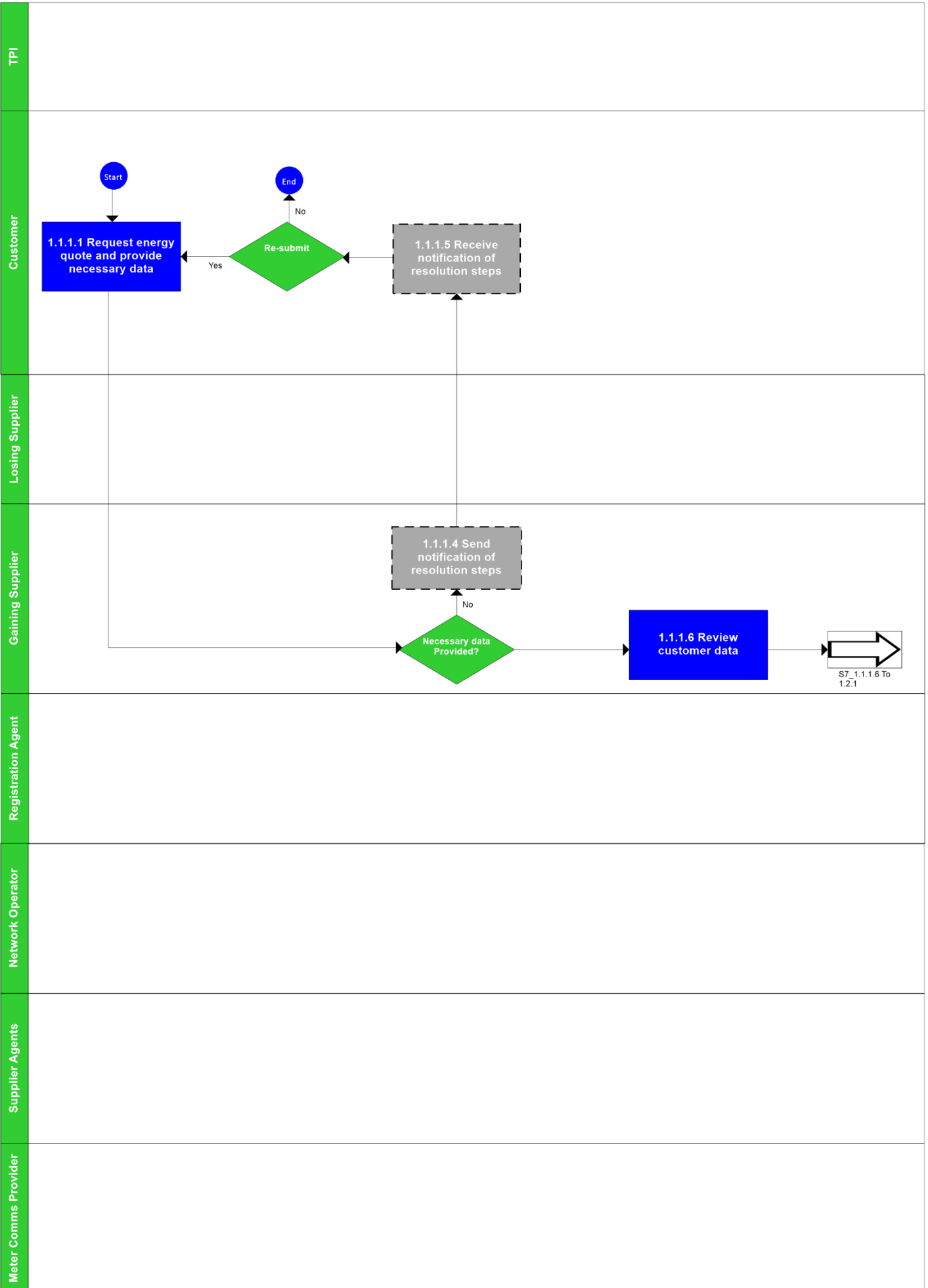


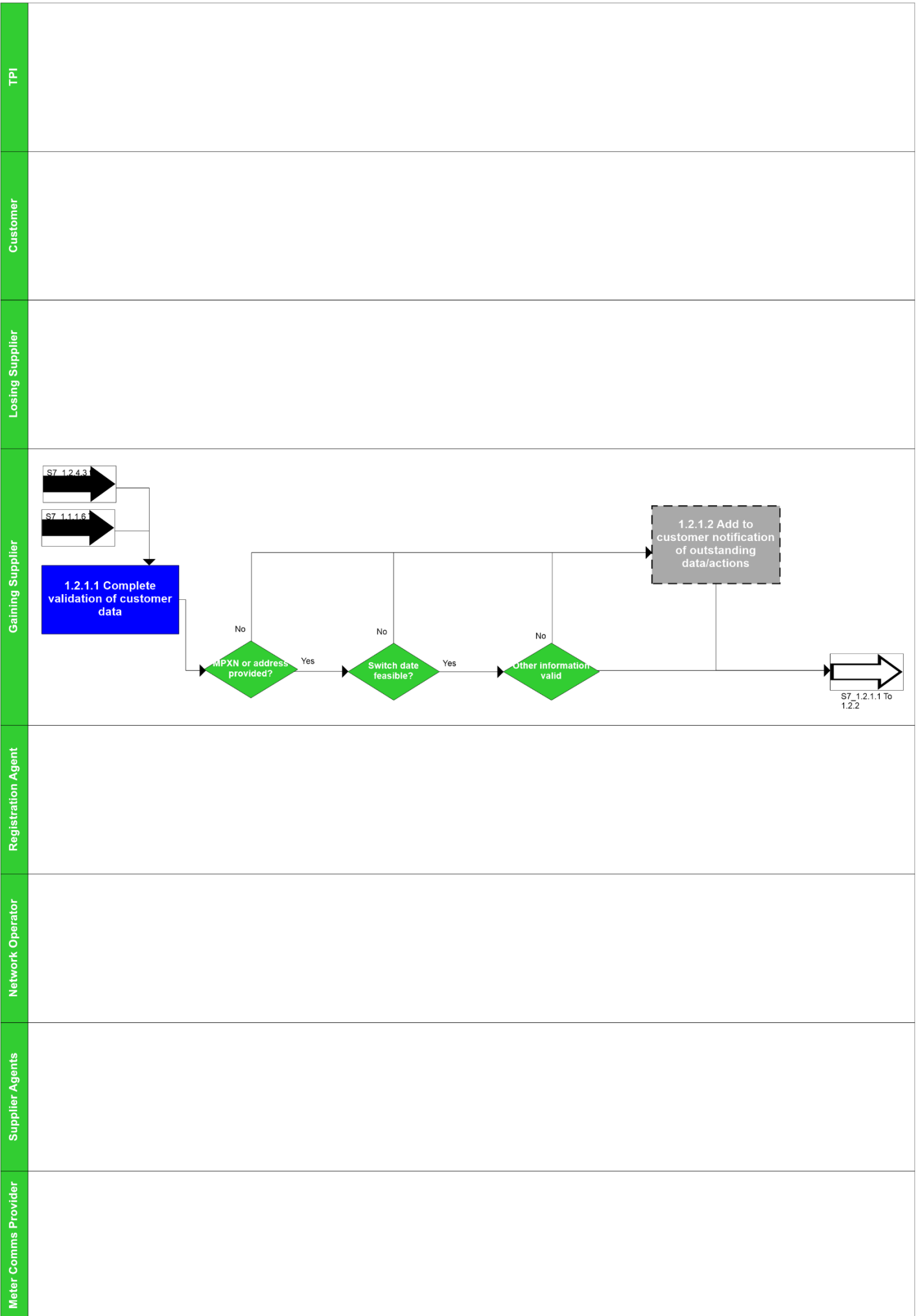
Customer Switching - 1.1 Complete pre contract activities - Scenario 7

