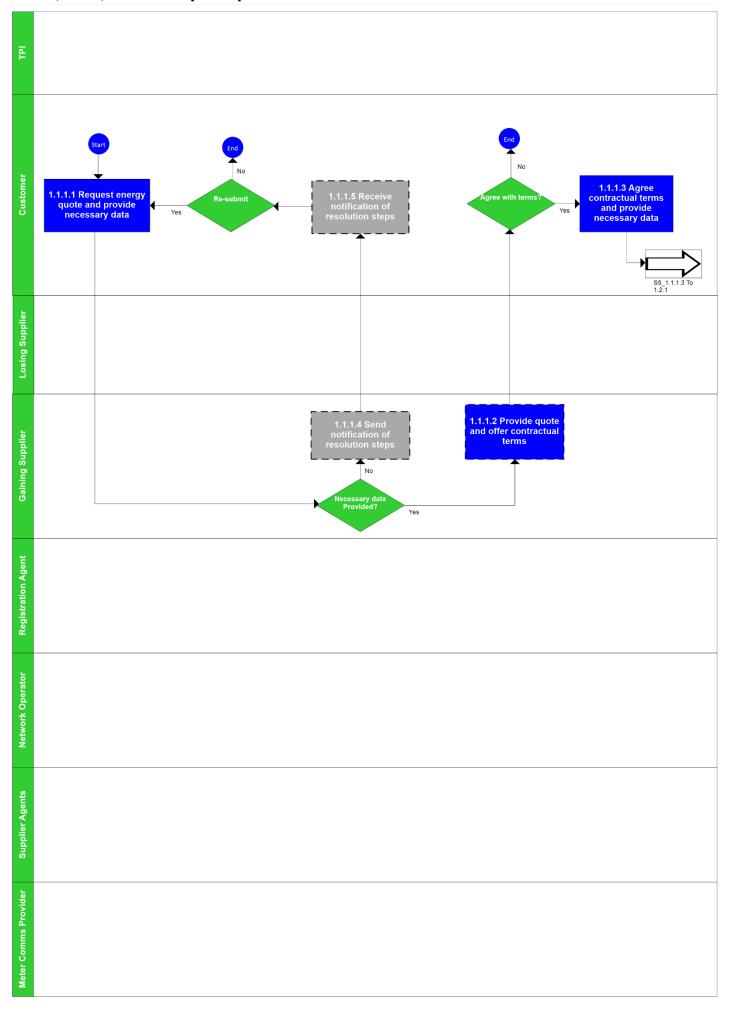
Customer Switching - 1.1 Complete pre contract activities - Scenario 5

1.1.1,1.1.2,1.1.3 Complete pre contract activities



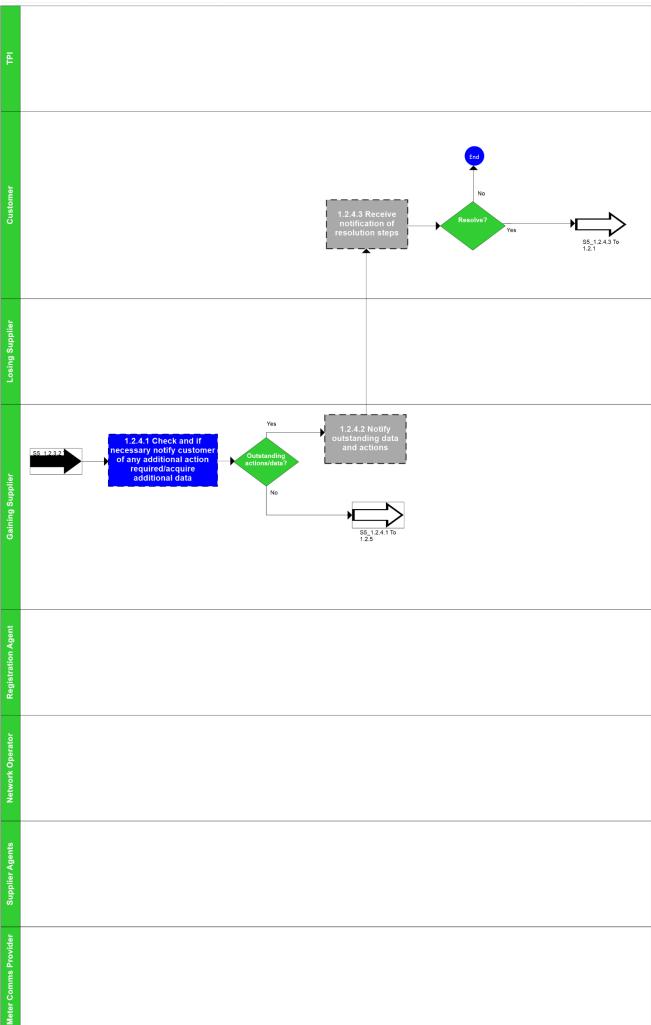
1.2.1 Complete validation of customer data **Losing Supplier Gaining Supplier** 1.2.1.1 Complete validation of custome data Registration Agent **Network Operator Supplier Agents Meter Comms Provider**

