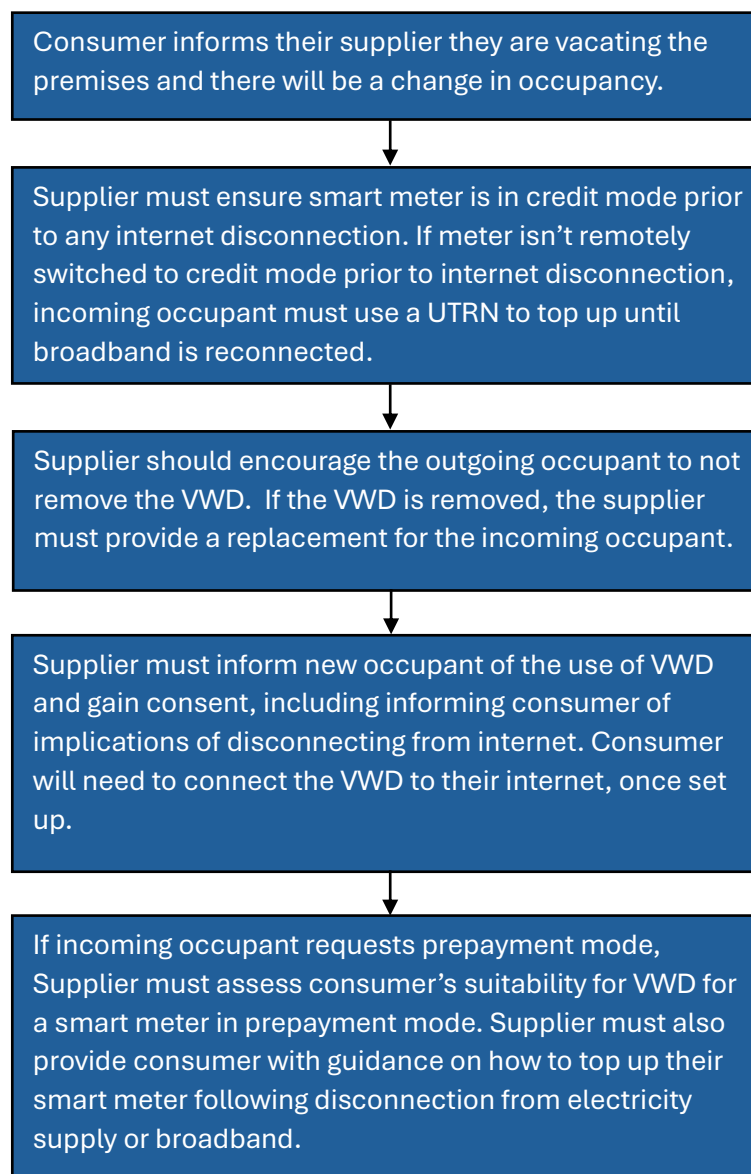


Virtual WAN Device – Consumer journeys

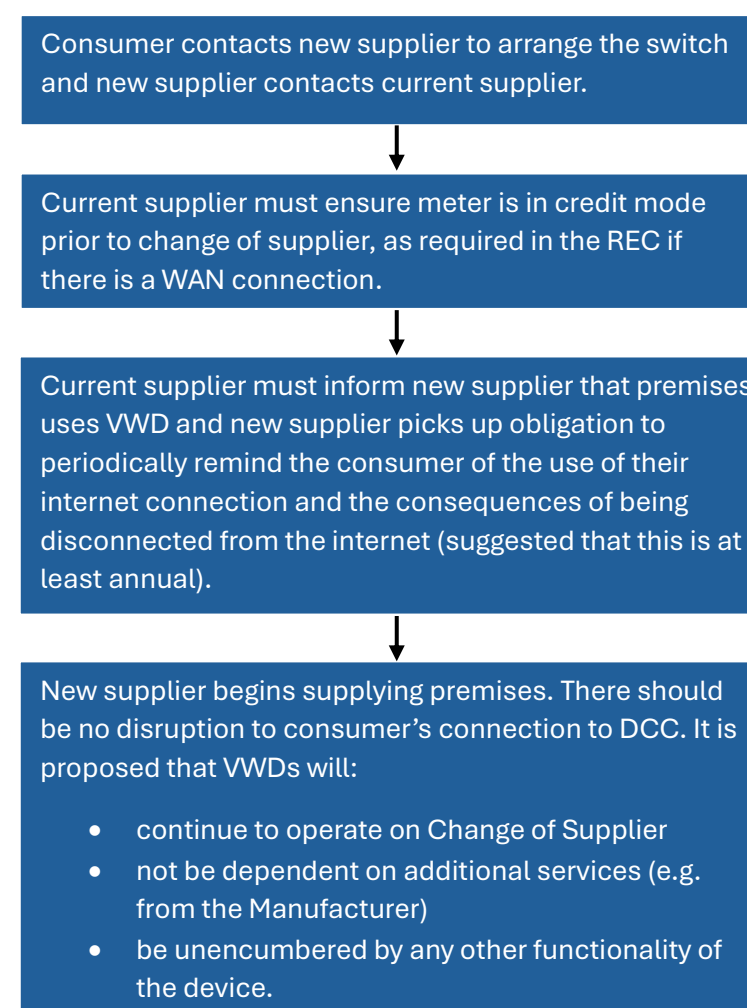
Installation of Virtual WAN Device



Change of Tenant/Occupant



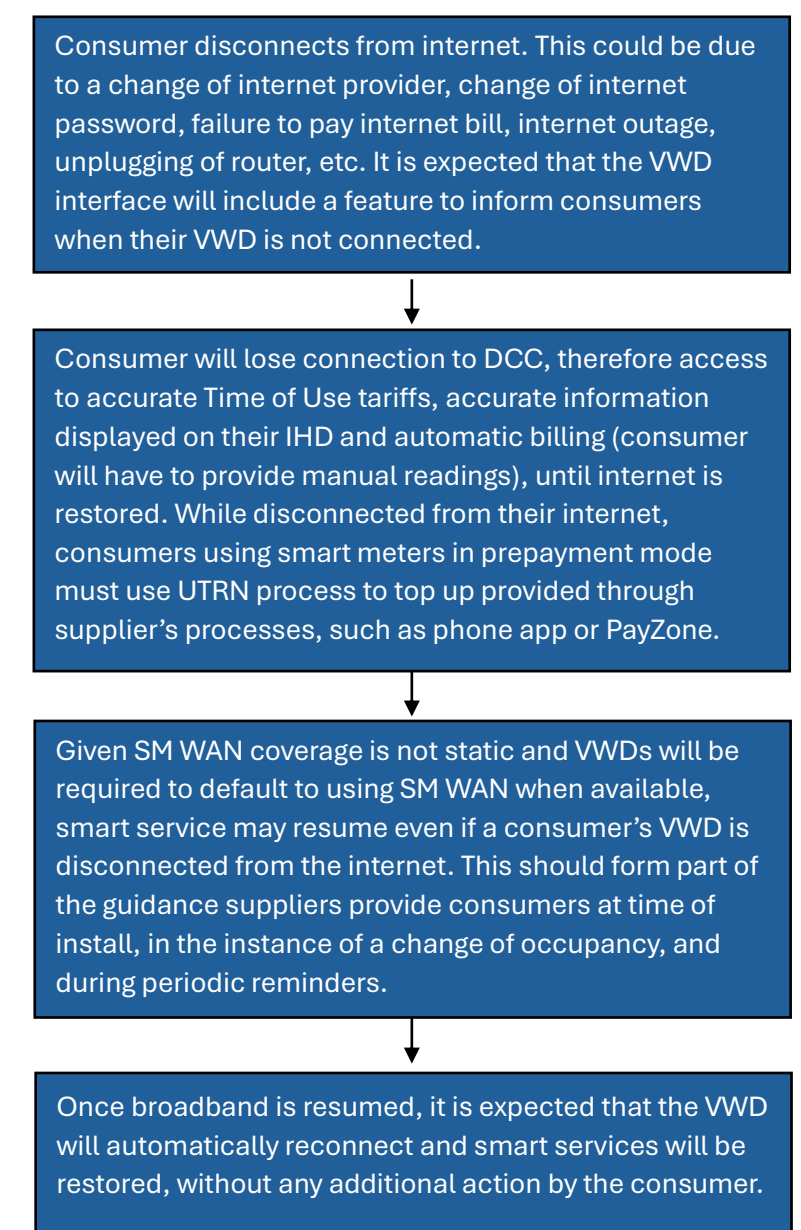
Change of Supplier



Change of tenancy and change of supplier

Consumers and suppliers will follow the *Change of Tenant/Occupant* process, followed by the *Change of Supplier* process. If the energy supplier fails to switch a smart meter operating in prepayment mode into credit mode ahead of any internet disconnection (and therefore disconnection to the DCC), the same supplier must remain supplying the premises until WAN connection is restored. This is to avoid situations where a smart meter in prepayment mode with no connection to the DCC runs out of credit and a change of supplier occurs. This will result in the new supplier not being able to supply consumers with a UTRN to top up, and the consumer will be without energy supply until DCC connection can be made.

Disconnection from Internet



Self-disconnection (smart prepayment meters only)

