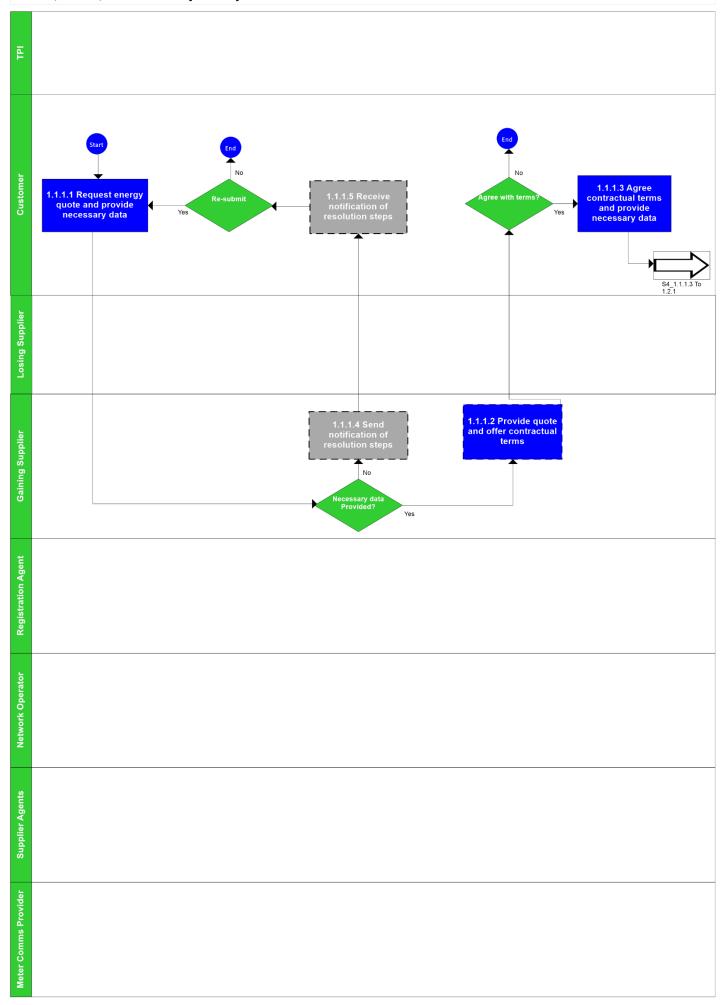
Customer Switching - 1.1 Complete pre contract activities - Scenario 4

1.1.1,1.1.2,1.1.3 Complete pre contract activities



Customer Switching - 1.1 Complete pre contract activities - Scenario 4

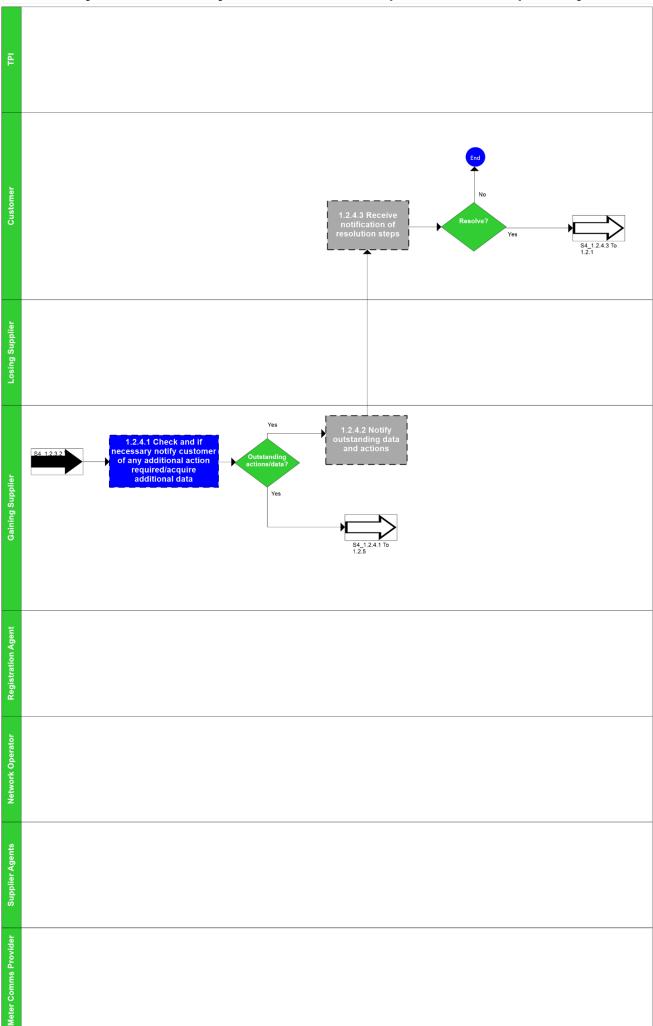
1.2.1 Complete validation of customer data