1.1.1 Request energy quote and provide necessary data



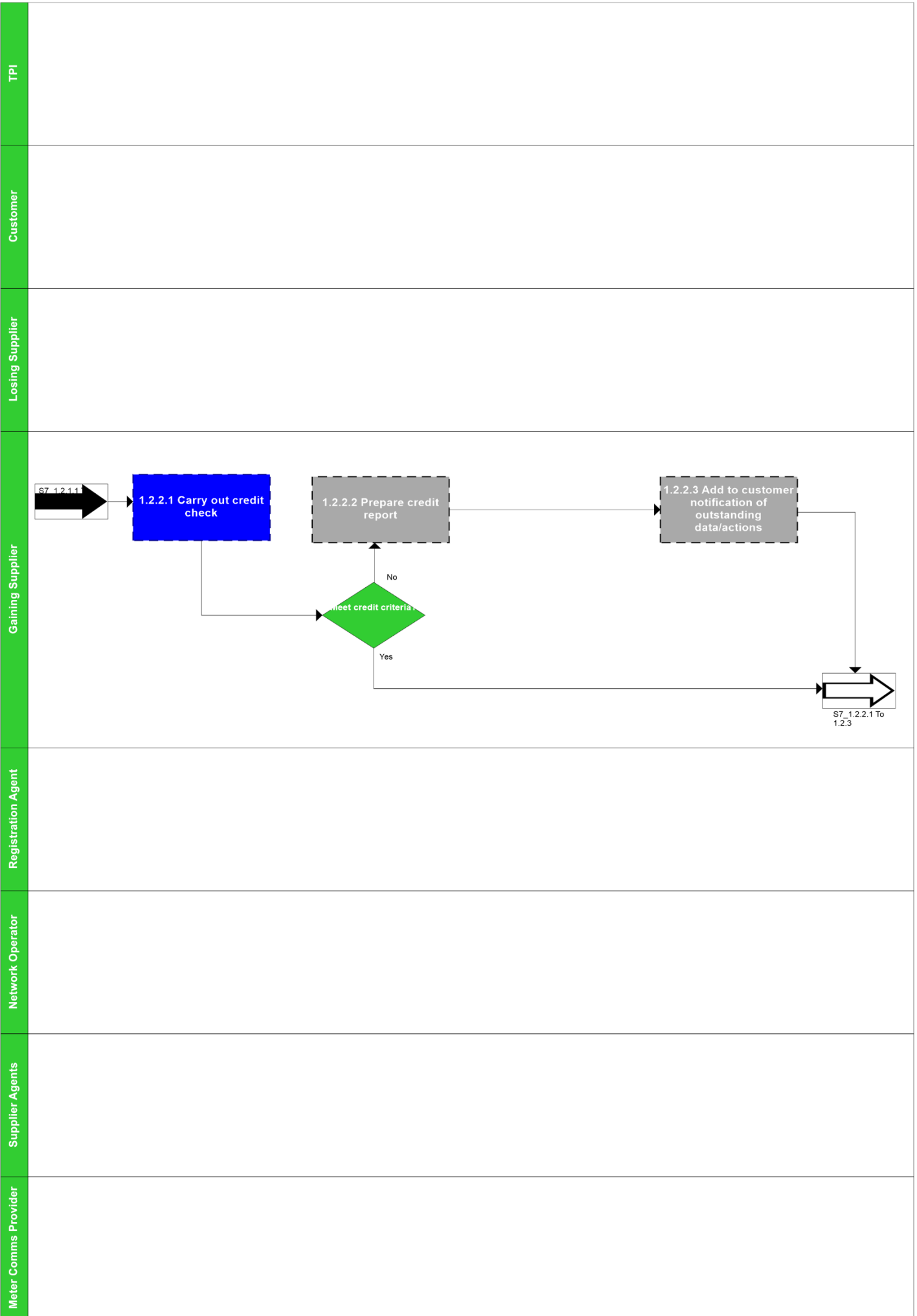
Customer Switching - 1.2 Complete Supplier checks - Scenario 7

1.2.1 Complete validation of customer data



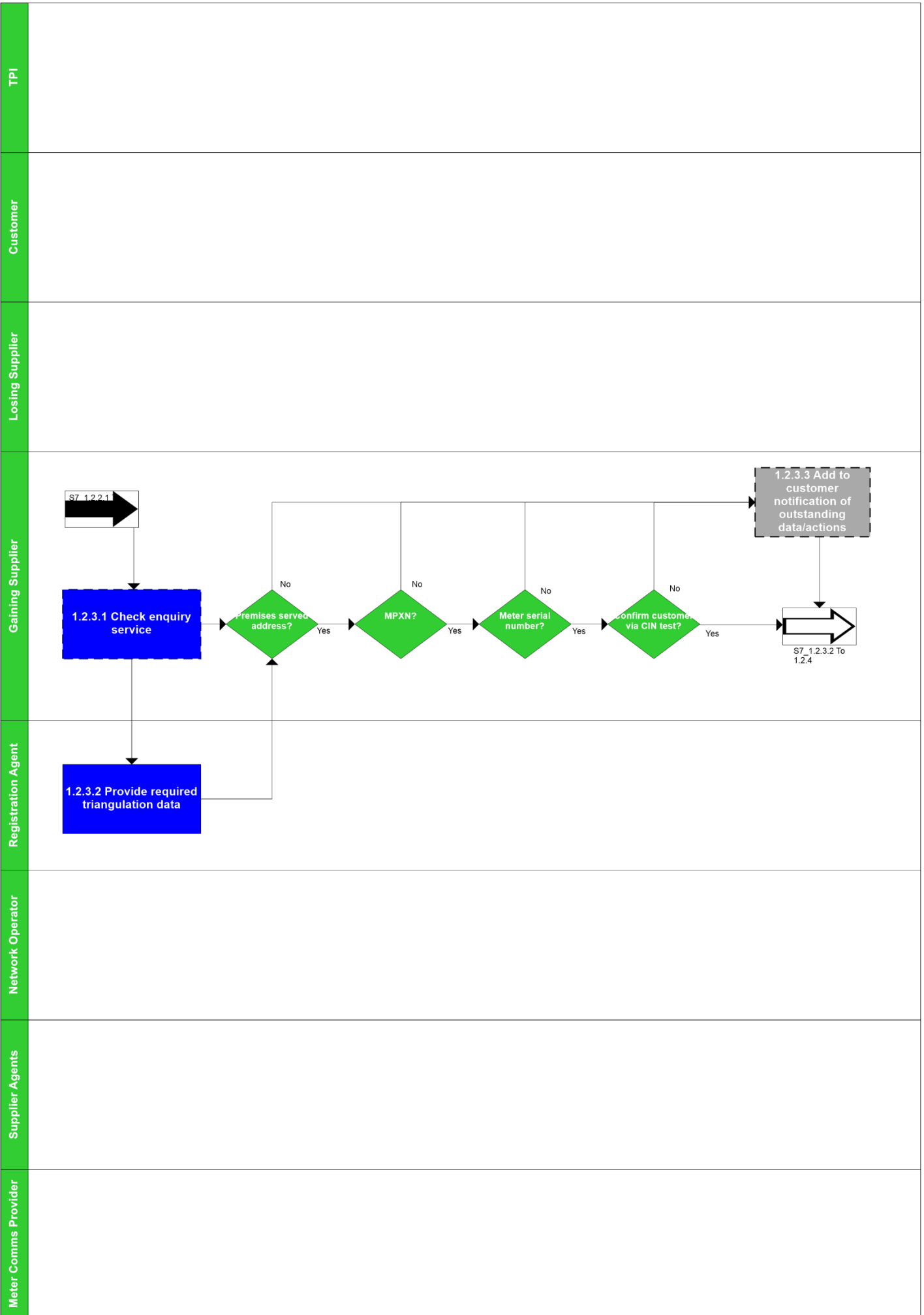
Customer Switching - 1.2 Complete Supplier checks - Scenario 7

1.2.2 Carry out credit check



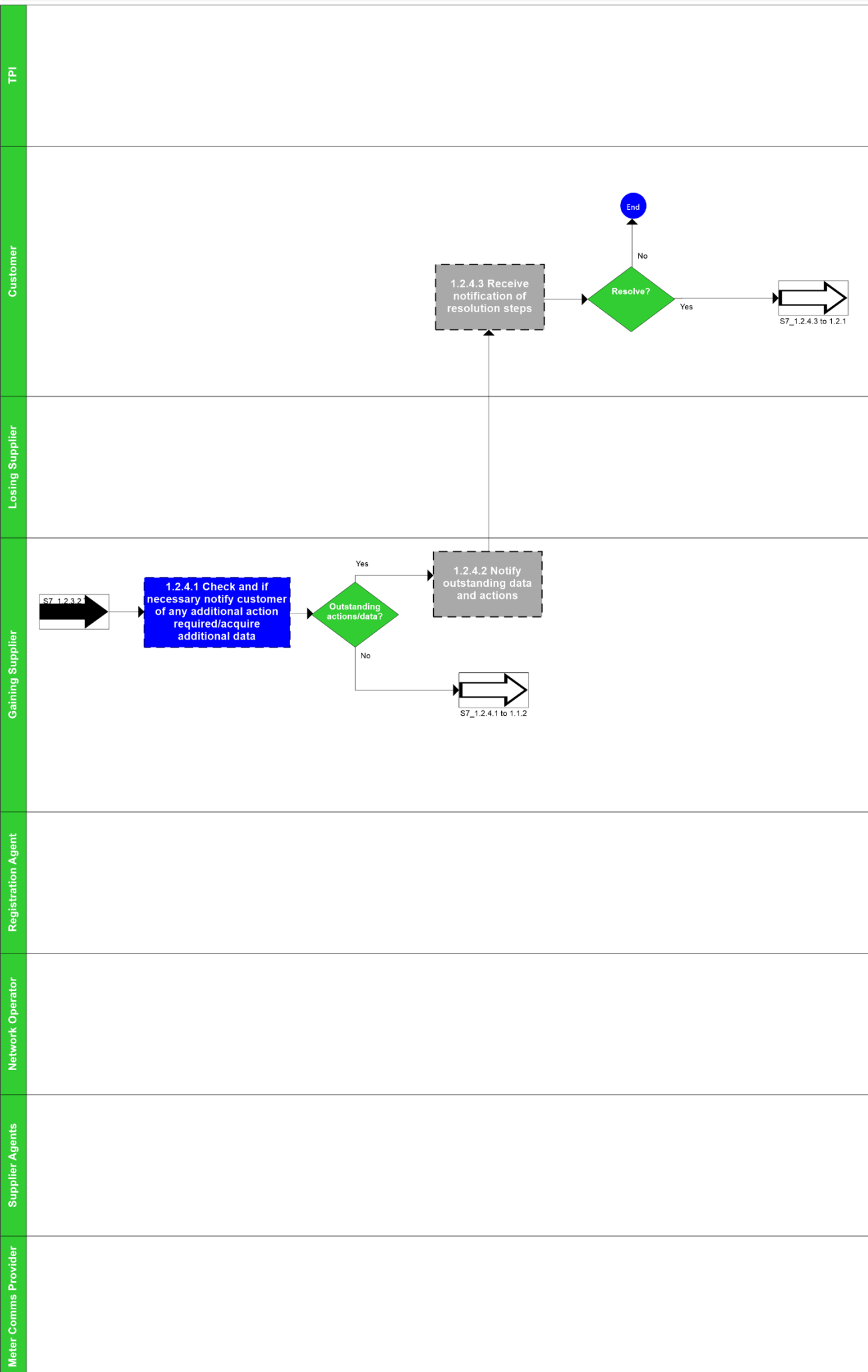
Customer Switching - 1.2 Complete Supplier checks - Scenario 7