Customer Switching - 1.2 Complete Supplier checks - Scenario 5

Customer Switching - 1.2 Complete Supplier checks - Scenario 5 1.2.2 Carry out credit check **Losing Supplier** .2.2.1 Carry out credit **Gaining Supplier** Yes Registration Agent **Network Operator Supplier Agents Meter Comms Provider**

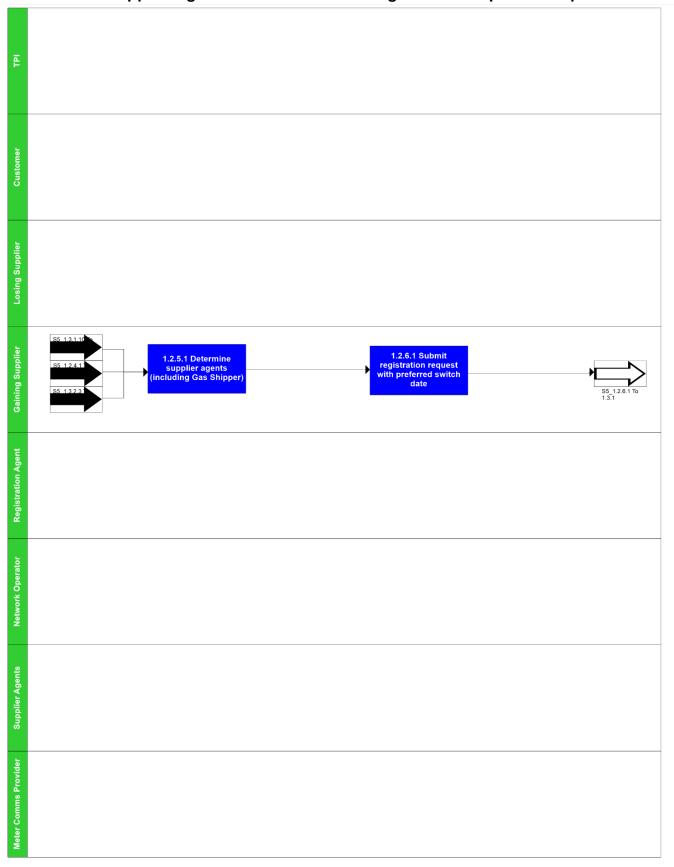
Customer Switching - 1.2 Complete Supplier checks - Scenario 5 1.2.3 Carry out Triangulation / validate meter **Losing Supplier Gaining Supplier** No Registration Agent 1.2.3.2 Provide required triangulation data **Network Operator Supplier Agents Meter Comms Provider**

