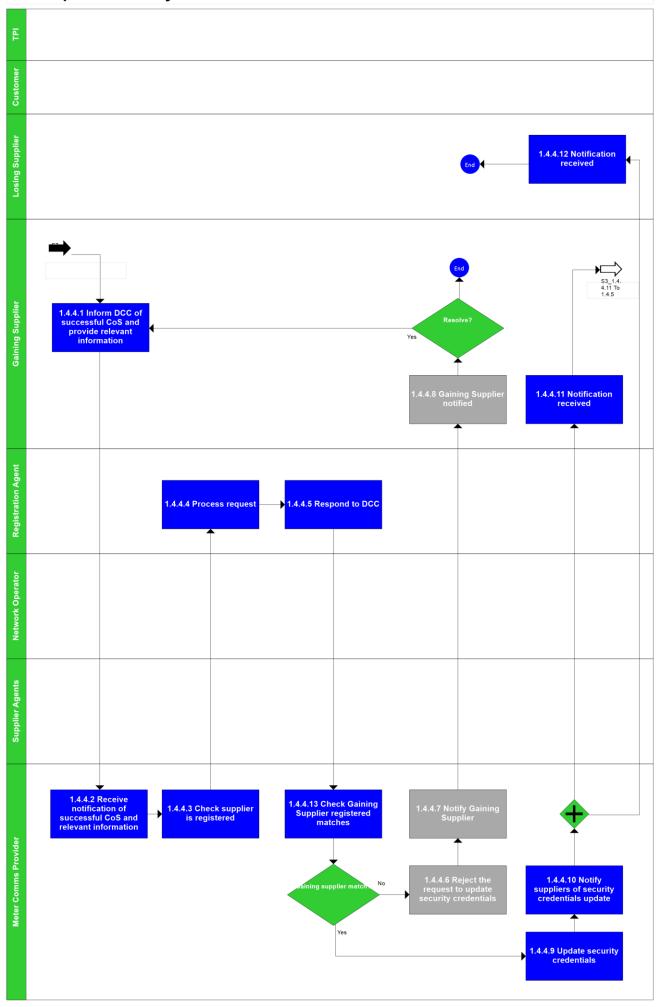
Customer Switching - 1.4 Execute Switch - Scenario 3			
1.4.2 Close out relationship with meter			
<u>E</u>			
Customer			
1.4.2.1 Obtain meter reading history & any other desired information  1.4.2.2 Reconfigure meter settings from prepayment to credit			
Gaining Supplier			
Registration Agent			
Network Operator			
Supplier Agents			
leter Comms Provider			

Customer Switching - 1.4 Exec	ute Switch - Scenario 3
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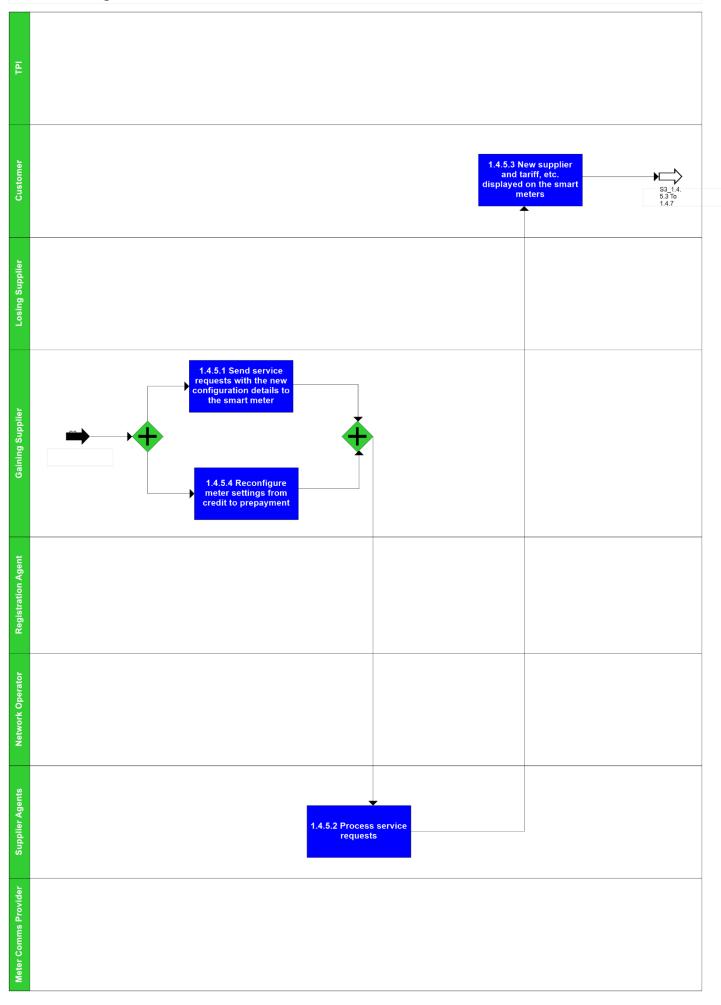
#### 1.4.3 Update registration from confirmed to active