1.2.3 Carry out Triangulation / validate meter



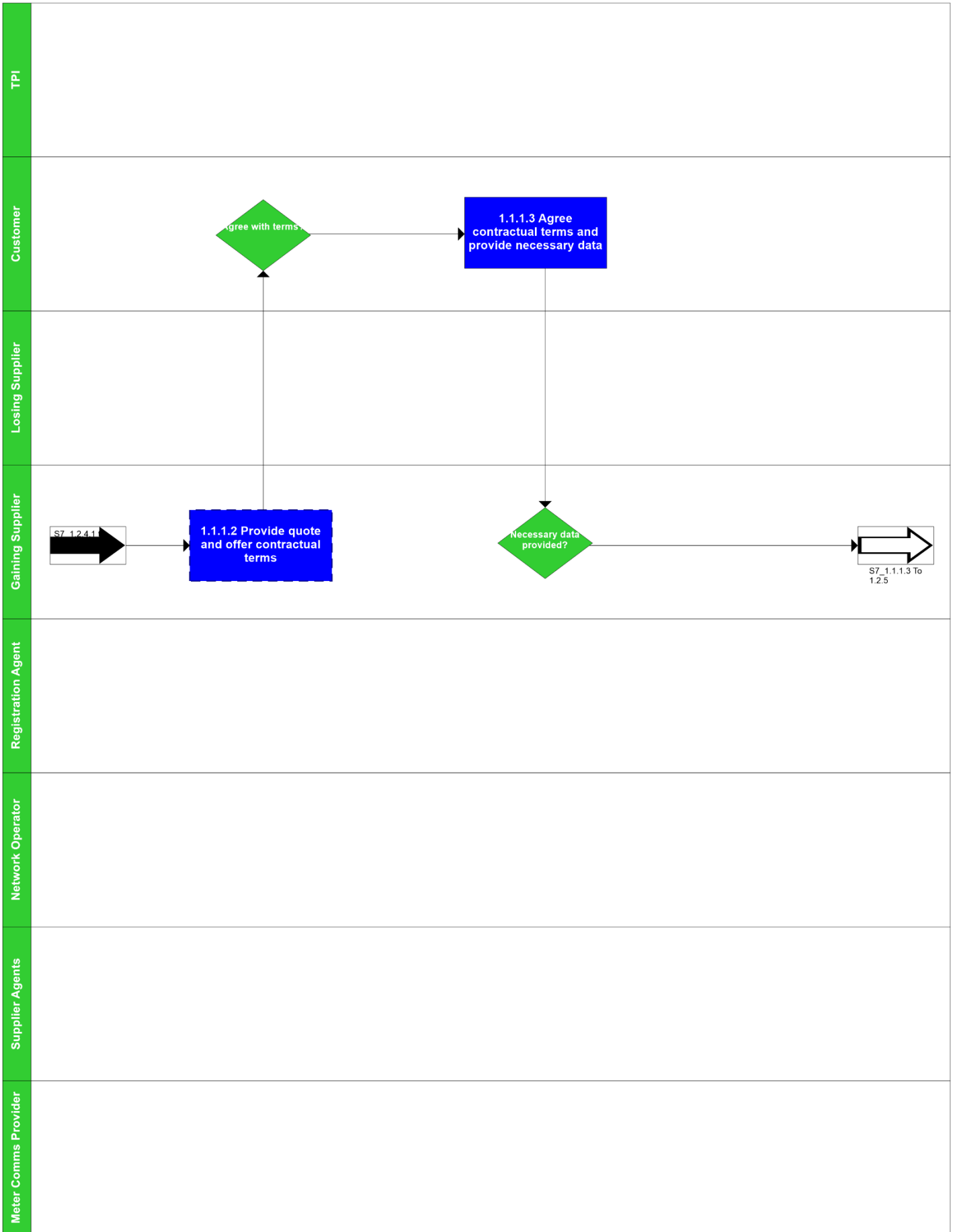
Customer Switching - 1.2 Complete Supplier checks - Scenario 7

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



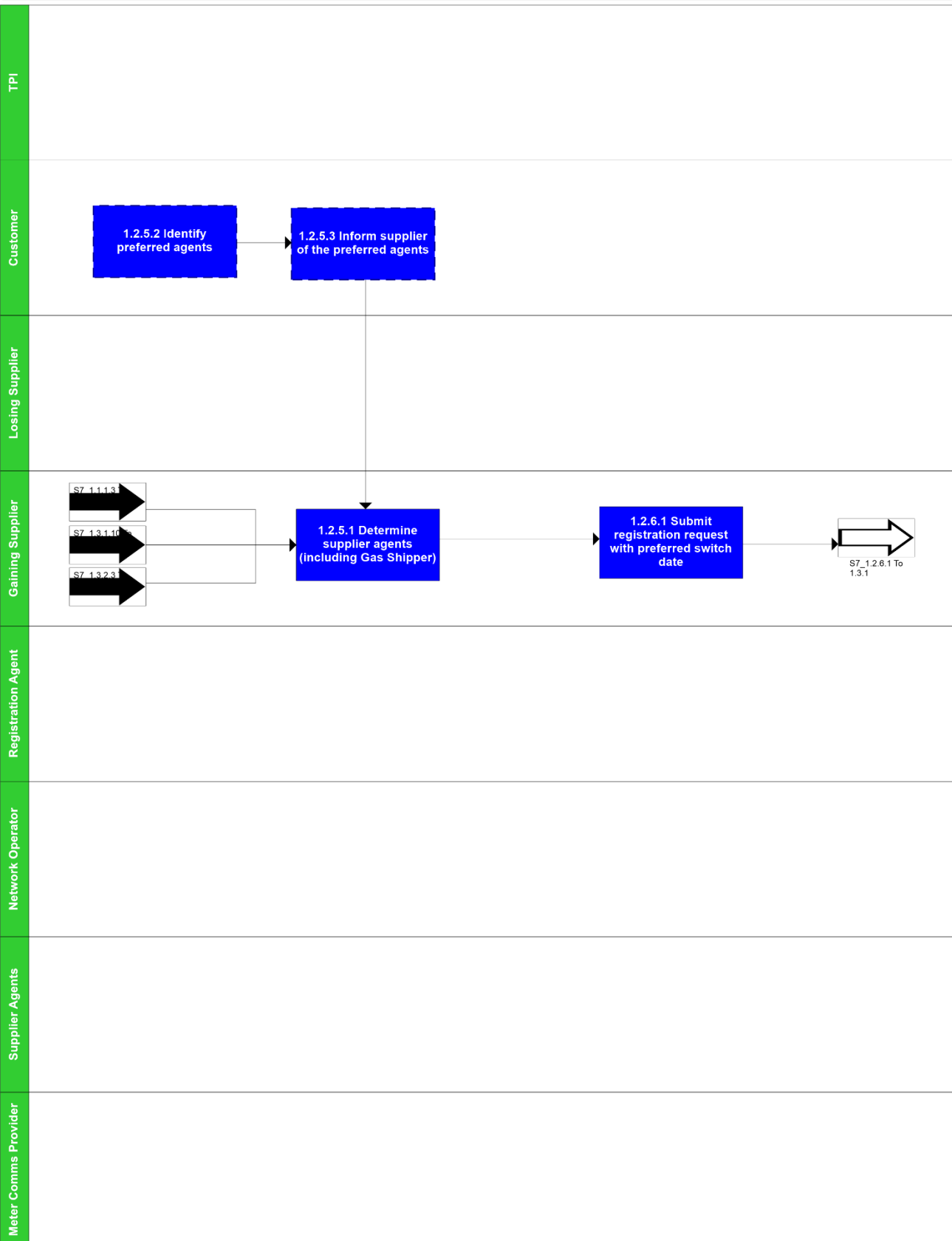
Customer Switching - 1.1 Complete pre contract activities - Scenario 7

Level 3 1.1.2 Provide quote and offer contractual terms and 1.1.3 Agree contract...



