

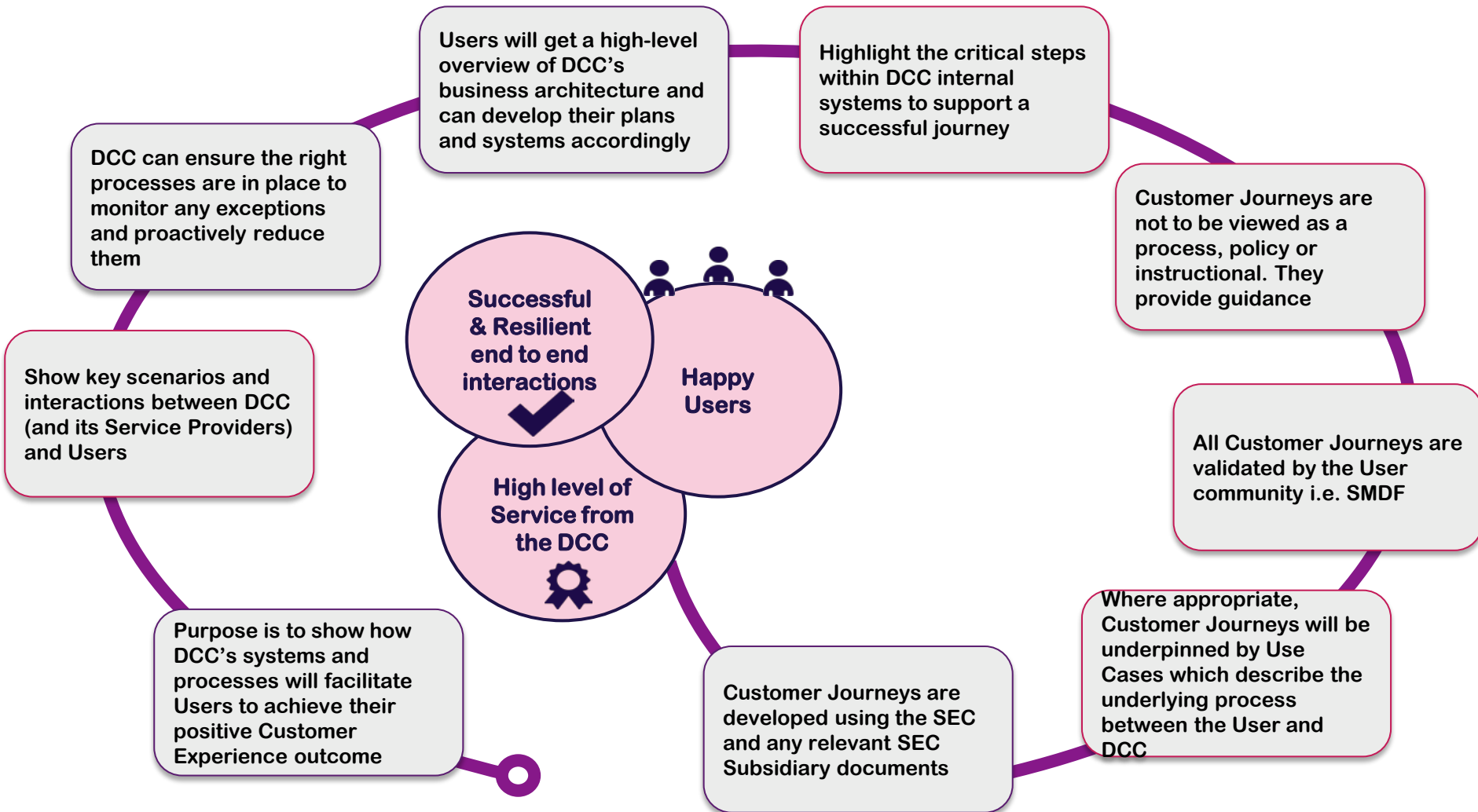
Customer Journey

Let's go on a Customer Journey
towards Smart success

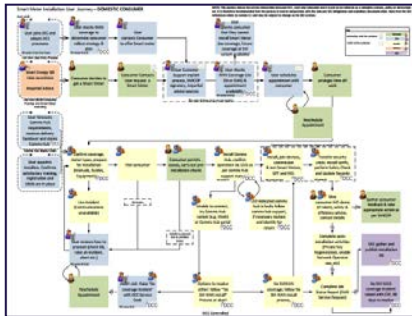
2 February 2016



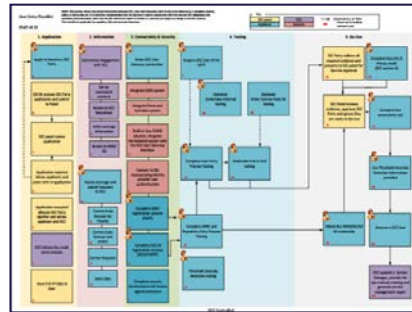
What are the DCC Customer Journeys?