TPI	
Customer	
Losing Supplier	
Gaining Supplier	
Registration Agent	1.4.3.1 Update registration from confirmed to active  1.4.3.2 Add Gaining Supplier details and effective from date  S3_1.4. 3.2 To 1.4.4
Network Operator	
Supplier Agents	
Meter Comms Provider	

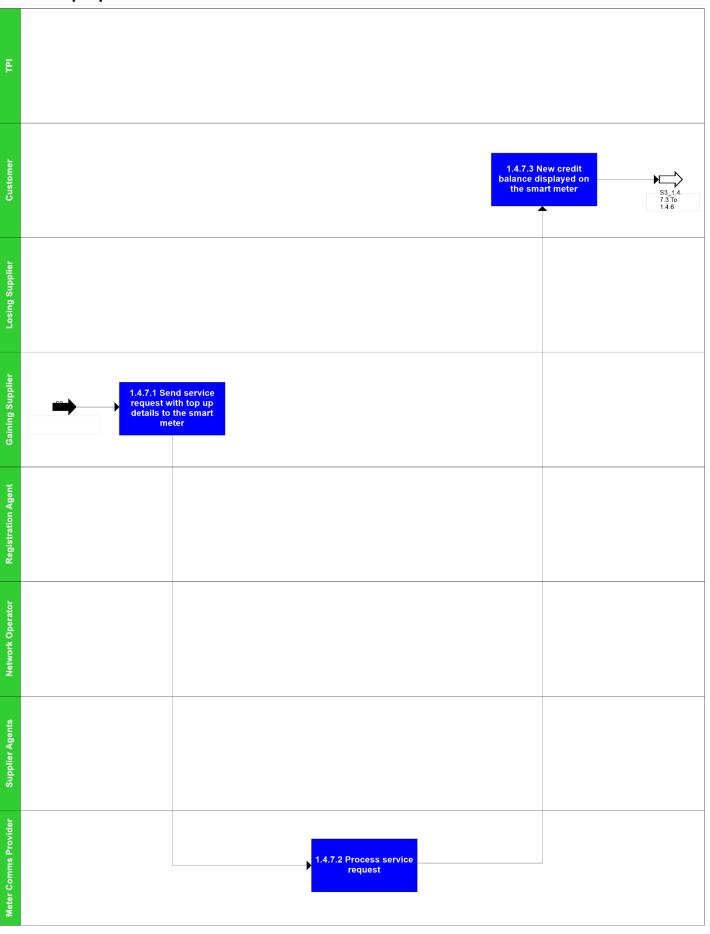
#### 1.4.4 Update security credentials



#### 1.4.5 Configure smart meters



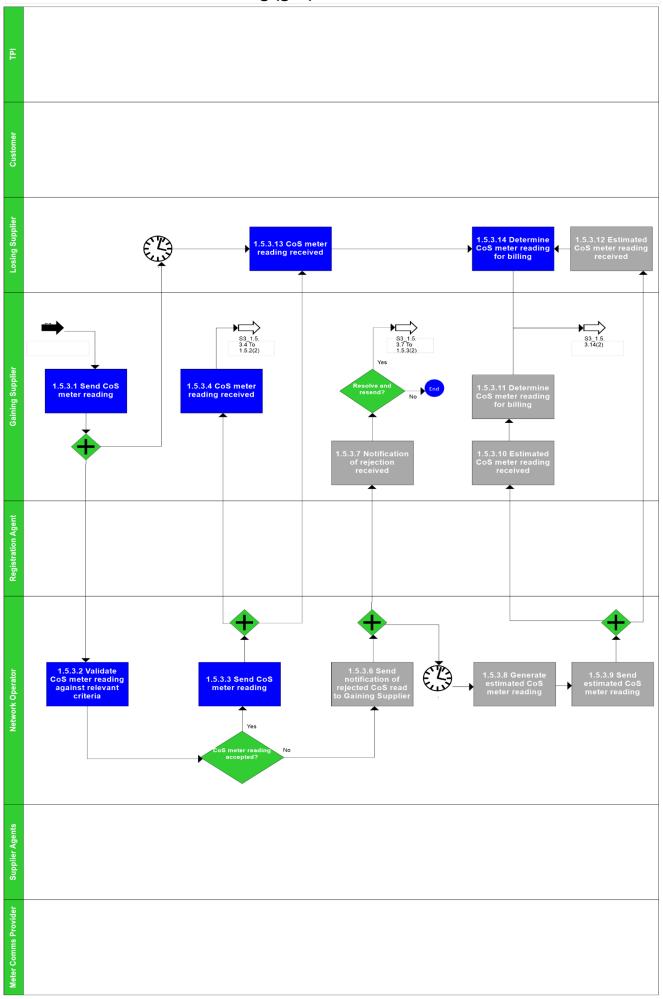
#### 1.4.7 Top up smart meter



### **Customer Switching - 1.4 Execute Switch - Scenario 3** 1.4.6 Obtain CoS meter reading **Losing Supplier** 1.4.6.1 Obtain meter readings 1.4.6.2 Send meter readings **Gaining Supplier** 1.4.6.4 Obtain CoS meter readings meter readings in internal systems **Registration Agent Network Operator Supplier Agents Meter Comms Provider**

