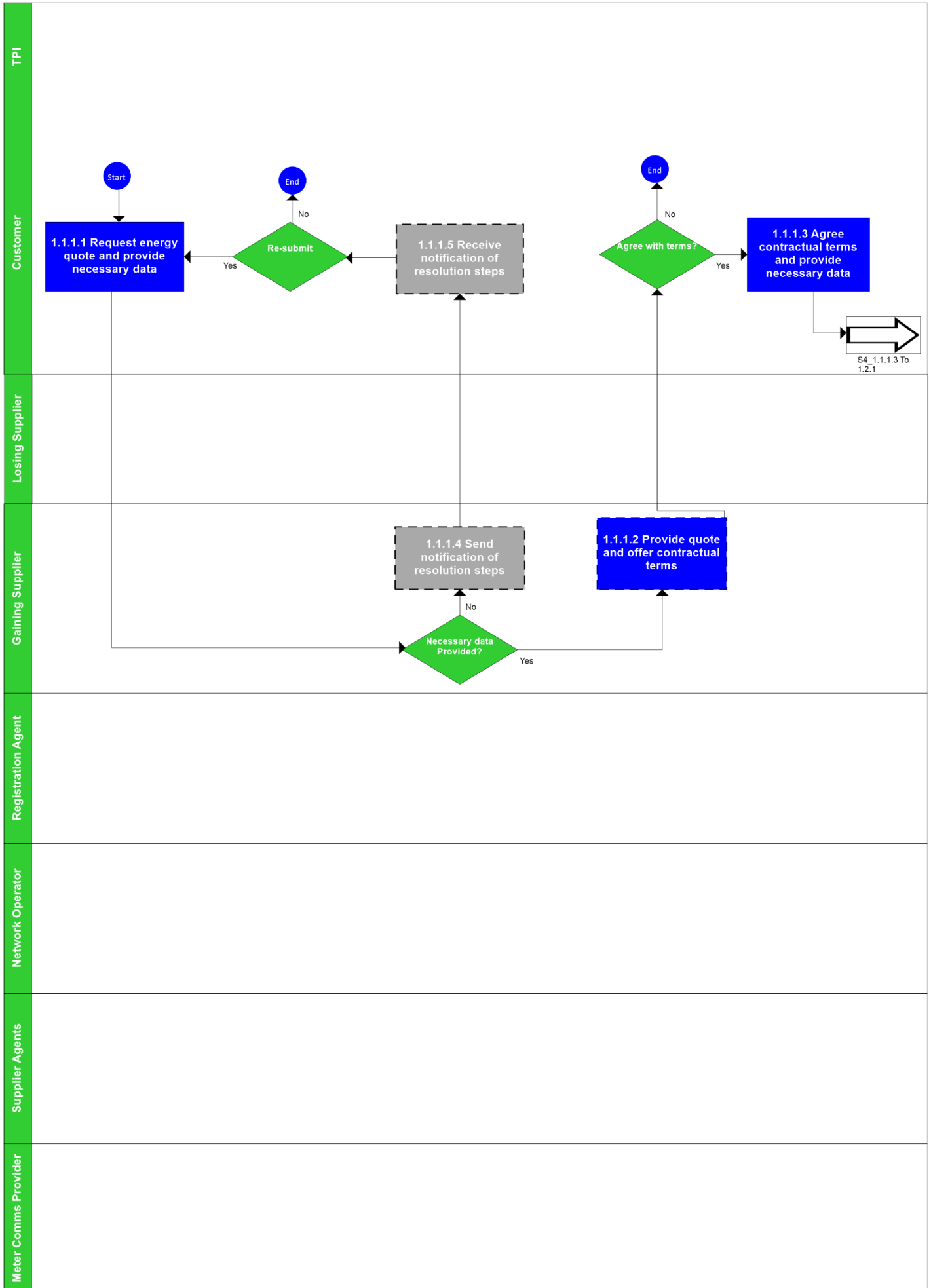


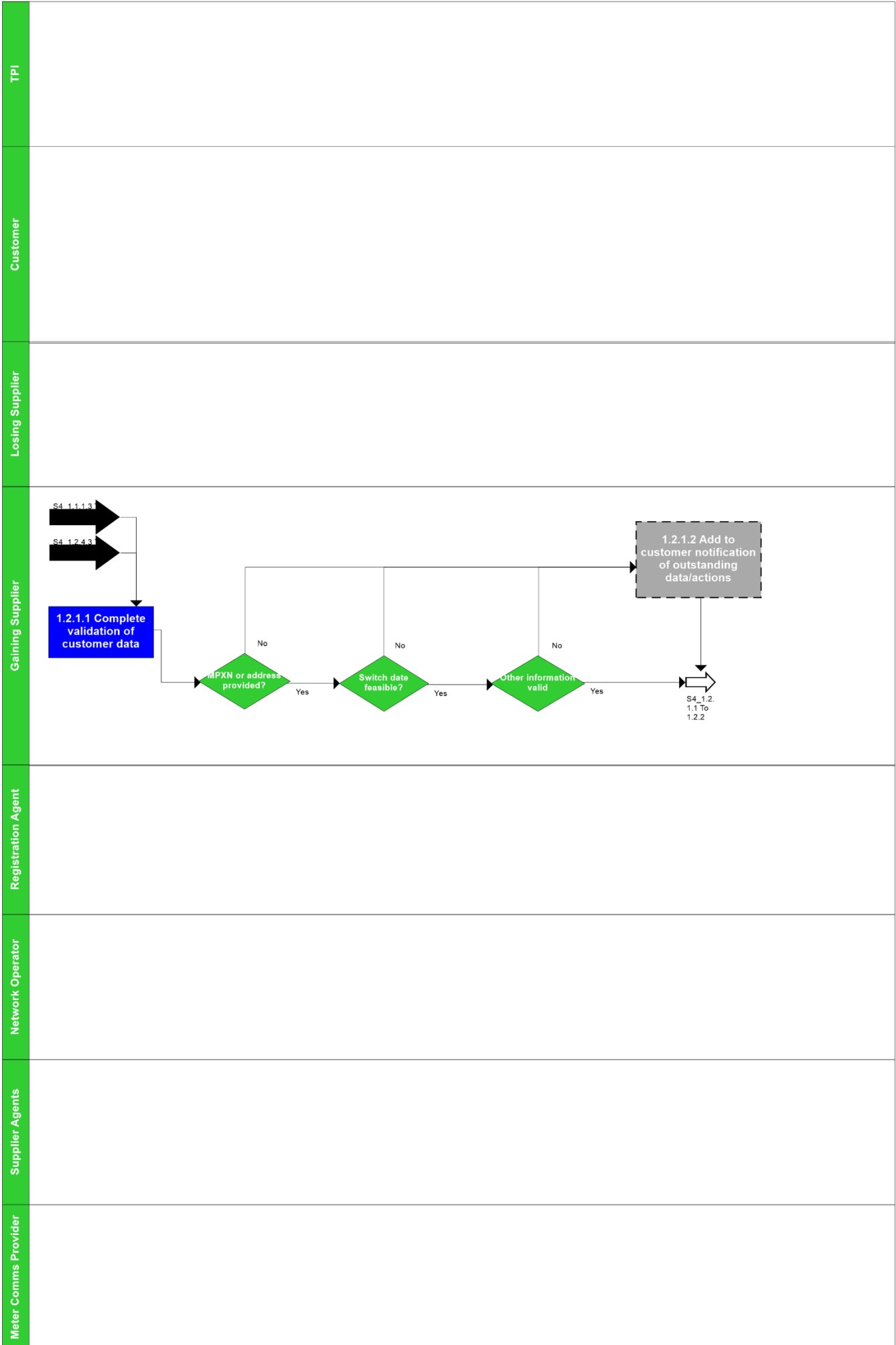
# Customer Switching - 1.1 Complete pre contract activities - Scenario 4