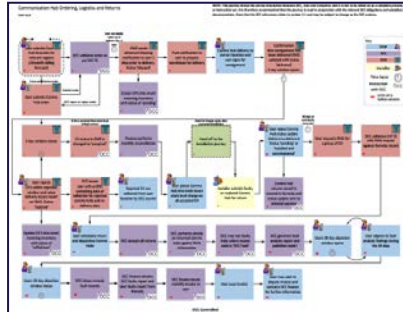
8 Customer Journeys Completed



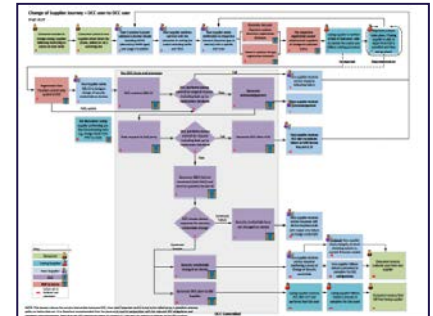
Smart Meter Installation



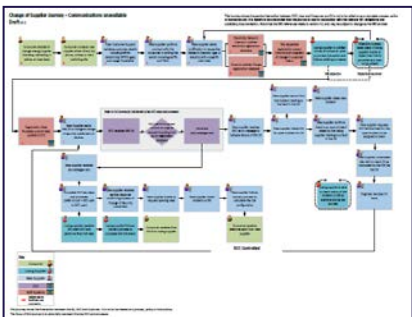
User Entry Checklist



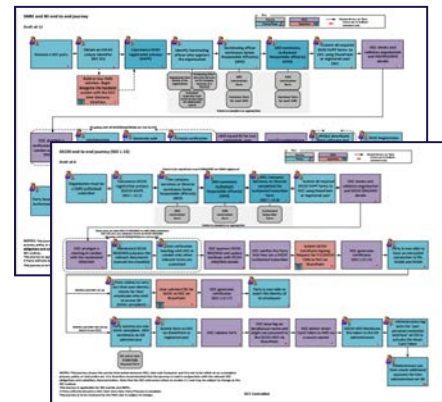
Comms Hub Lifecycle



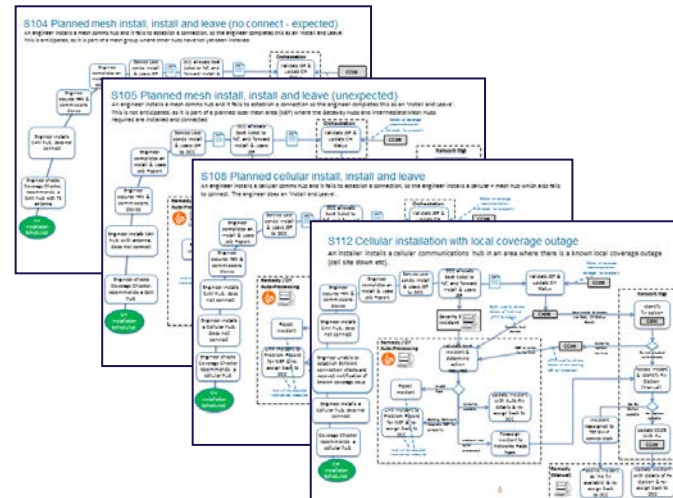
Change of Supplier



Change of Supplier
No comms available/
Faulty CH



Security registration



CH Exceptions (various Tef scenarios)

Completed journeys are available on SharePoint. Please contact the DCC Industry team for any queries regarding access.

6 Customer journeys are scheduled to be completed

Customer Journey	Description
No WAN install commissioning	Journey to show events that occur during CSP 90 day SLA process
CH product recall	Journey showing DCC and user actions and responsibilities in this scenario when a CH is recalled
SEC party suspension	Security and operational actions DCC take once SEC suspends a User
Anomaly Detection	Journey to show the interaction between Users & DCC during the 6 Threshold Anomaly Detection Processes.
Mass Firmware Rollouts	Journey to show how DCC will plan, communicate & execute mass communications hub firmware updates
SEC Party Withdrawal	Journey to show Users leaving DCC and the operational implications

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Thank You