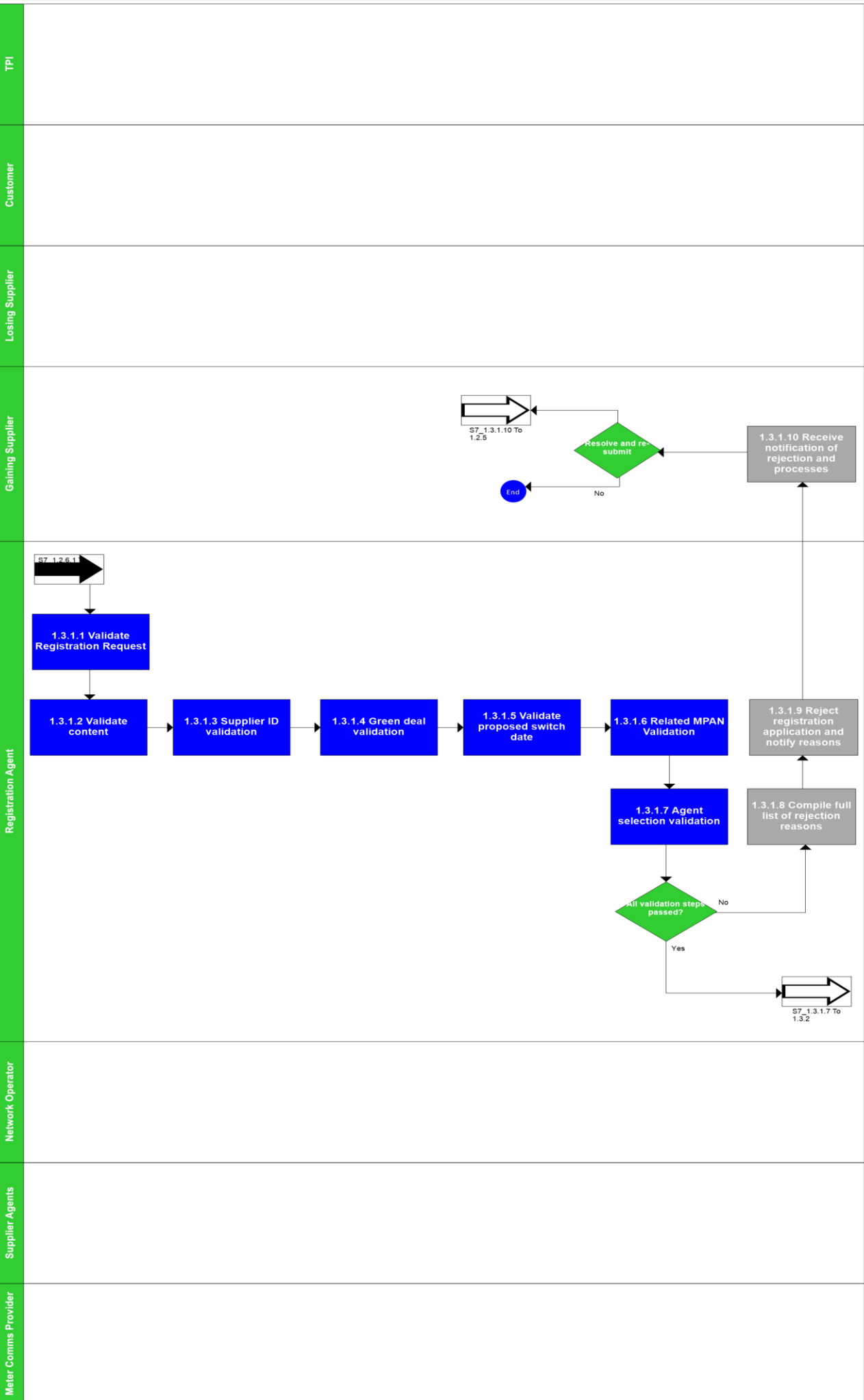
Customer Switching - 1.2 Complete Supplier checks - Scenario 7

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



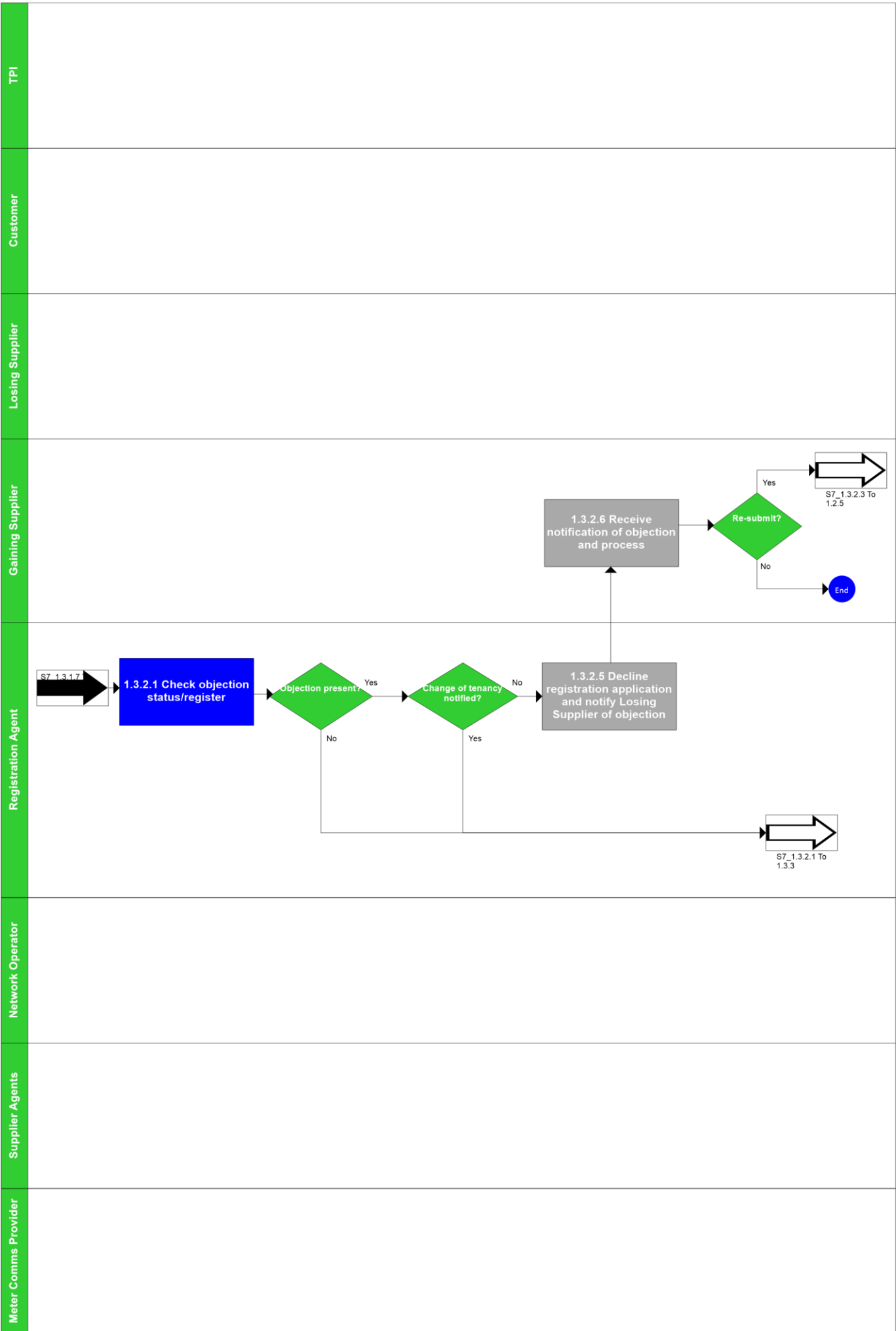
Customer Switching - 1.3 Register Switch - Scenario 7