## 1.1.1,1.1.2,1.1.3 Complete pre contract activities



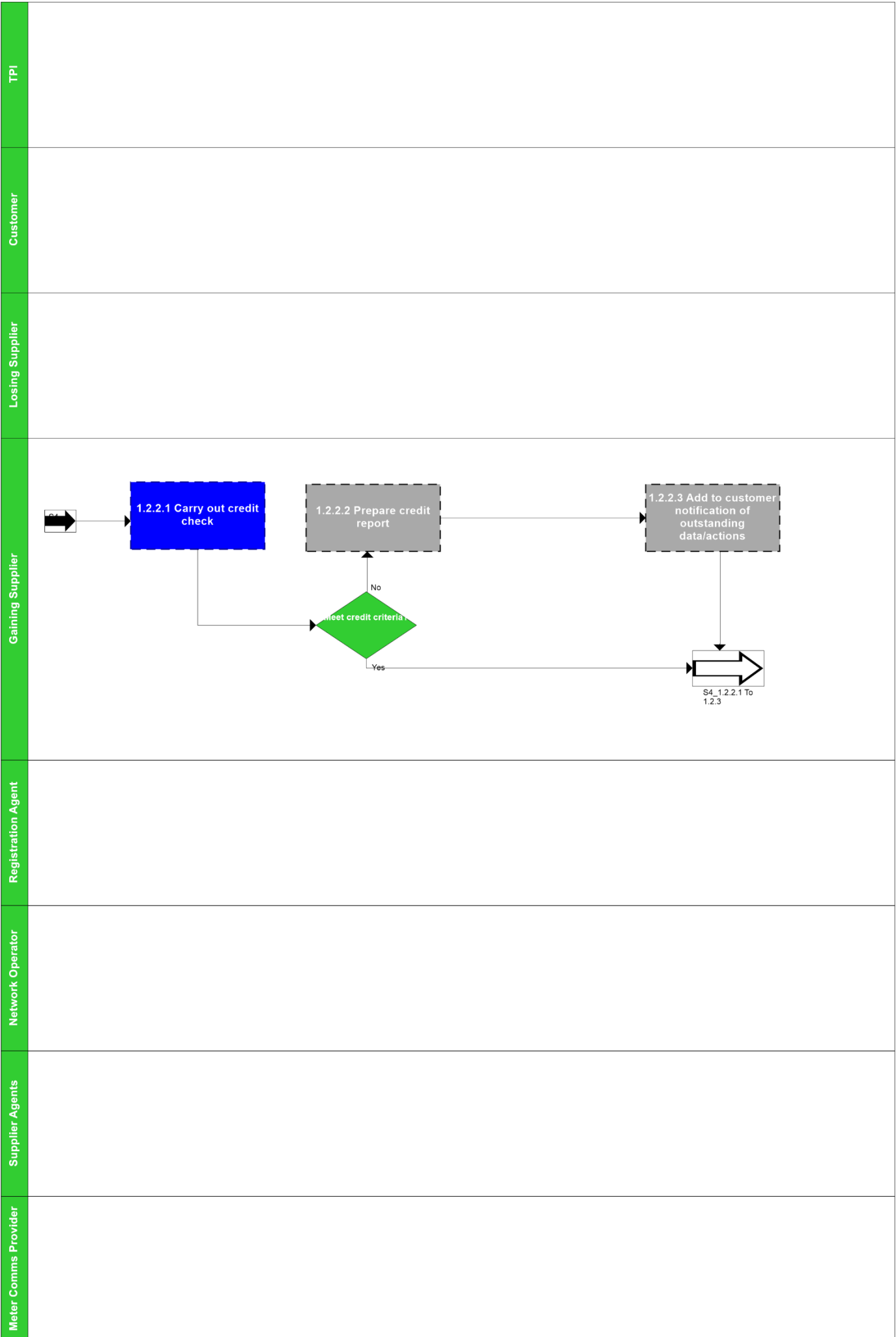
# Customer Switching - 1.1 Complete pre contract activities - Scenario 4

## 1.2.1 Complete validation of customer data



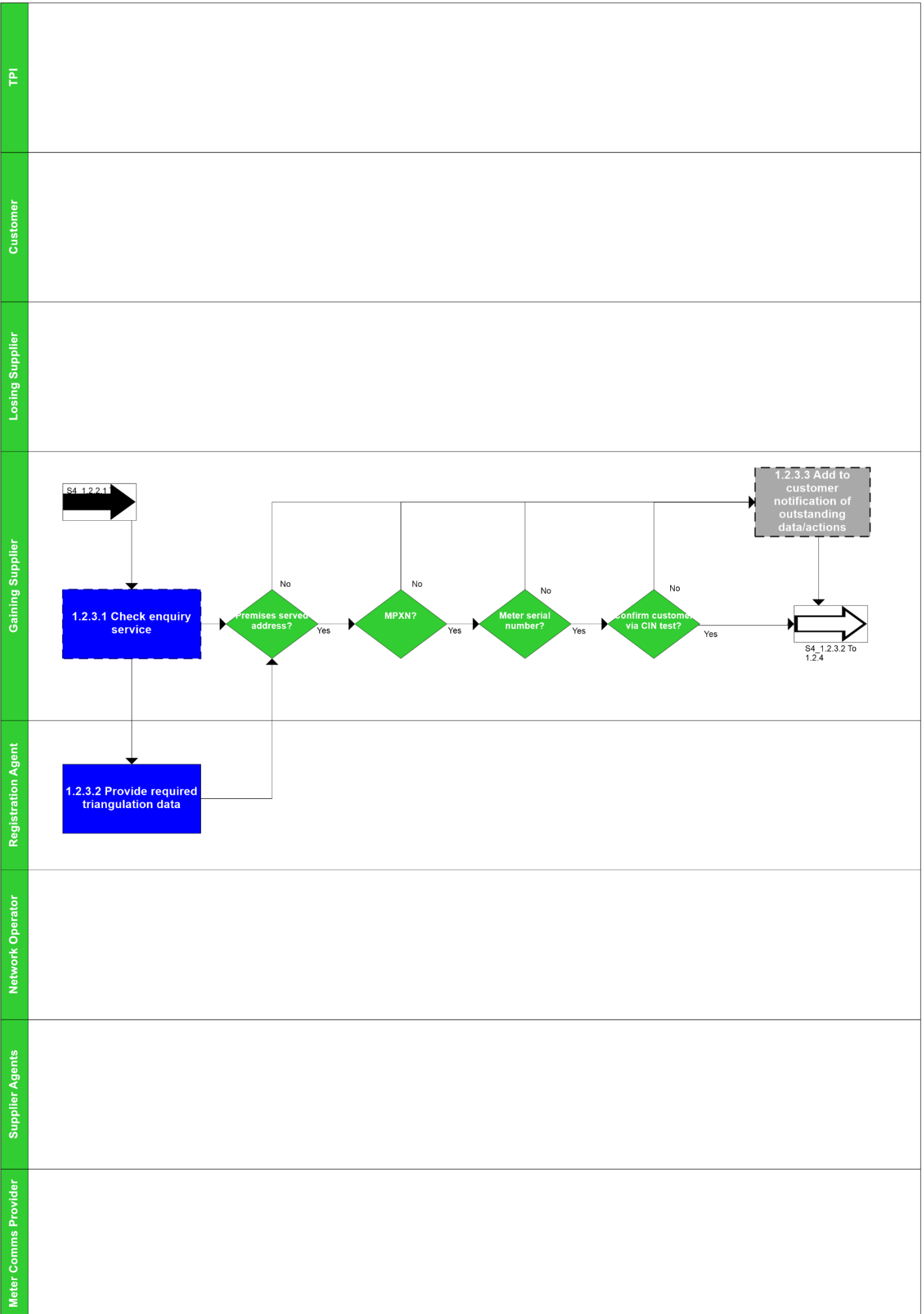
# Customer Switching - 1.2 Complete Supplier checks - Scenario 4