TPI	
Customer	
Losing Supplier	
Gaining Supplier	1.2.1.1 Complete validation of customer data No N
Registration Agent	
Network Operator	
Supplier Agents	
Meter Comms Provider	

Customer Switching - 1.2 Complete Supplier checks - Scenario 4 1.2.2 Carry out credit check Losing Supplier 1.2.2.1 Carry out credit check **Gaining Supplier** Registration Agent **Network Operator Supplier Agents Meter Comms Provider**

Customer Switching - 1.2 Complete Supplier checks	- Scenario 4
1.2.3 Carry out Triangulation / validate meter	
Id	
Customer	
Losing Supplier	
1.2.3.1 Check enquiry service MPXN? No No No No No No No No No	1.2.3.3 Add to customer notification of outstanding data/actions No No No S4_1.2.3.2 To 1.2.4
1.2.3.2 Provide required triangulation data	
Network Operator	
Supplier Agents	
ster 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 - Scenario 4

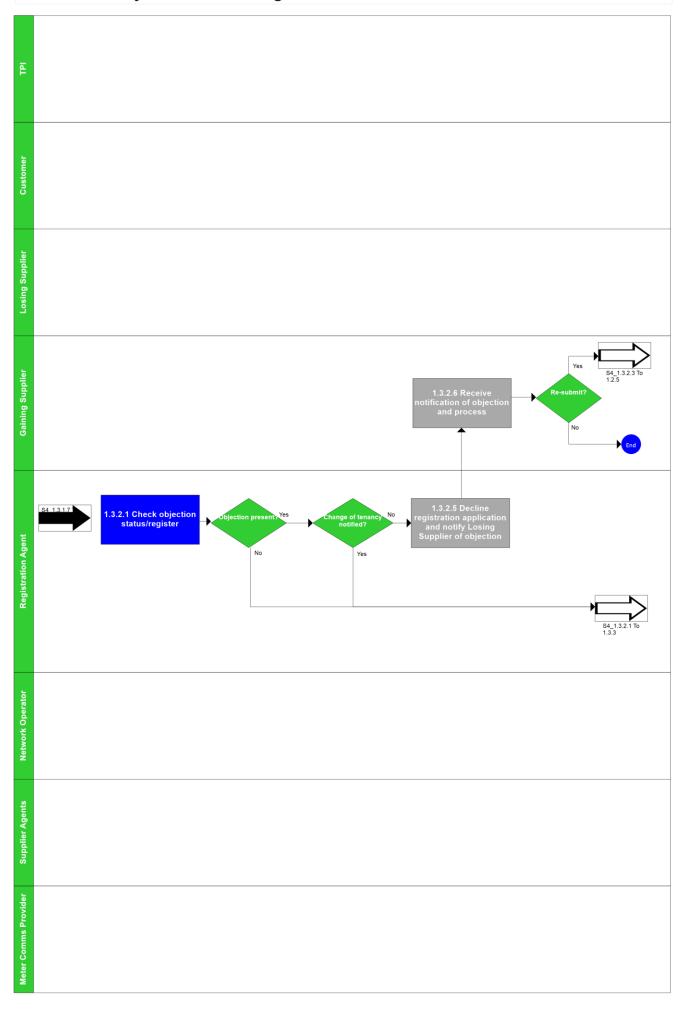
1.2.5 Select critical path supplier agents and 1.2.6 Submit registration request with preferred switch date

TPI	
Customer	
Losing Supplier	
Gaining Supplier	1.2.5.1 Determine supplier agents (including Gas Shipper) 1.2.6.1 Submit registration request with preferred switch date S4 13.110 S4 13.23
Registration Agent	
Network Operator	
Supplier Agents	
Meter Comms Provider	

Customer Switching - 1.3 Register Switch - Scenario 4 1.3.1 Validate Registration Request