1.3.1 Validate Registration Request



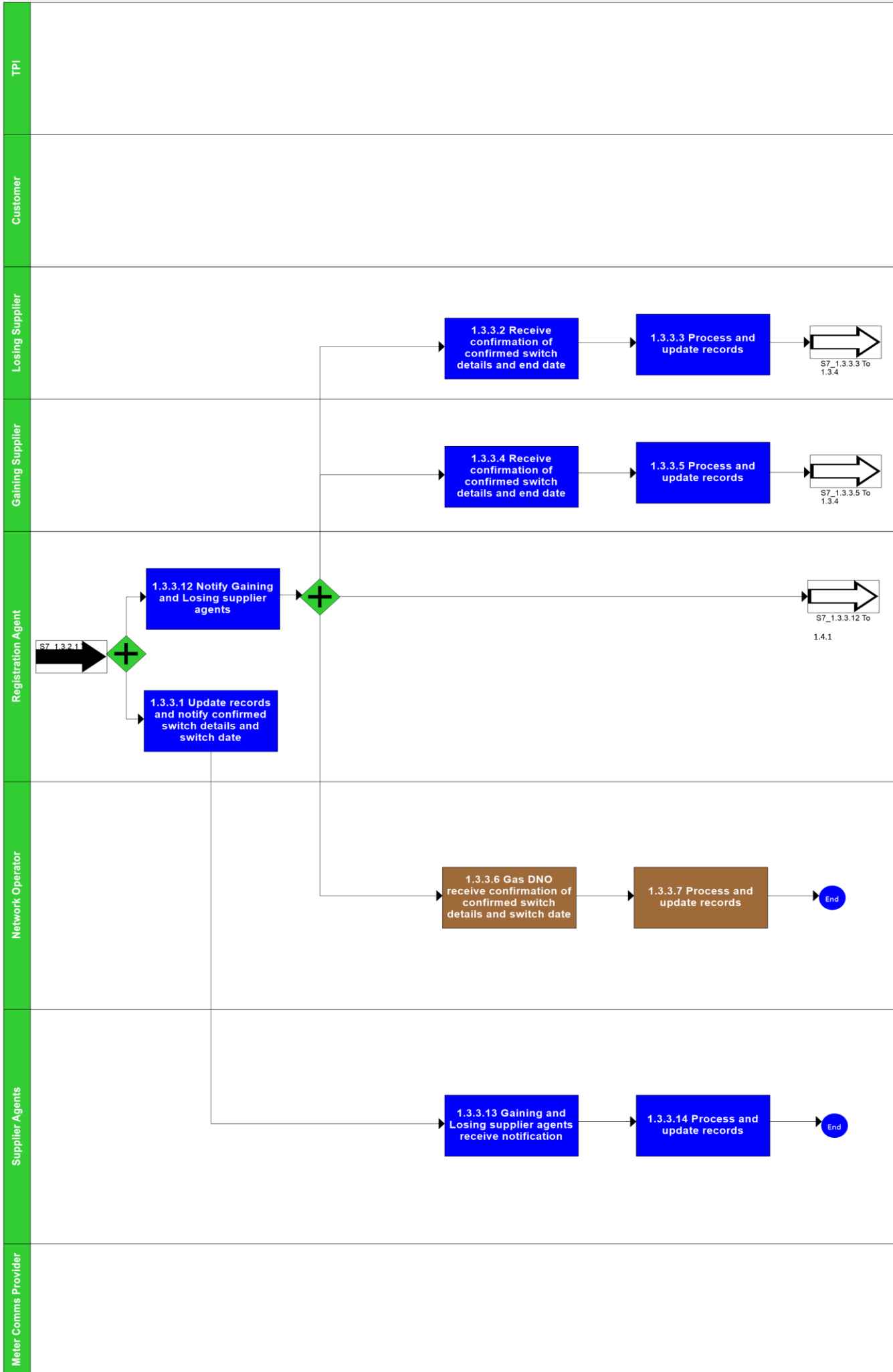
Customer Switching - 1.3 Register Switch - Scenario 7

1.3.2 Check objection status / register



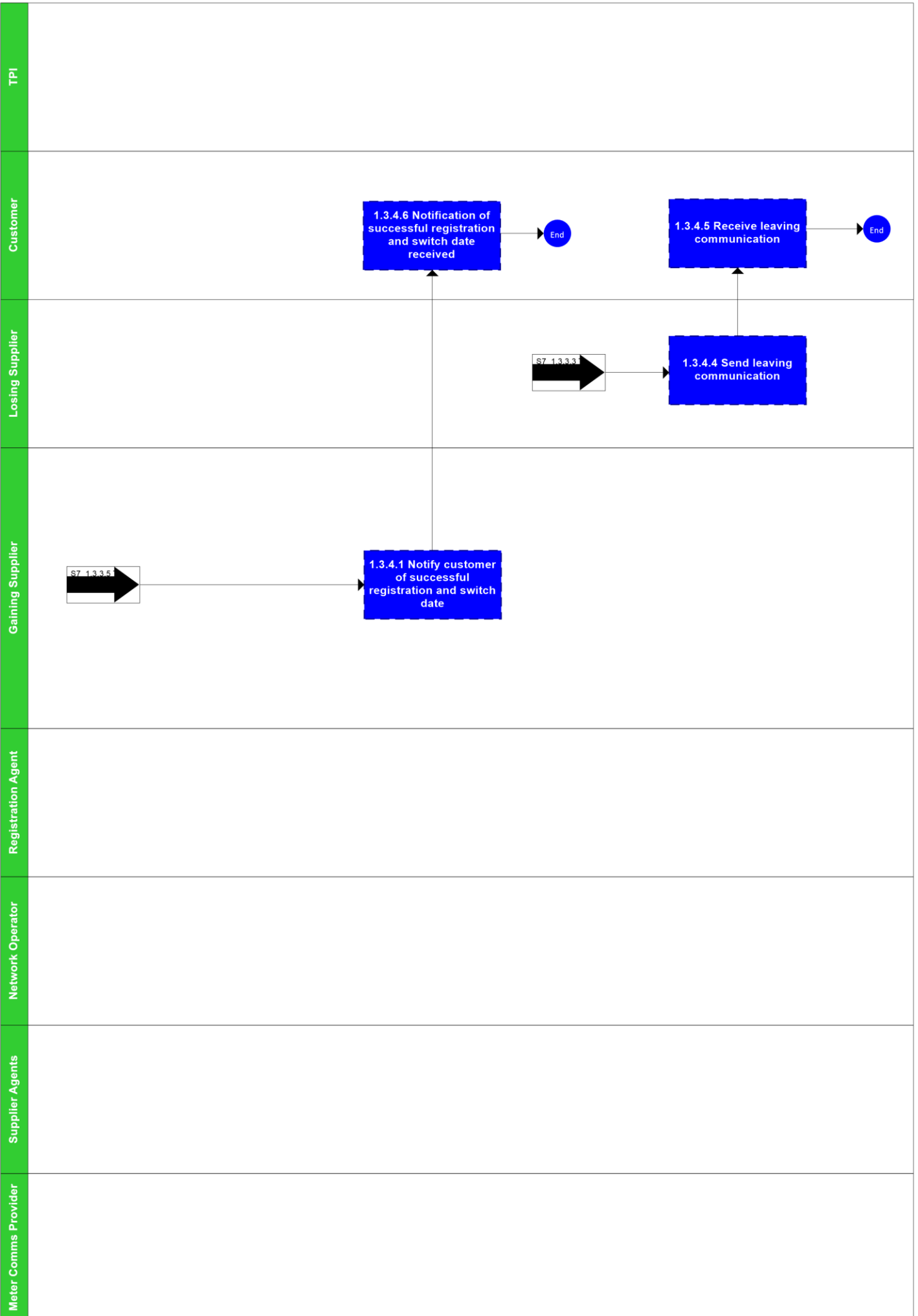
Customer Switching - 1.3 Register Switch - Scenario 7