## 1.2.2 Carry out credit check



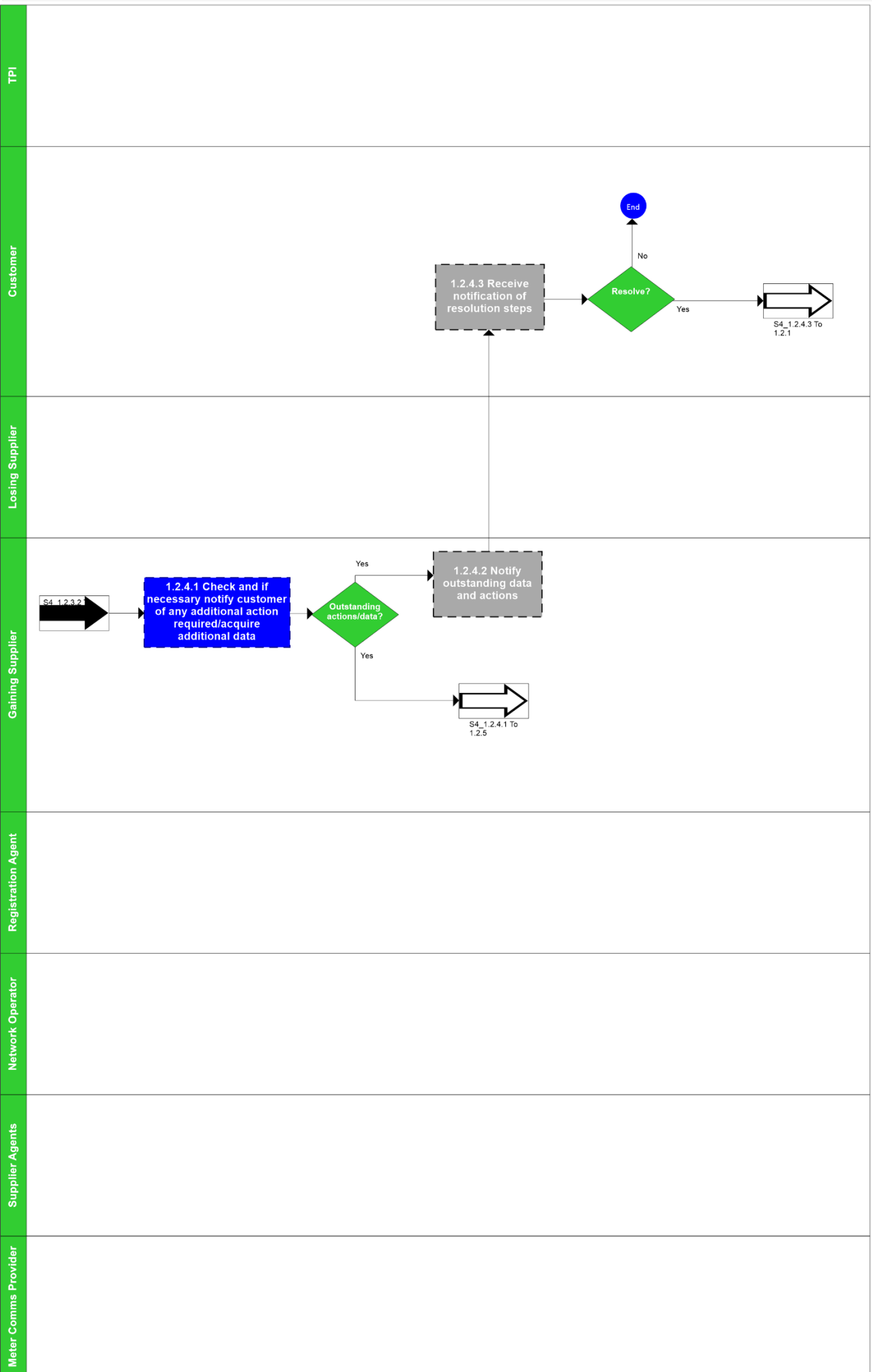
# Customer Switching - 1.2 Complete Supplier checks - Scenario 4

## 1.2.3 Carry out Triangulation / validate meter



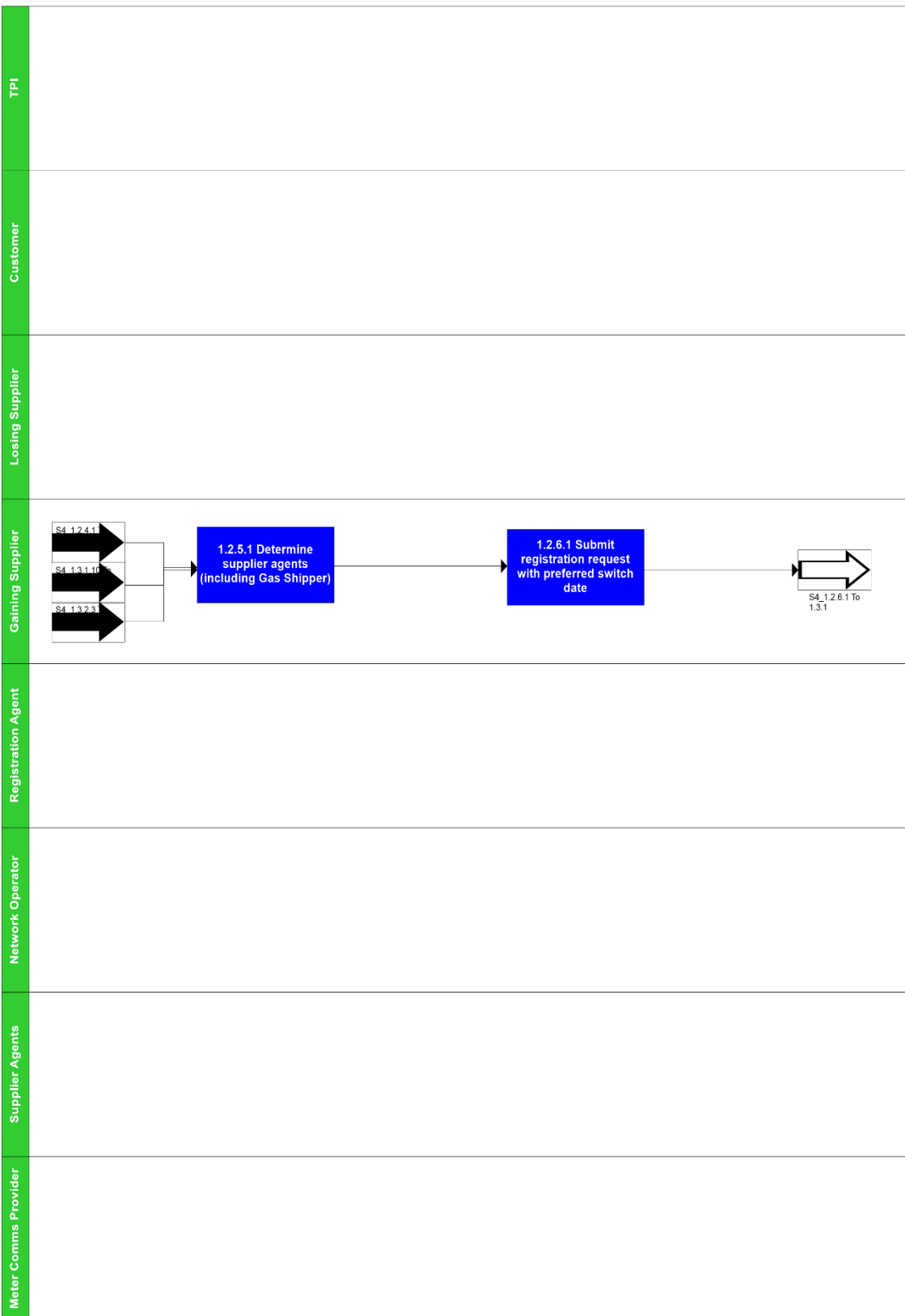
# Customer Switching - 1.2 Complete Supplier checks - Scenario 4

