

## Activity 5 - The Customer Journey

As a group read through the below and then put this into your own words ready to present back to the other groups

Customer agrees to contract

Domestic Customer has 14 day cooling off period (SME customer has none)

We then request the supply from MPAS

MPAS sends request to current supplier

Current supplier can object (only for debt over 28 days, fixed term contract or customer raised objection)

### If there is no objection

We then send dataflows to appoint agents (these can be rejected for incorrect information)

Once we receive 3 confirmations back, the customer will be due to come onto supply.

With no problems this process takes 28 days for electricity and 30 days for gas our sales advisors tell the customers it is 35 day switch period, this ensures if there are problems we have time to rectify them.

10 days prior to the customers start date the customer will receive an email prompt from us asking for them to provide a meter reading 5 days before supply start date (SSD) or up to 5 days after.

Once that is received on our system this gets sent via MPAS for validation, this is then validated and sent back via a dataflow to confirm our start reading, the previous supply will also receive a dataflow with the same reading so they can close their account to the same, this ensures there are no gaps in billing or no double billing.