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



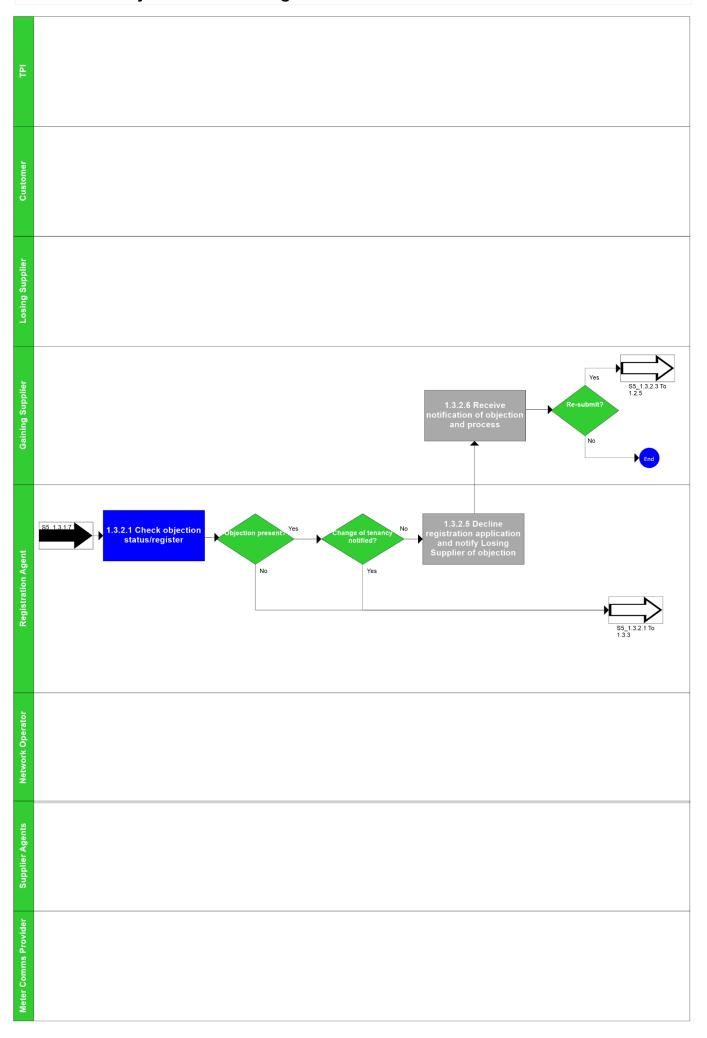
Customer Switching - 1.2 Complete Supplier checks - Sc	3cenario 5
--	------------

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

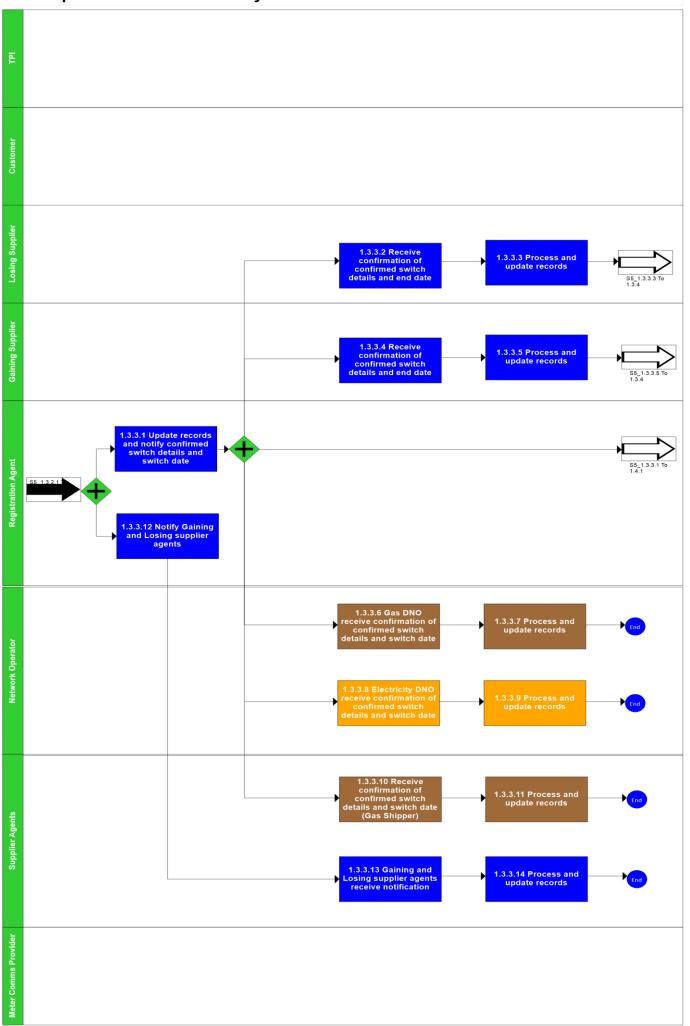


Customer Switching - 1.3 Register Switch - Scenario 5 1.3.1 Validate Registration Request Customer 1.3.1.3 Supplier ID validation 1.3.1.4 Green deal validation **Network Operator** Meter Comms Provider