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



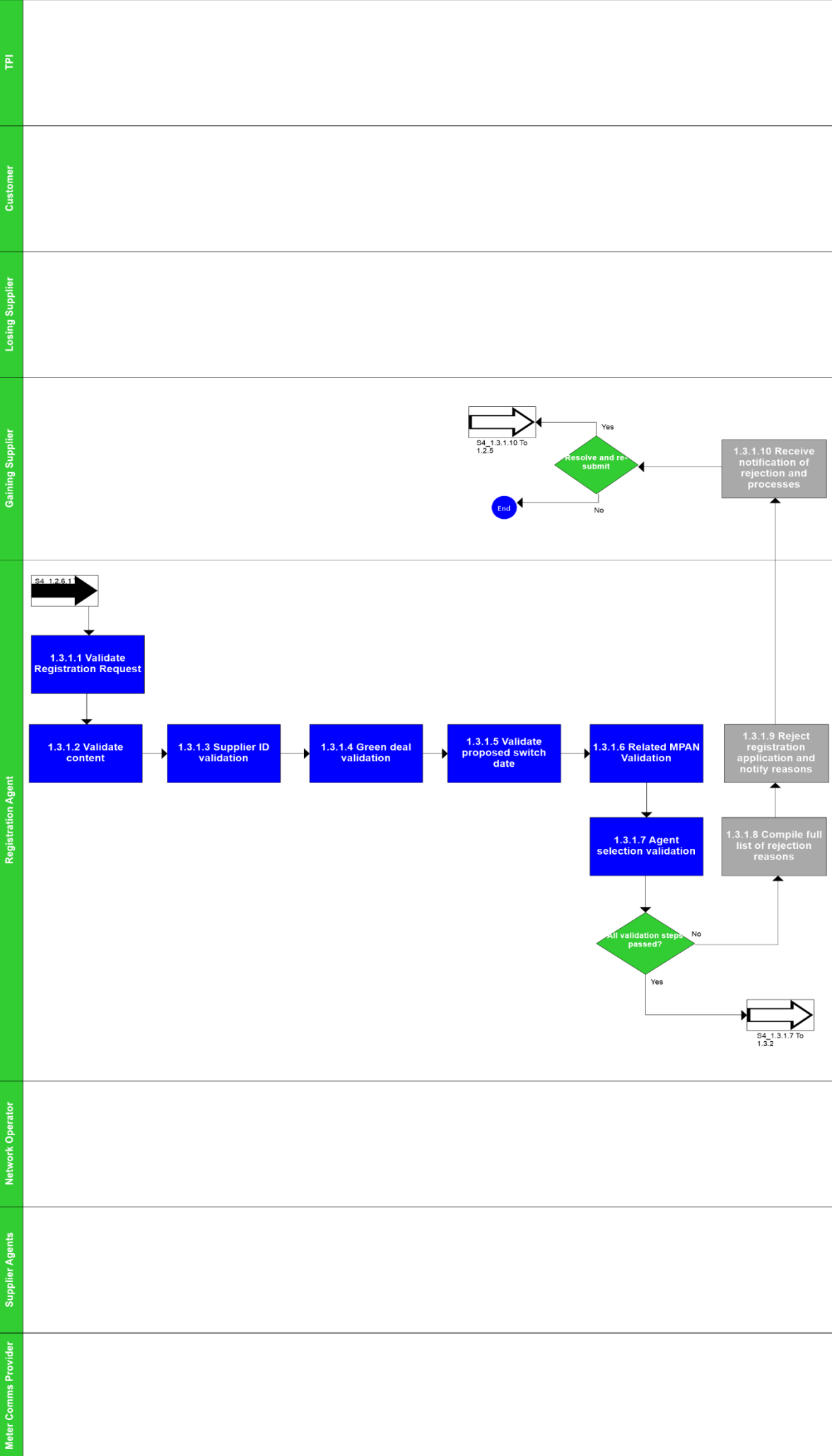
# Customer Switching - 1.2 Complete Supplier checks - Scenario 4

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



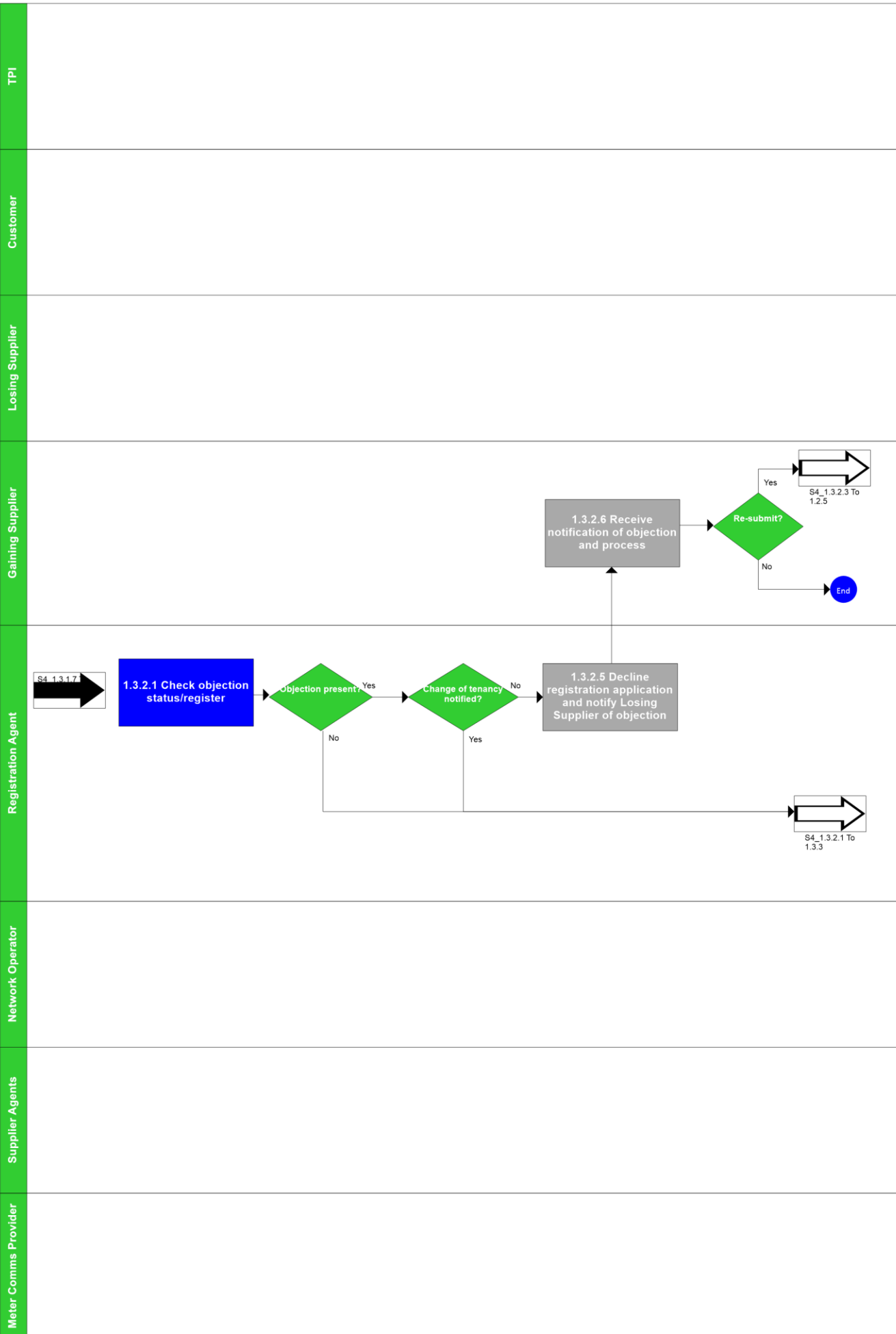
# Customer Switching - 1.3 Register Switch - Scenario 4