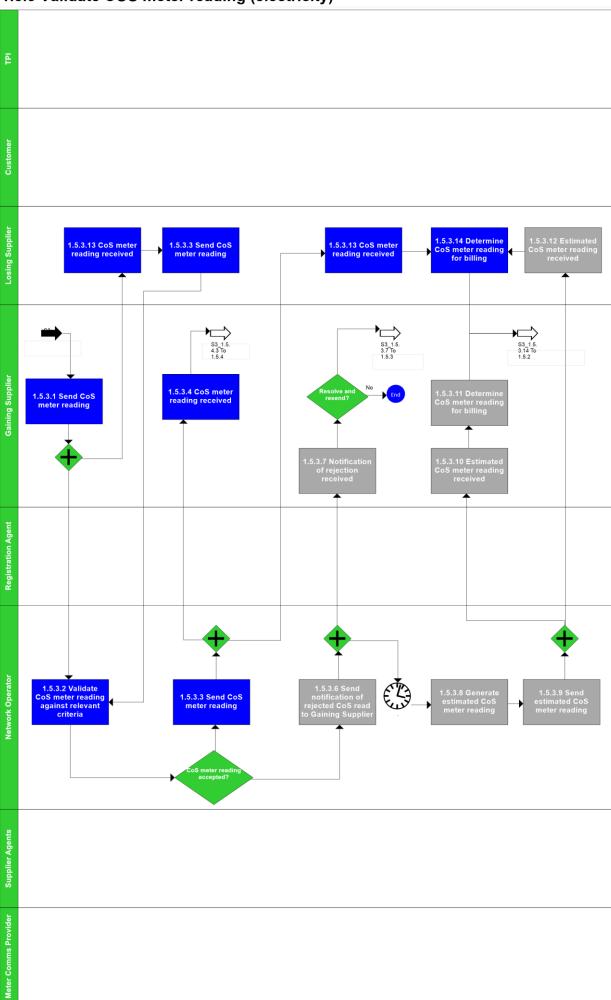
#### Customer Switching - 1.5 Complete post switch admin - Scenario 3

#### 1.5.3 Validate COS meter reading (gas)



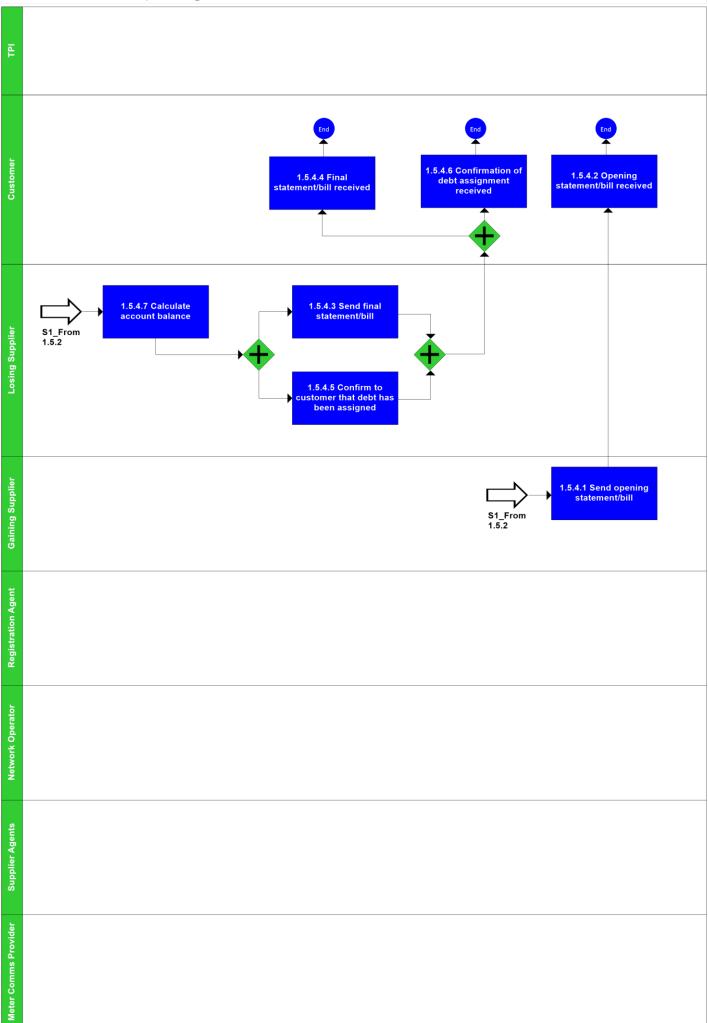
#### Customer Switching - 1.5 Complete post switch admin - Scenario 3

#### 1.5.3 Validate COS meter reading (electricity)



#### Customer Switching - 1.5 Complete post switch admin - Scenario 3

#### 1.5.4 Final and opening statement sent and received



#### Customer Switching – 1.5 Complete post switch admin – Scenario 3

1.5.5 Receive confirmation of debt amount assigned