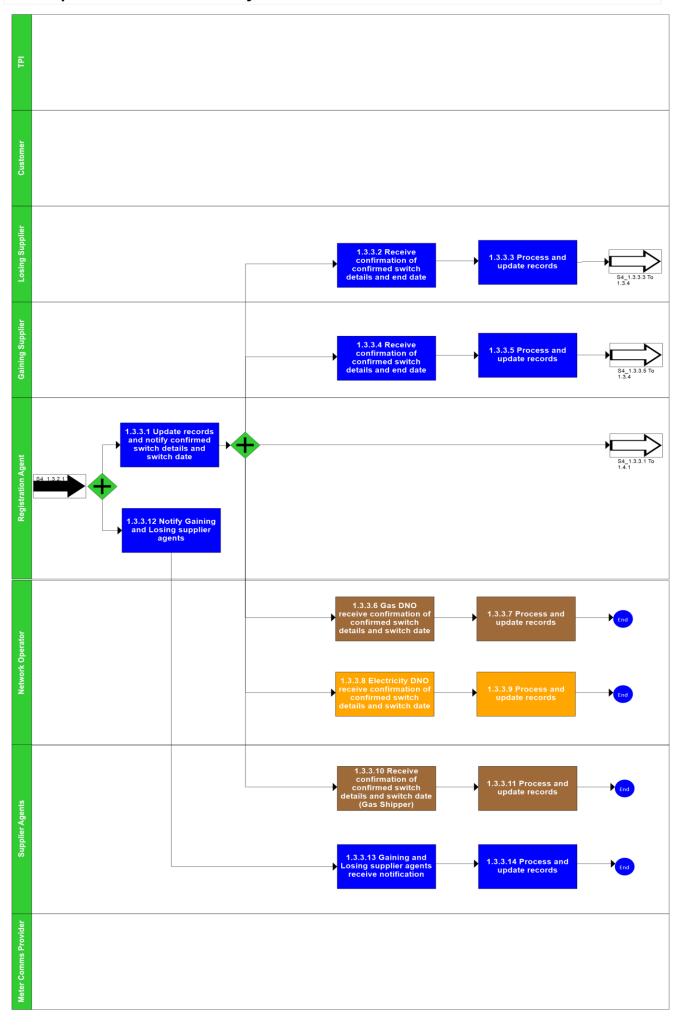
Customer Switching - 1.3 Register Switch - Scenario 4

1.3.2 Check objection status / register



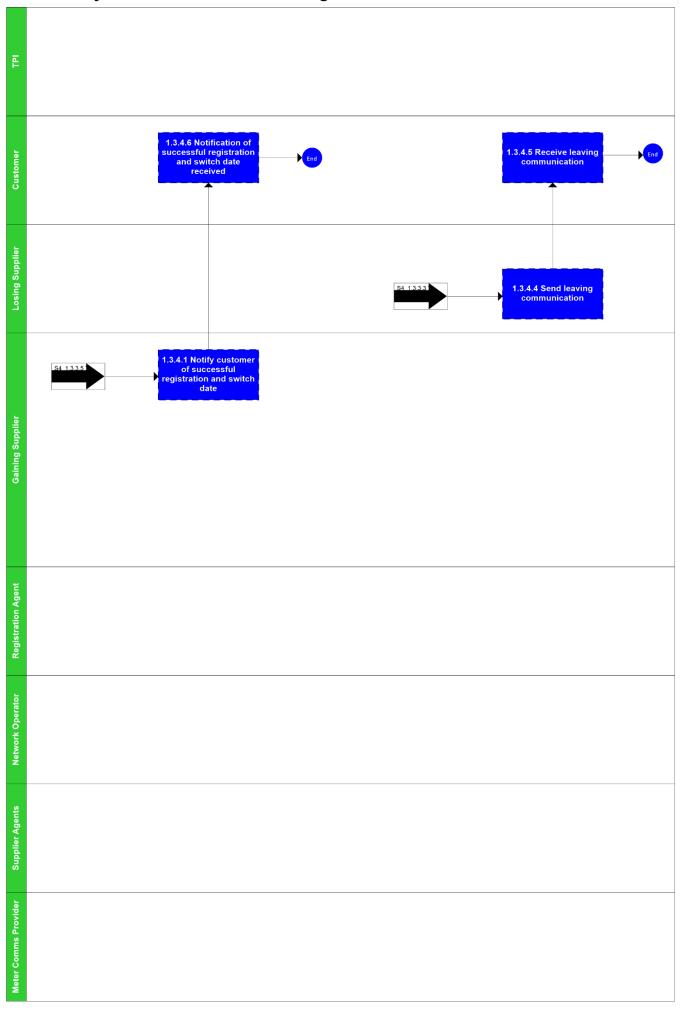
Customer Switching - 1.3 Register Switch - Scenario 4