## 1.3.1 Validate Registration Request



# Customer Switching - 1.3 Register Switch - Scenario 4

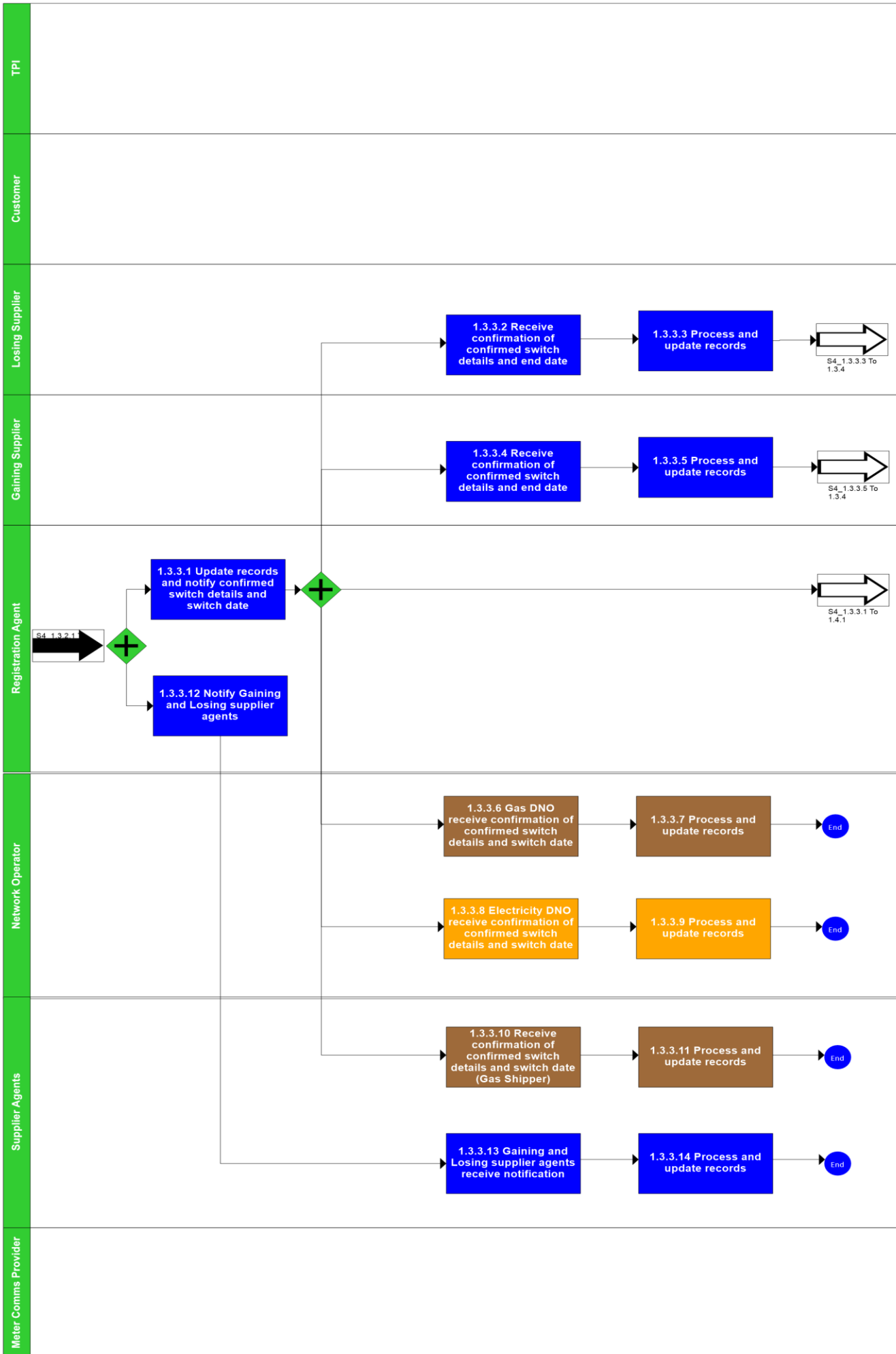
## 1.3.2 Check objection status / register





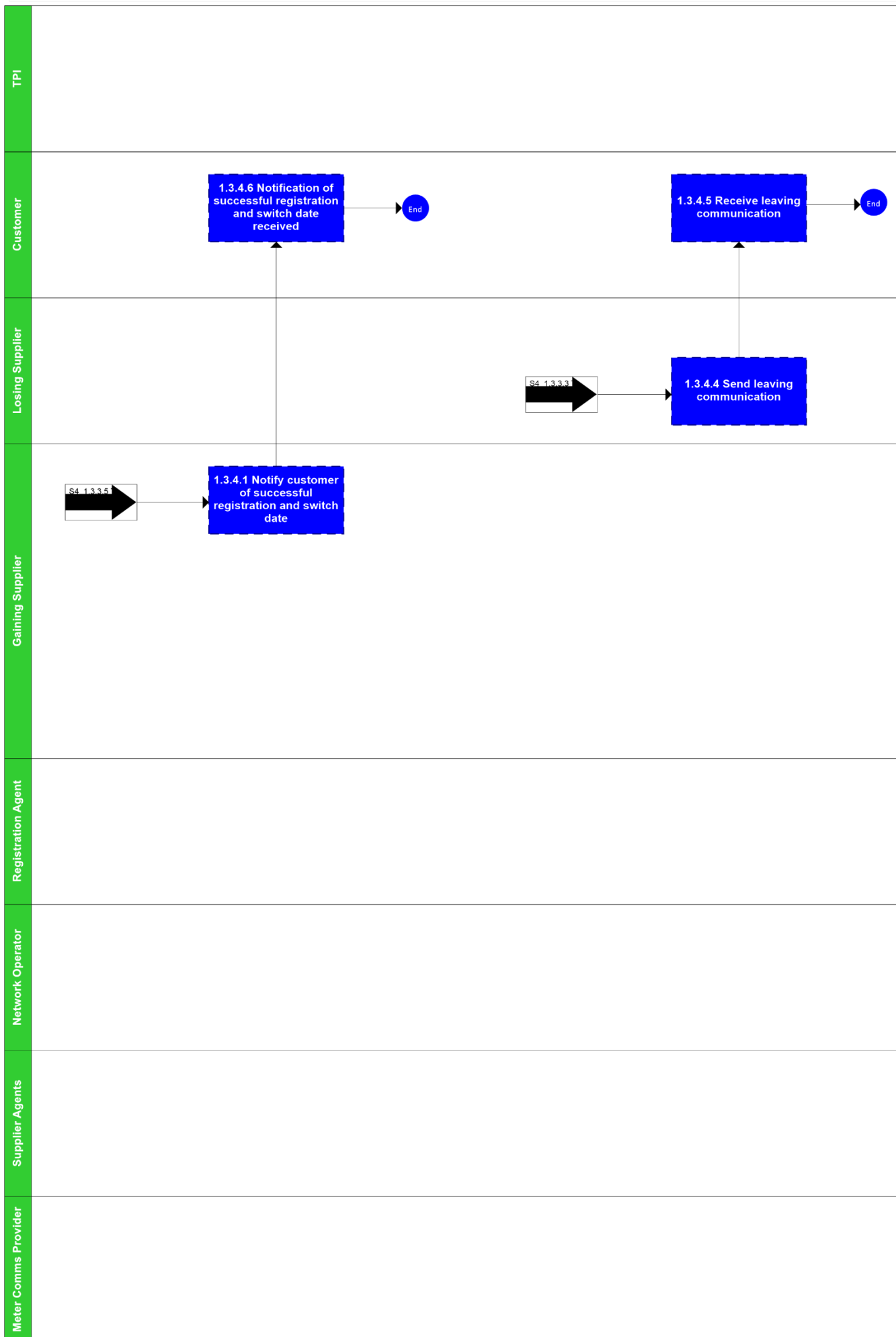
# Customer Switching - 1.3 Register Switch - Scenario 4