1.3.3 Update records and notify confirmed switch details and switch date



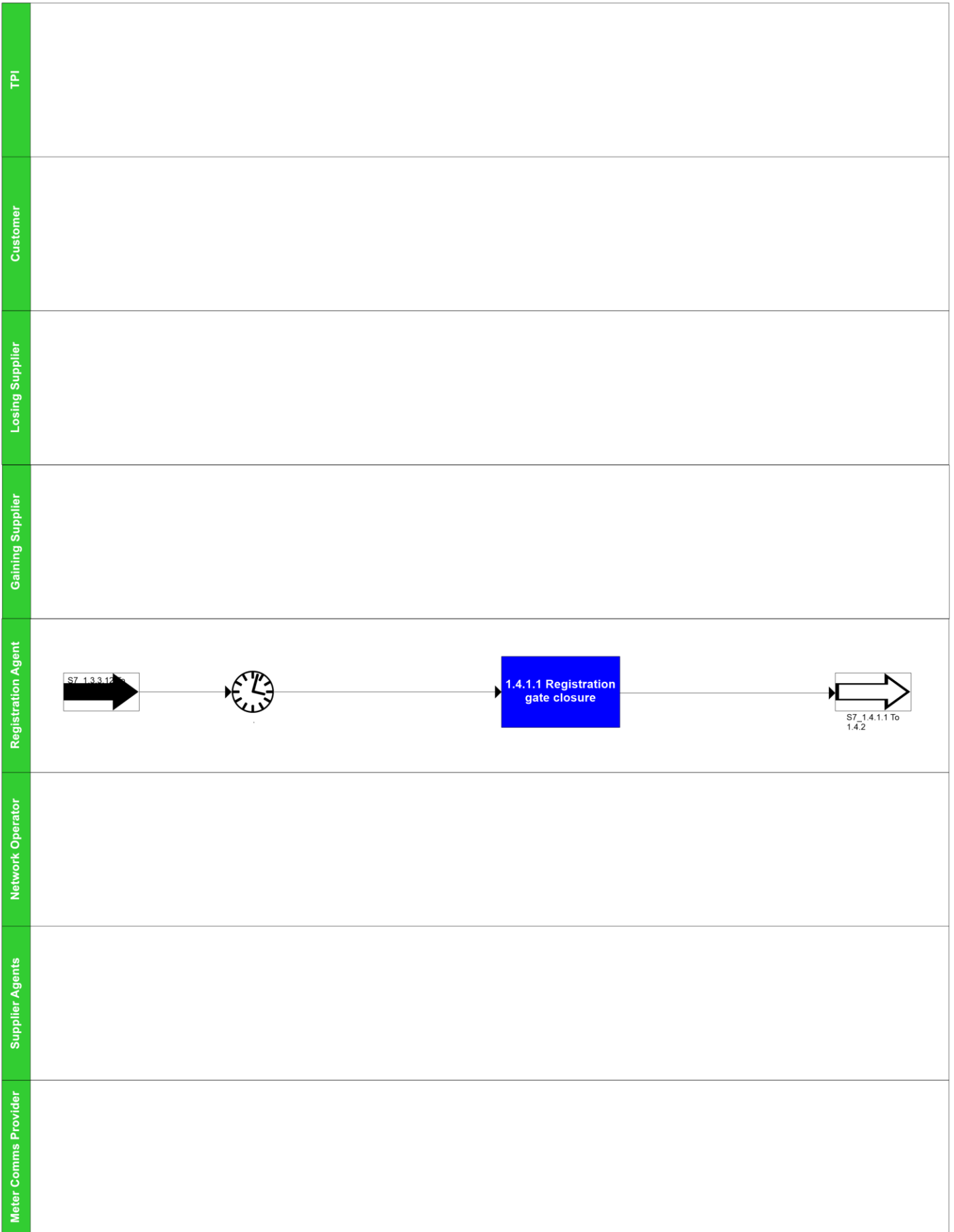
Customer Switching - 1.3 Register Switch - Scenario 7

1.3.4 Final and opening statement sent and received



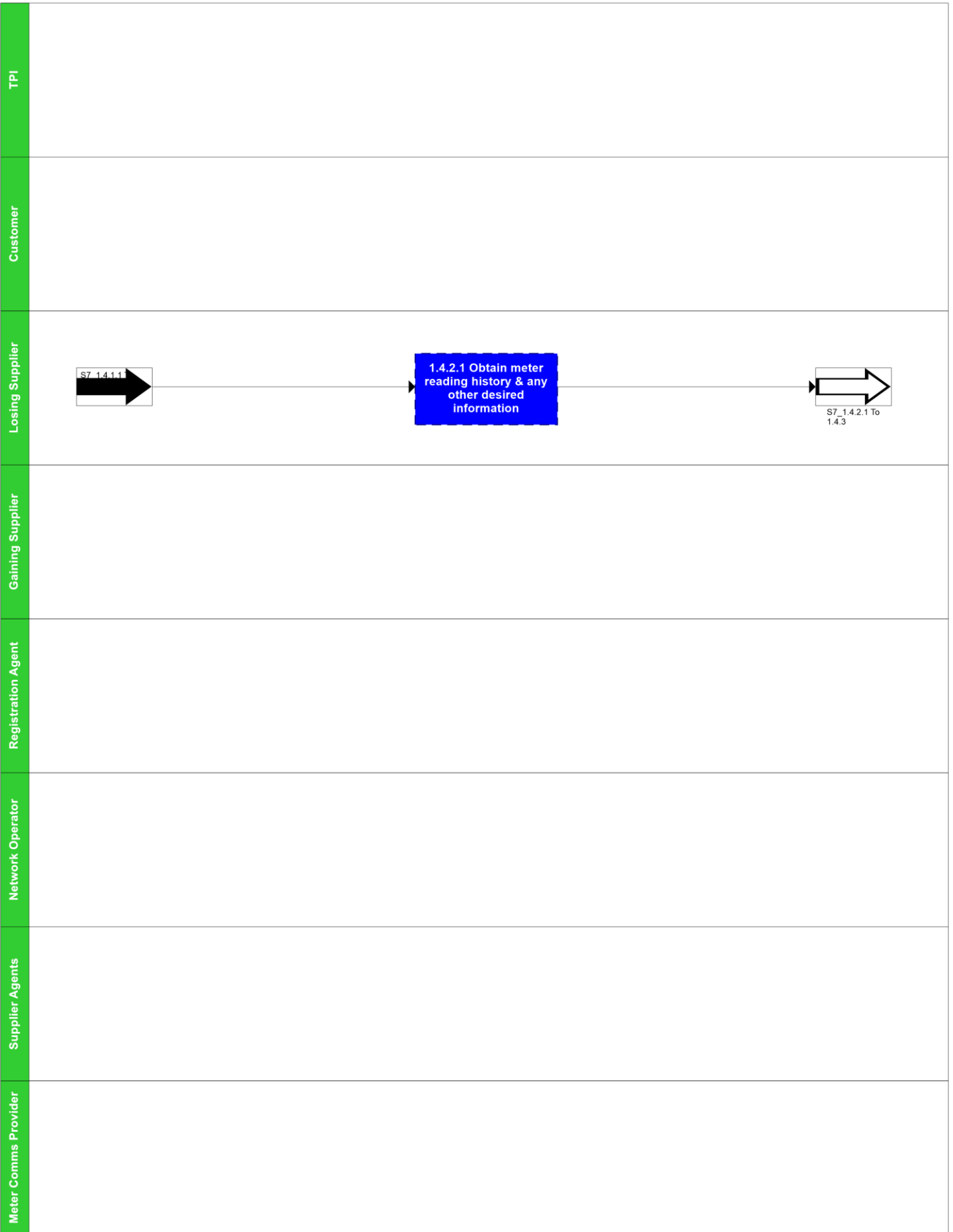
Customer Switching - 1.4 Execute Switch - Scenario 7

1.4.1 Registration gate closure



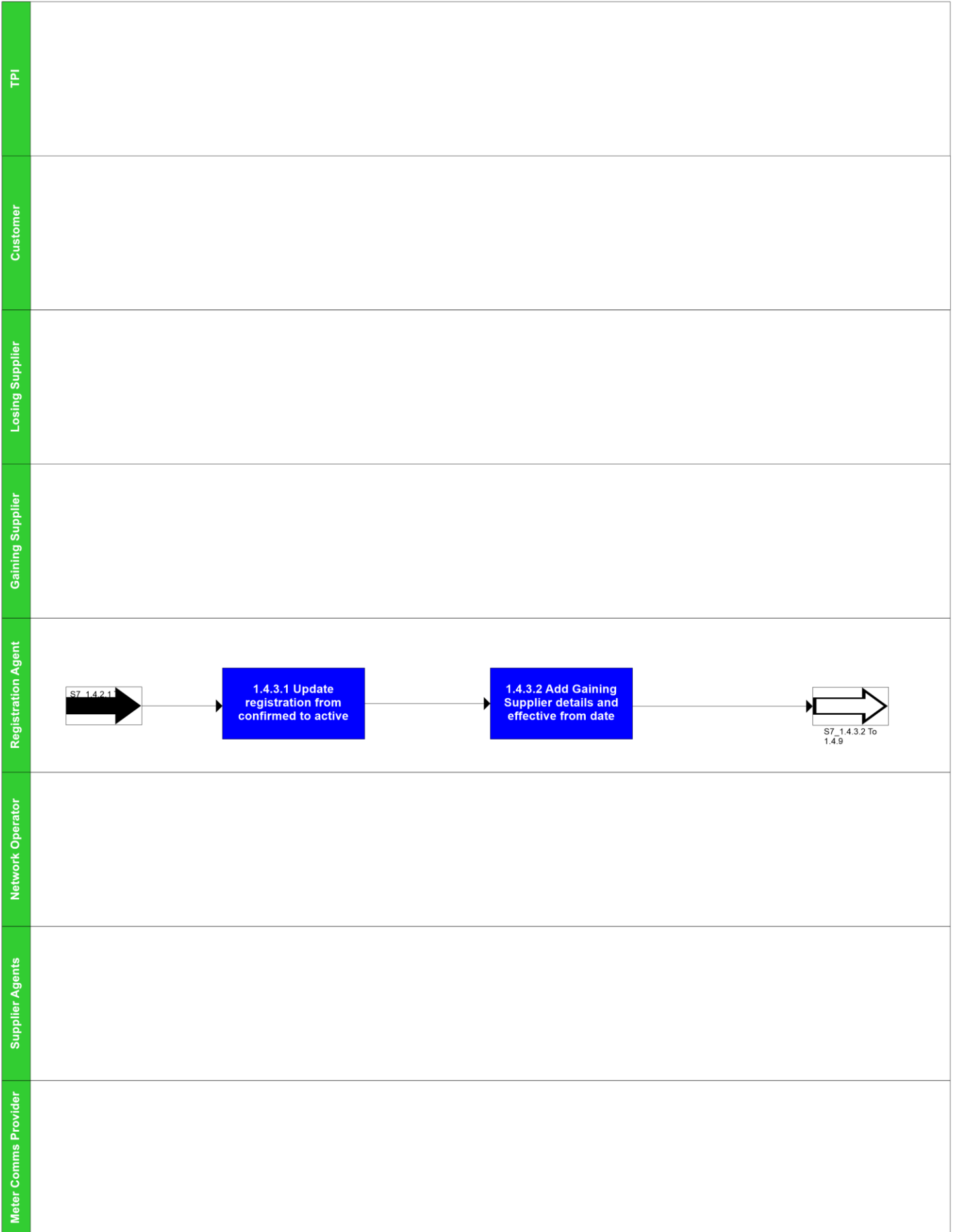
Customer Switching - 1.4 Execute Switch - Scenario 7