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



1.	1.4.1 Registration gate closure					
TPI						
Customer						
Losing Supplier						
Gaining Supplier						
Registration Agent	S4 13.3.1		1.4.1. g:	.1 Registration ate closure	·	S4_1.4.1.1 To 1.4.2
Network Operator						
Supplier Agents						
Meter Comms Provider						

Customer Switching - 1.4 Execute Switch - Scenario 4

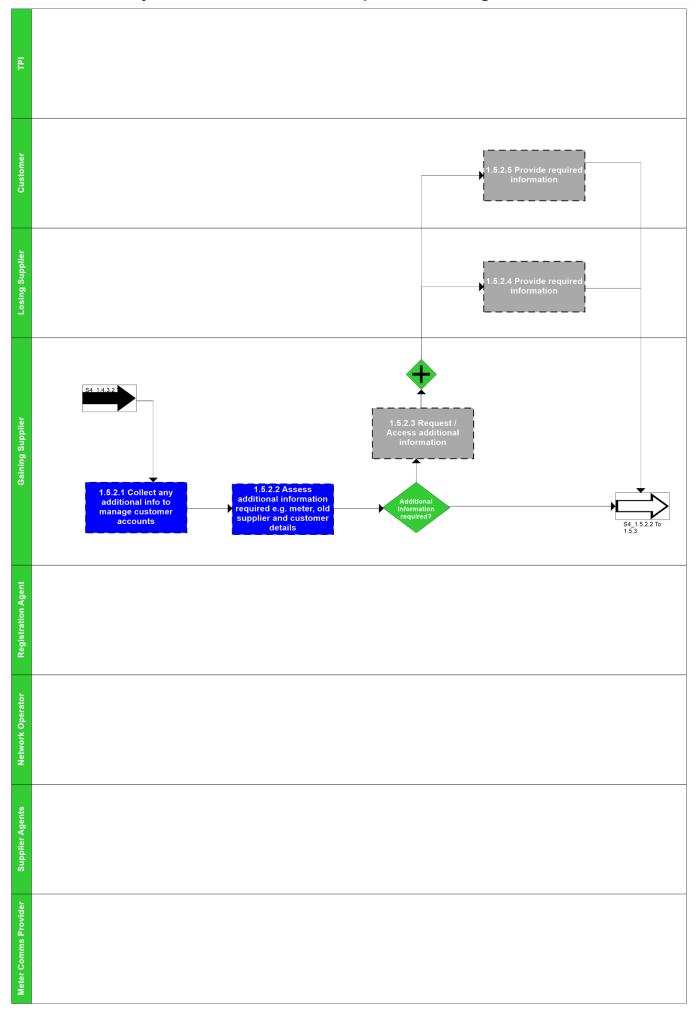
Customer Switching - 1.4 Execute Switch - Scenario 4 1.4.2 Close out relationship with meter **Losing Supplier** 1.4.2.1 Obtain meter reading history & any other desired information **Gaining Supplier** Registration Agent **Network Operator Supplier Agents** Meter Comms Provider

1.4.3 Update registration from confirmed to active

ТРІ	
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 S4_1.4.3.2 To 1.5.2
Network Operator	
Supplier Agents	
Meter Comms Provider	

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) **Losing Supplier Gaining Supplier** 1.5.3.4 CoS meter reading received Registration Agent **Network Operator** Meter Comms Provider

Customer Switching - 1.4 Execute Switch - Scenario 4 1.5.3 Validate COS meter reading (gas) Customer 1.5.3.12 Estimated CoS meter reading received 1.5.3.14 Determine CoS meter reading for billing **Losing Supplier Gaining Supplier** 1.5.3.4 CoS meter reading received 1.5.3.11 Determine CoS meter reading for billing Registration Agent 1.5.3.2 Validate CoS meter reading against relevant criteria 1.5.3.3 Send CoS meter reading **Supplier Agents** Meter Comms Provider

Customer Switching - 1.5 Complete post switch admin - Scenario 4

1.5.4 Final and opening statement sent and received