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



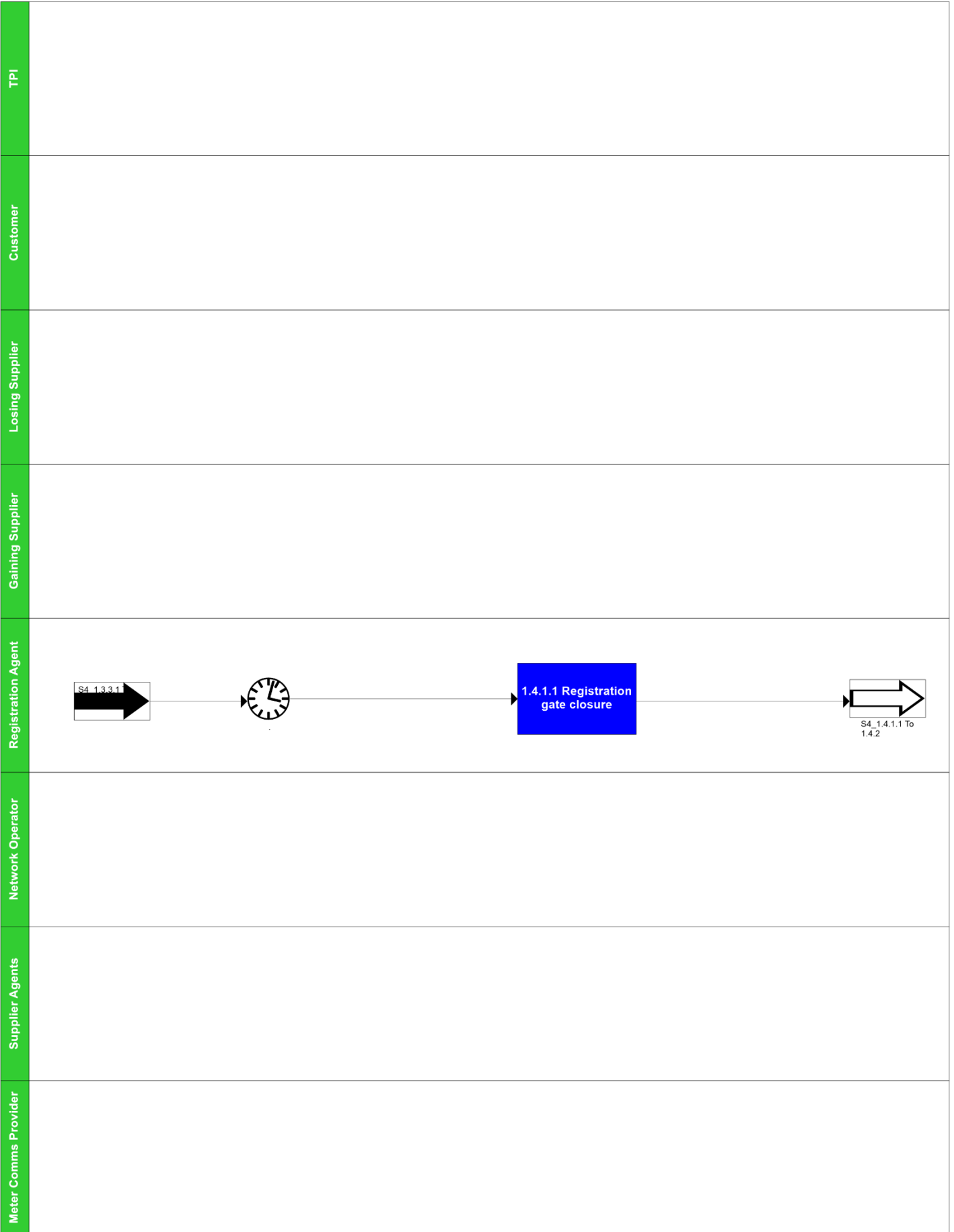
# Customer Switching - 1.3 Register Switch - Scenario 4

## 1.3.4 Notify customer of successful registration and switch date



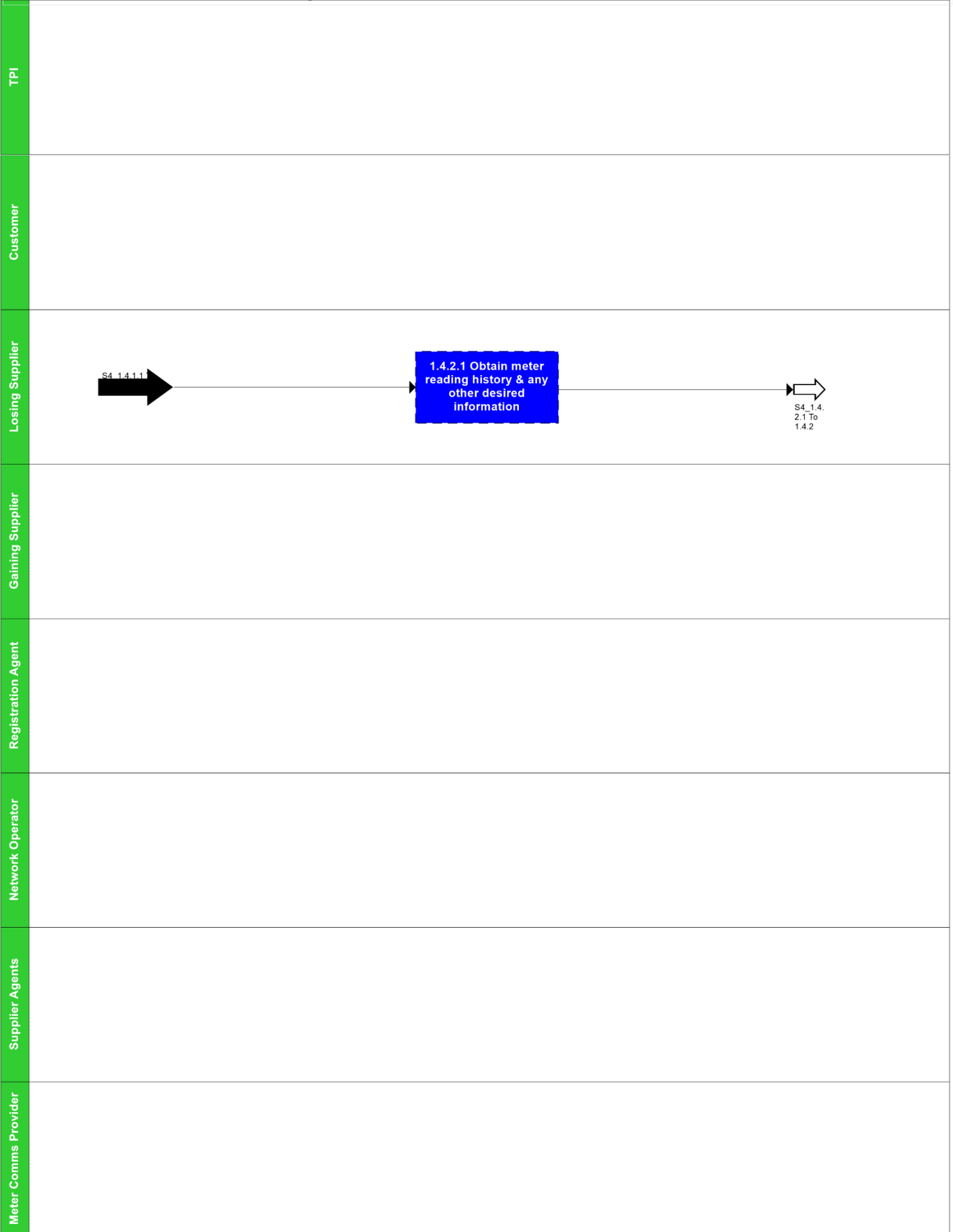
# Customer Switching - 1.4 Execute Switch - Scenario 4