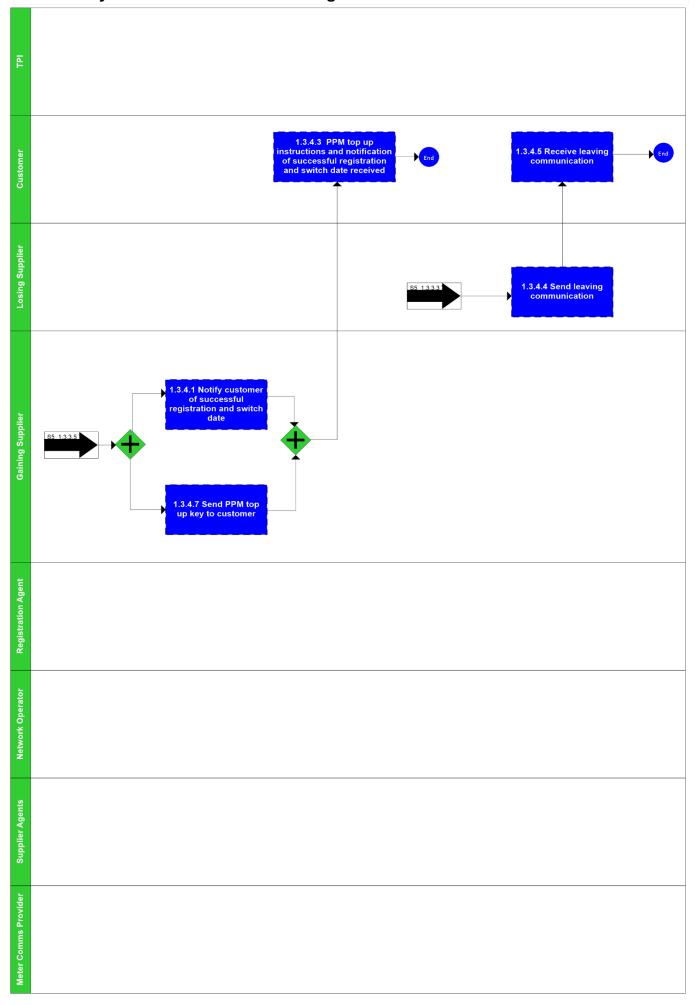
1.3.2 Check objection status / register



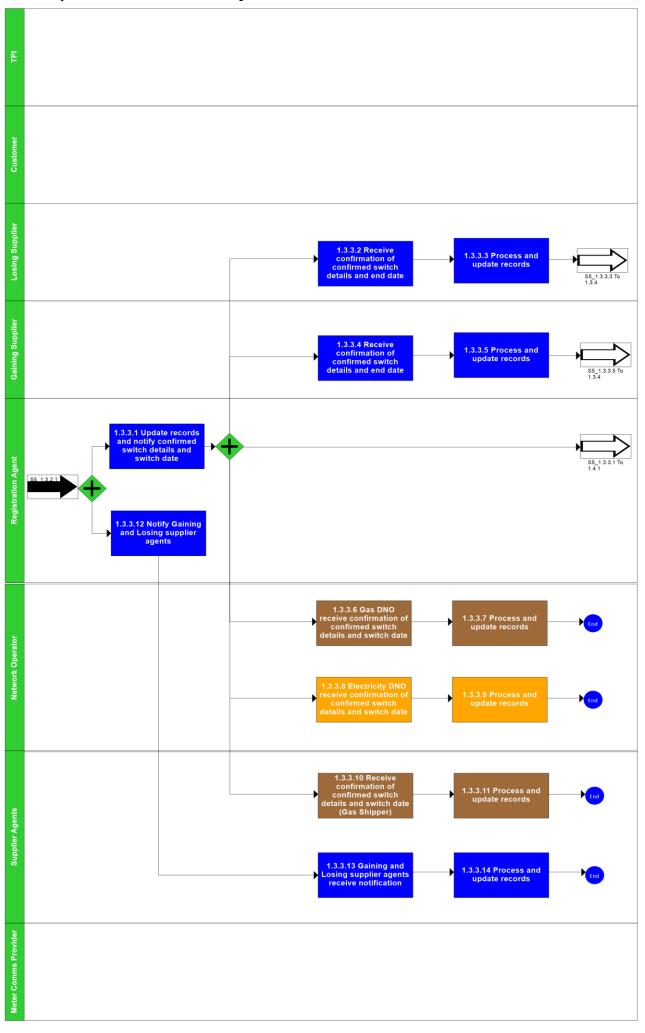
1.3.3 Update records and notify confirmed switch details and switch date