1.4.2 Close out relationship with meter



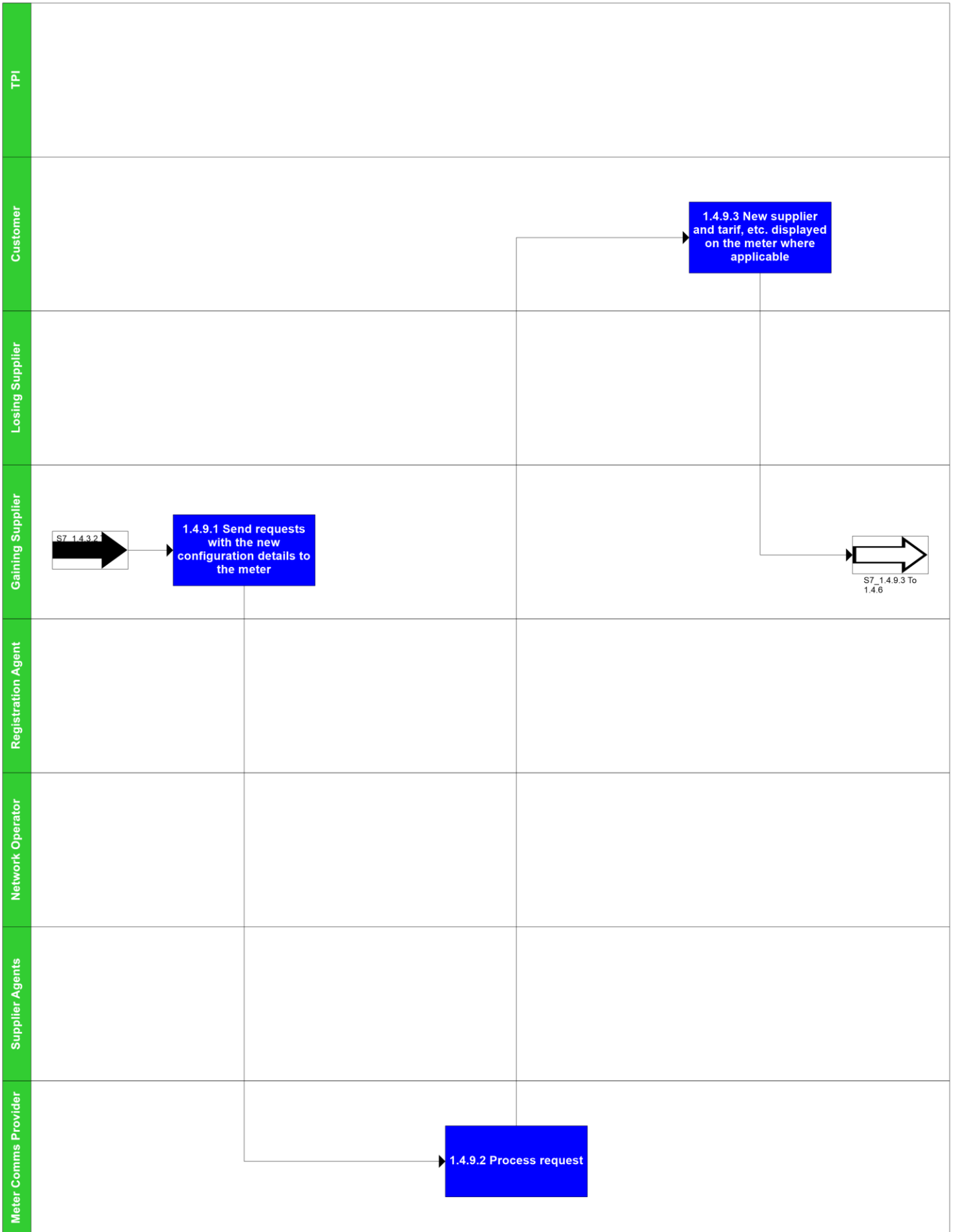
Customer Switching - Execute Switch - Scenario 7

1.4.3 Update registration from confirmed to active



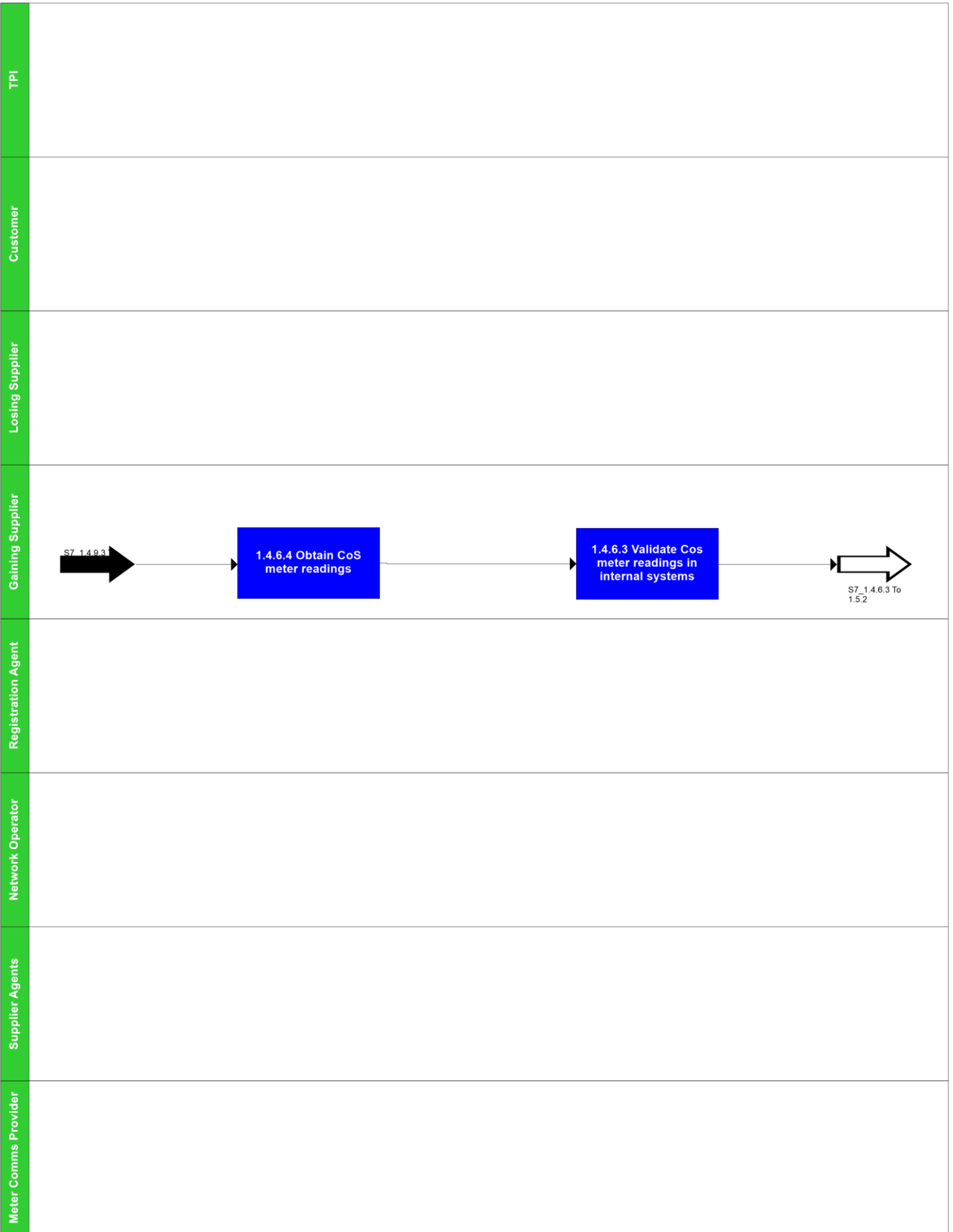
Customer Switching - 1.4 Execute Switch - Scenario 7