## 1.4.1 Registration gate closure



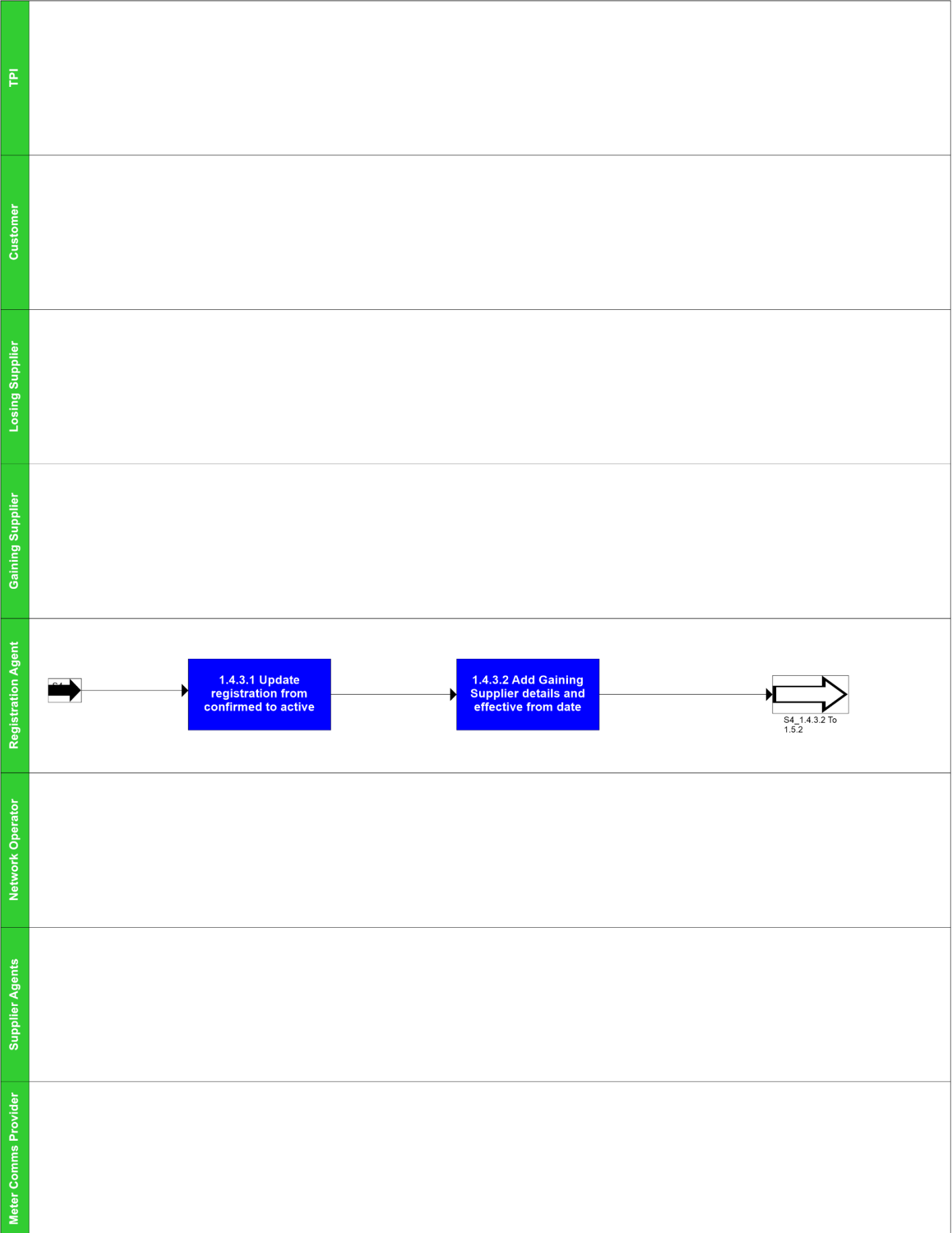
# Customer Switching - 1.4 Execute Switch - Scenario 4

## 1.4.2 Close out relationship with meter



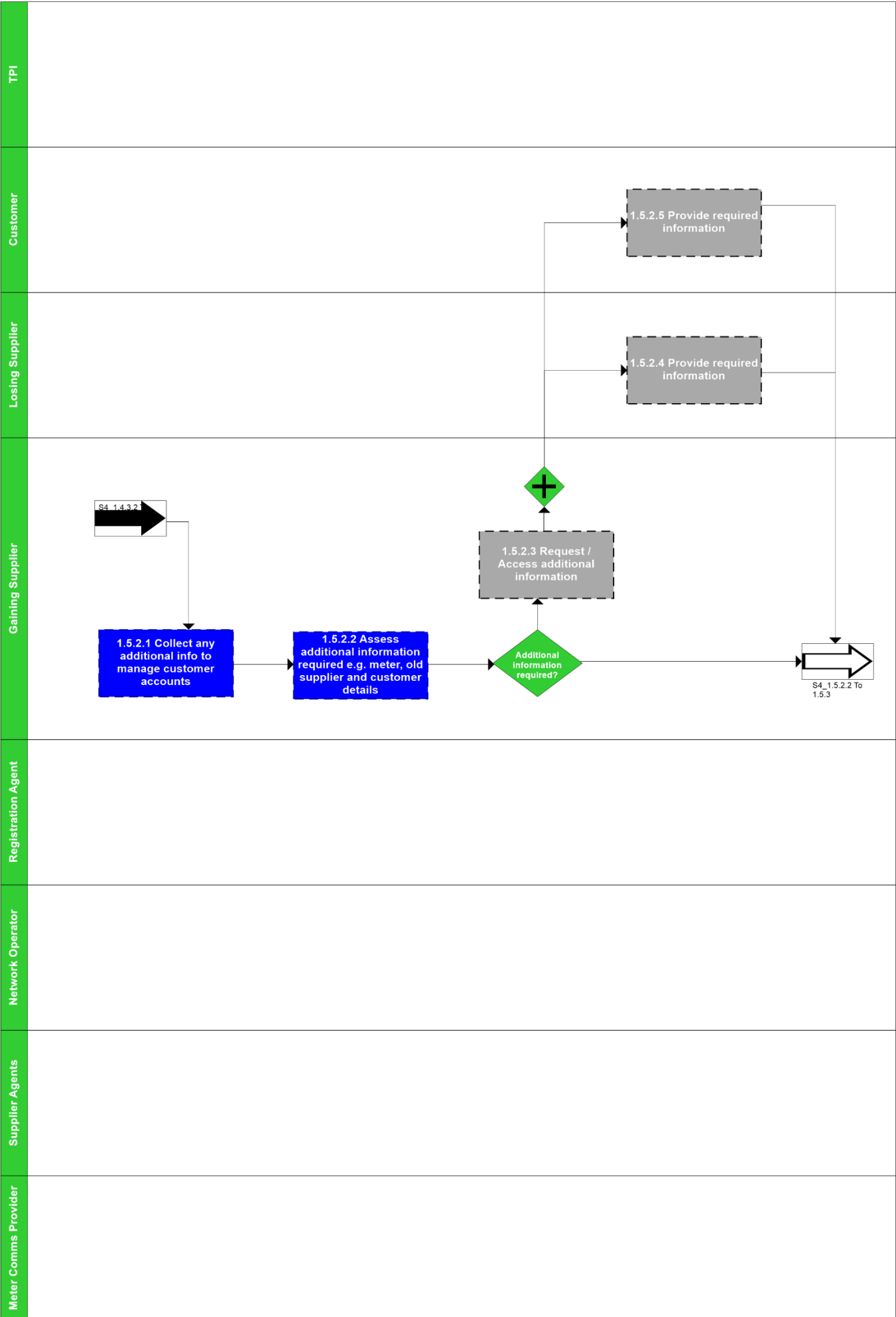
# Customer Switching - 1.4 Execute Switch - Scenario 4