1.3.4 Notify customer of successful registration and switch date



1.3.3 Update records and notify confirmed switch details and switch date



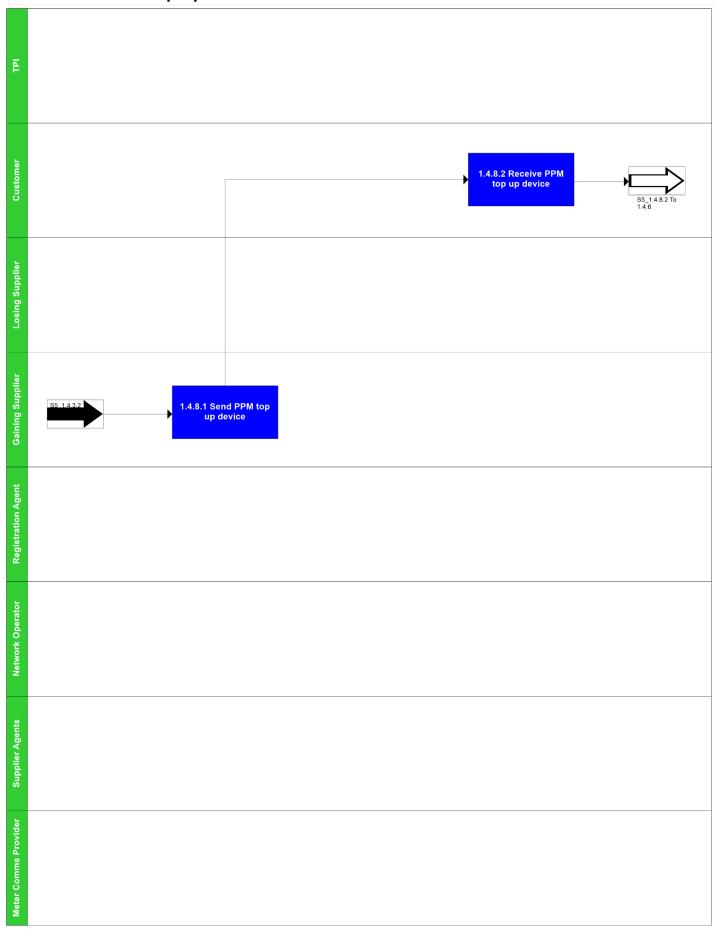
1.4.1 Registration gate closure		
TPI		
Customer		
Losing Supplier		
Gaining Supplier		
Registration Agent	1.4.1.1 Registration gate closure S5_1.4.1.1 To 1.4.3	
Network Operator		
Supplier Agents		
Meter Comms Provider		

Customer Switching - 1.4 Execute Switch - Scenario 5

Customer Switching - 1.4 Execute Switch - Scenario 5		
1.4.3 Update registration from confirmed to active		
ΙđΙ		
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 S5_1.4.3.2 To 1.4.3.1 Update registration from confirmed to active	
Network Operator		
Supplier Agents		
Meter Comms Provider		

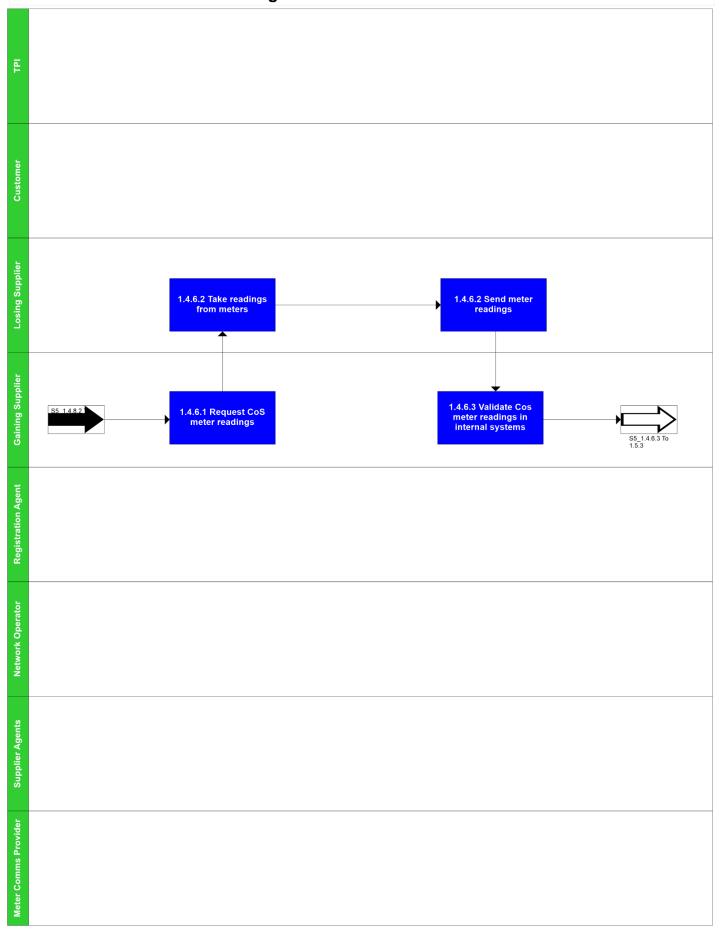
Customer Switching - 1.4 Execute Switch - Scenario 5