1.4.9 Establish communications with meter



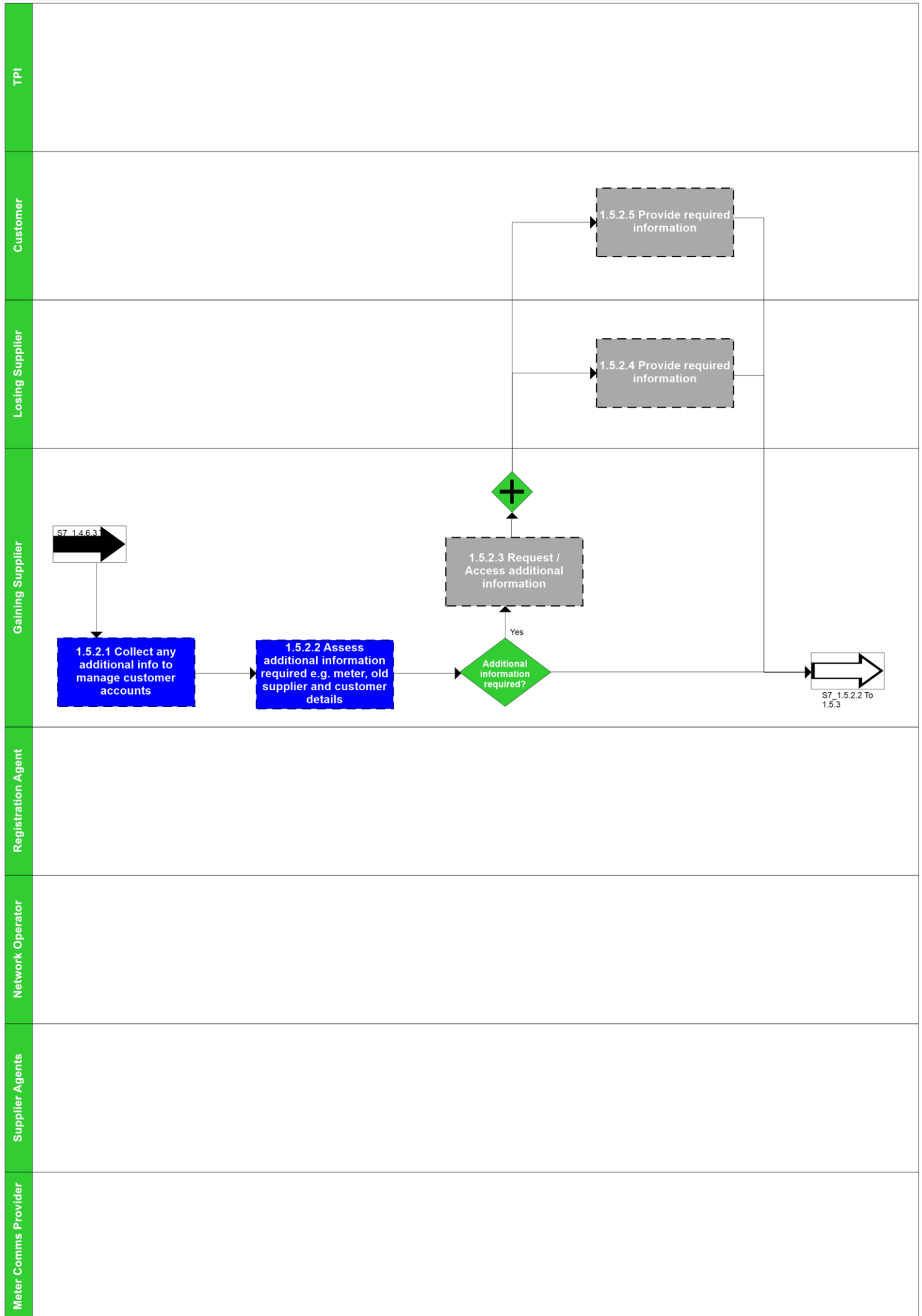
Customer Switching - 1.4 Execute Switch - Scenario 7

1.4.6 Obtain CoS meter reading



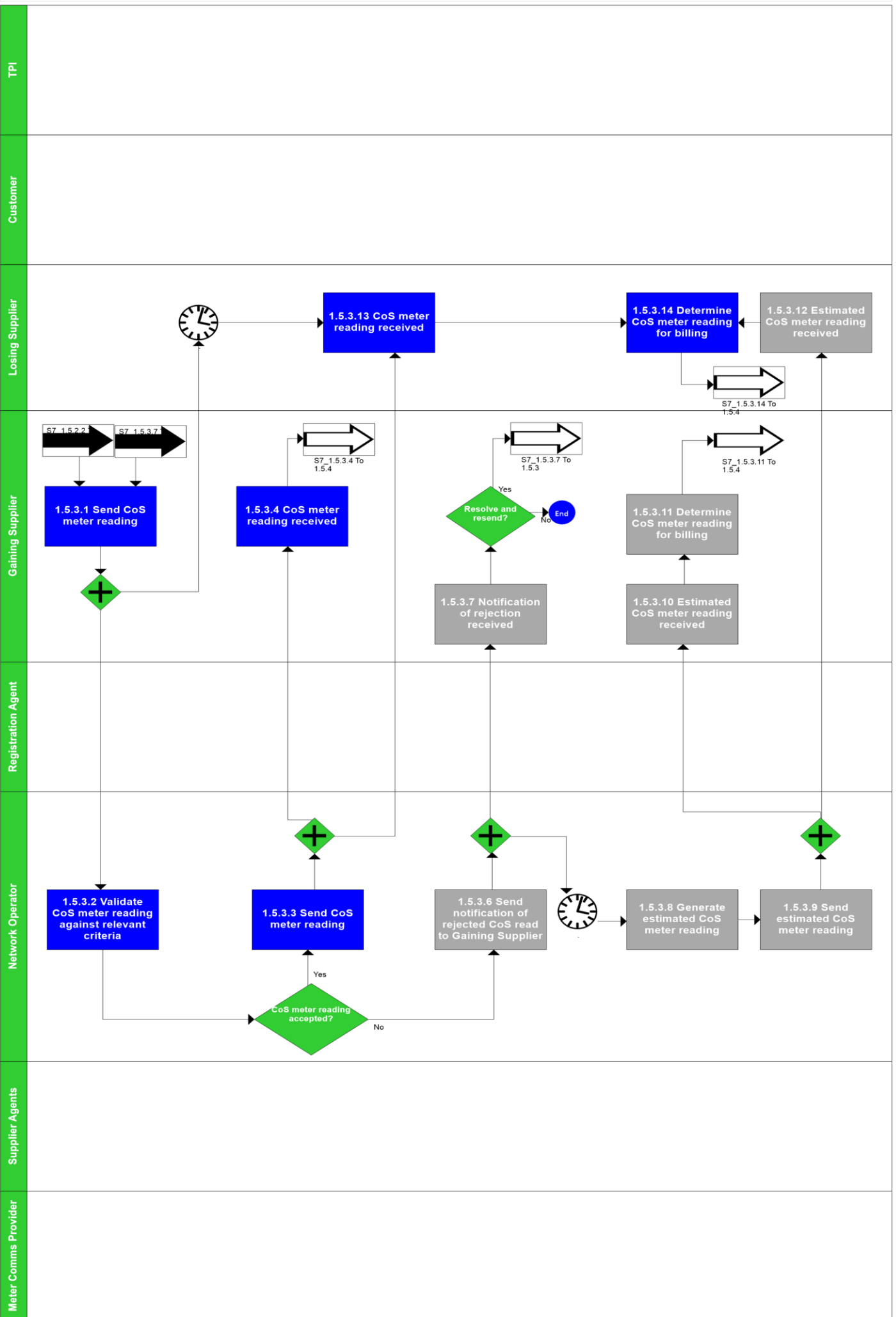
Customer Switching - 1.5 Complete post switch admin - Scenario 7

1.5.2 Collect any additional information required to manage customer account



Customer Switching - 1.4 Execute Switch - Scenario 7

1.5.3 Validate COS meter reading (gas)



Customer Switching - 1.4 Execute Switch - Scenario 7

1.5.4 Final and opening statement sent and received