## 1.4.3 Update registration from confirmed to active



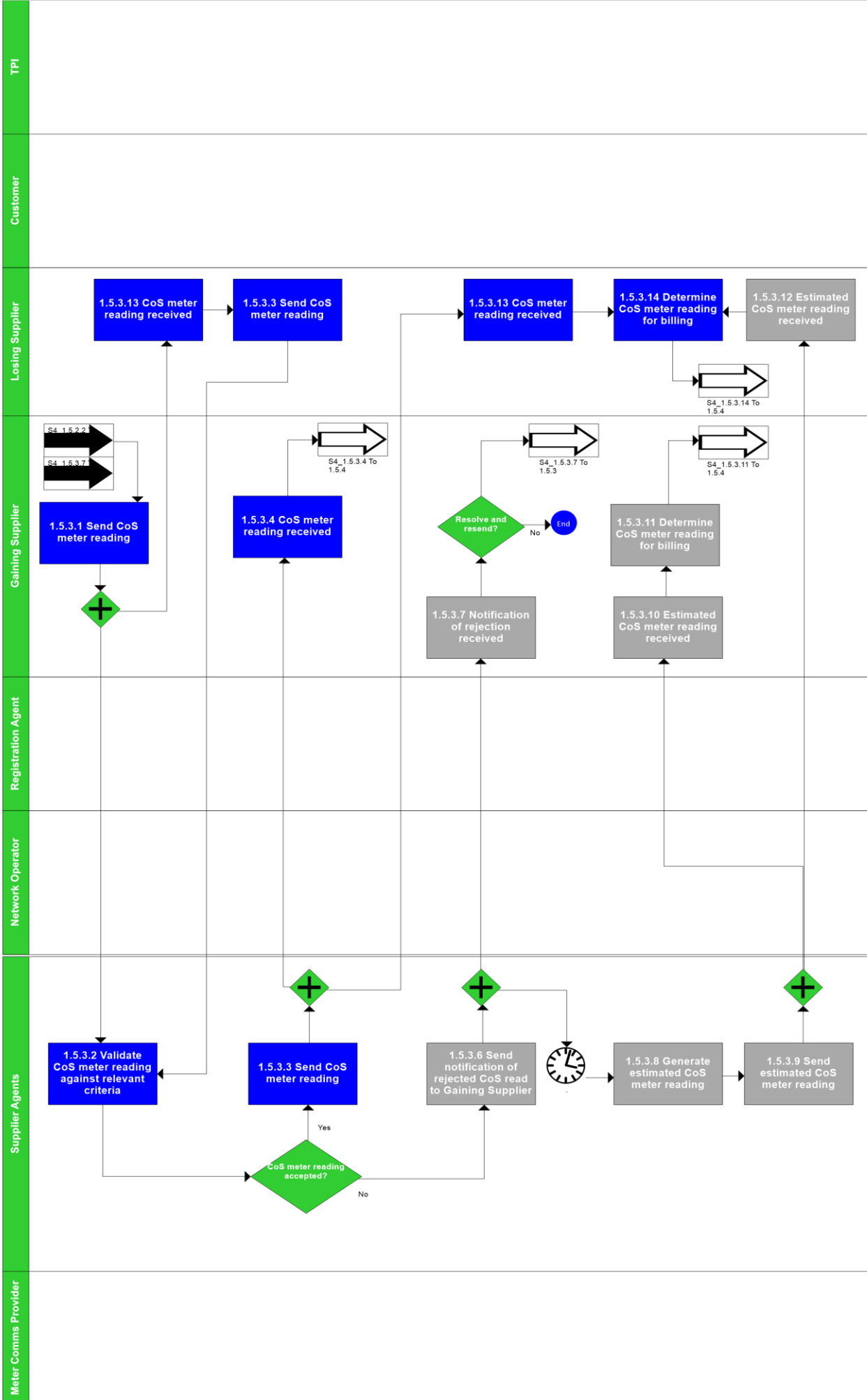
# Customer Switching - 1.5 Complete post switch admin - Scenario 4

## 1.5.2 Collect any additional information required to manage customer account



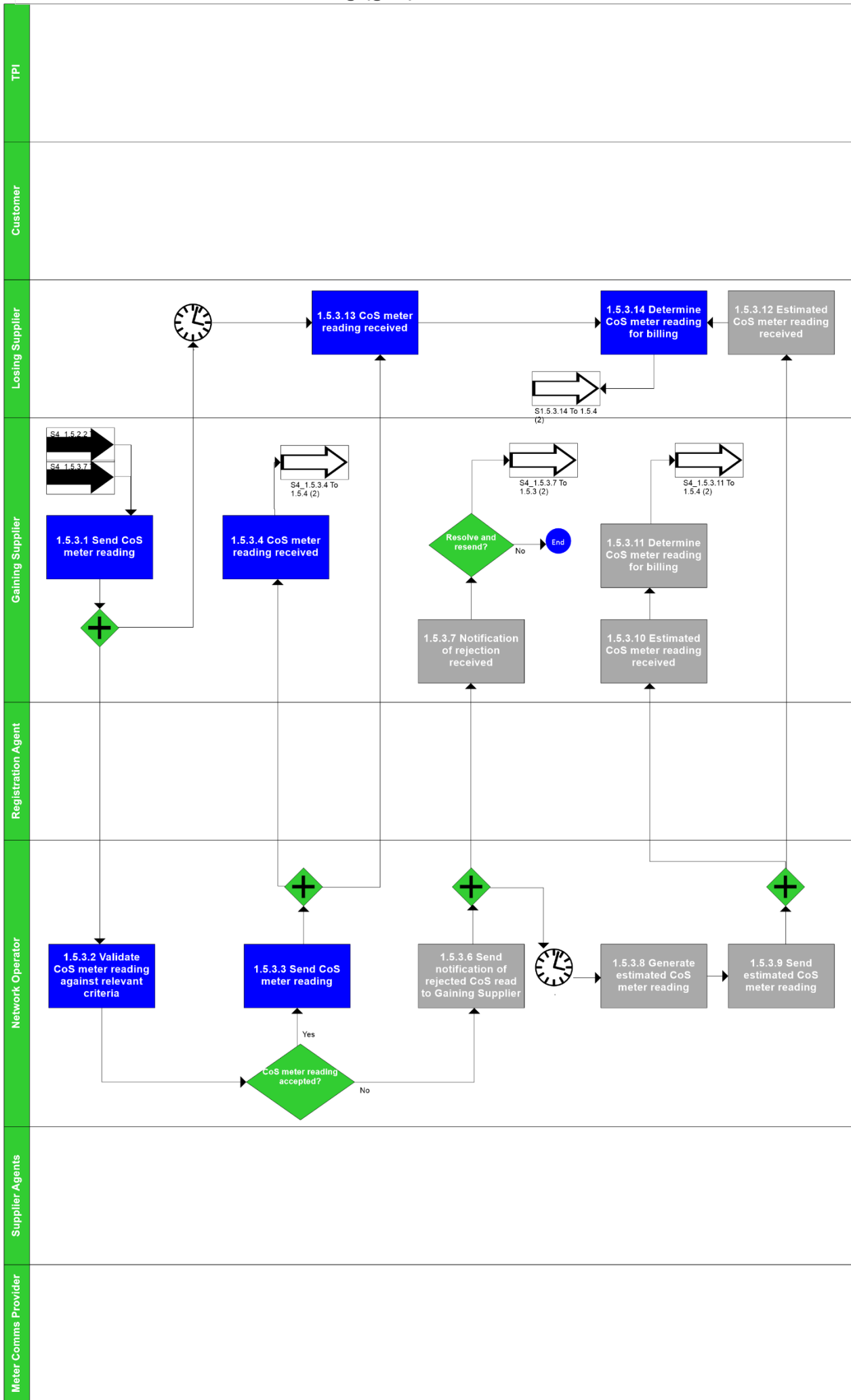
# Customer Switching - 1.5 Complete post switch admin (billing, agents, etc)...

## 1.5.3 Validate COS meter reading (electricity)



# Customer Switching - 1.4 Execute Switch - Scenario 4

## 1.5.3 Validate COS meter reading (gas)





# Customer Switching - 1.5 Complete post switch admin - Scenario 4

## 1.5.4 Final and opening statement sent and received