1.4.8 Send PPM top up device

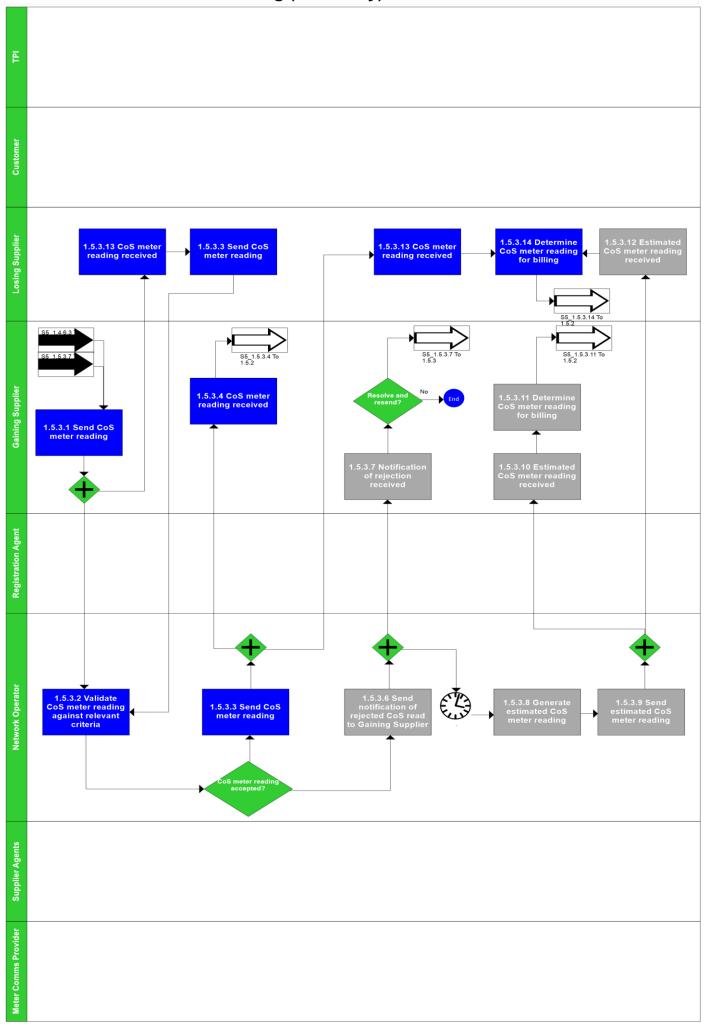


Customer Switching - 1.4 Execute Switch - Scenario 5

1.4.6 Obtain CoS meter reading

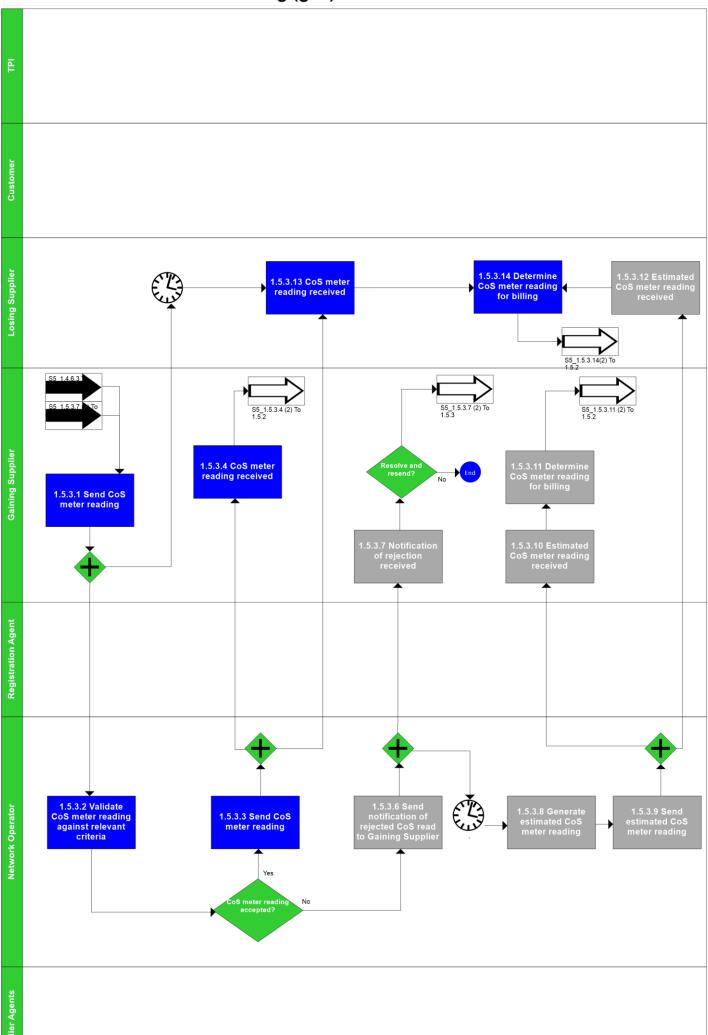


1.5.3 Validate COS meter reading (electricity)



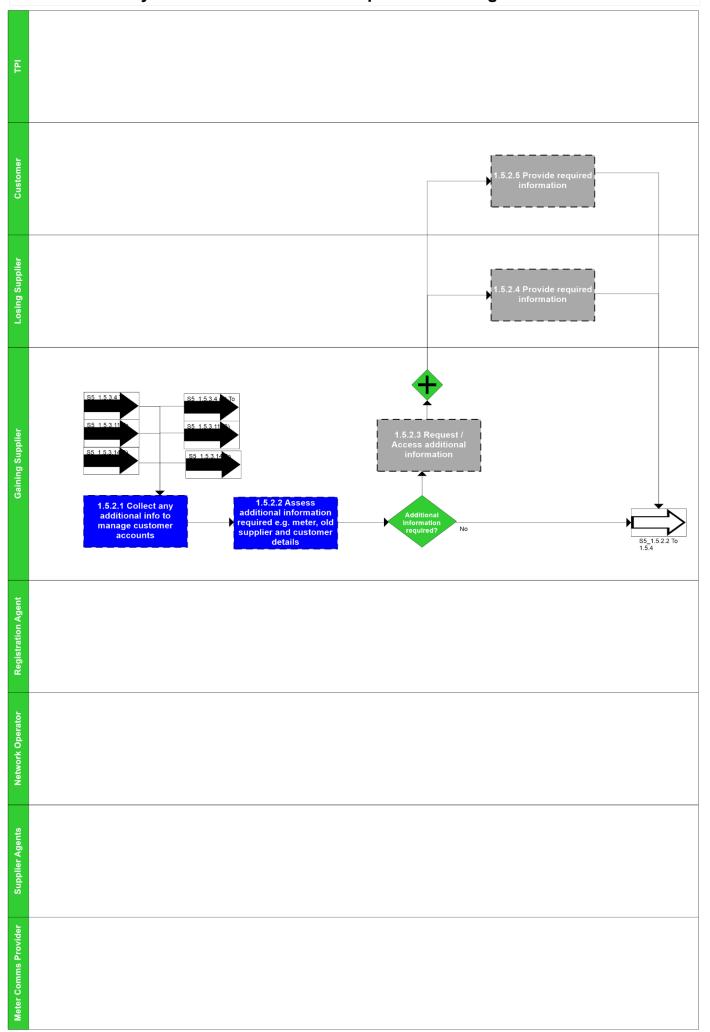
Customer Switching - 1.5 Complete post switch admin - Scenario 5

1.5.3 Validate COS meter reading (gas)



Customer Switching - 1.5 Complete post switch admin - Scenario 5

1.5.2 Collect any additional information required to manage customer account



Customer Switching - 1.5 Complete post switch admin - Scenario 5

1.5.4 Final and opening statement sent and received

