

**Advisory**

**Services**

**Catalogue**



**ElectraLink**



ElectraLink understands that each business is individual, unique and operating in a highly complex energy landscape. Our Advisory Services team has over 45 years of combined working experience across the ever-changing energy regulatory and governance field. Our expertise makes us an ideal partner in the implementation, facilitation and change management of energy market governance arrangements.

We provide an independent practical view of how organisations can reduce costs, increase process efficiency and maintain compliance – whether you are a new or existing market participant.

ElectraLink is focused on the future, continually evolving to deliver both existing and new services in a transforming marketplace. We do not wait for the market to identify problems; we use our market intelligence to anticipate issues and proactively generate solutions, guided by our principles of customer focus, delivering a personalised experience, and agile working.

## Our services

Data & Digitalisation

Innovation Brokerage

CSS

Gas shipper support

Networks

Market Entry

Compliance Health Checks

Advising suppliers on TPIs

## Prep for the

## CSS



## The Innovation

## Brokerage



With the upcoming introduction of the Central Switching Service (CSS), the retail energy space is changing to benefit households and businesses. At ElectraLink, our subject matter experts in the Advisory Services team have already assisted organisations which the CSS will affect, clarifying the programme's aims and requirements while supporting customers with their business's unique changes.

If your business is affected by the introduction of the CSS, we can help you to understand how the changes will impact you through tailored assessments, advice and training, depending on your existing knowledge.

The Advisory Services team also has been at the centre of developing and facilitating businesses' transition to the Retail Energy Code (REC) and how governance arrangements will play out in a world of faster switching.



From our experience working with DNOs to provide regulatory guidance for their innovation products, we have developed links with their innovation teams and knowledge on how to best support such projects and the issues that can develop.

We have also been working with individual innovators to provide high-level regulatory guidance to help them develop projects and apply for funding. This has given us great insight into the regulatory roadblocks which are often missed which have the potential to derail a project.

ElectraLink's Advisory Services team can assist innovators and energy market participants with independent advice and support on innovative ideas and ground-breaking projects.

## What we can do for you

- Advise on your unique impacts and requirements for the CSS
- Guide you through connecting your organisation to the CSS, including use of the DTS
- Assess your readiness for the CSS and specific compliance needs
- Facilitate understanding of system change and drafting your operational processes
- Report on impacts and attend Working Groups

### How can you find out more?

For more information on how the Advisory Services team can support your organisation to leverage data and digitalisation, email [advisory-services@electralink.co.uk](mailto:advisory-services@electralink.co.uk) or fill in the contact form on the [Advisory Services webpage](#).

## What we can do for you

- Introduce you to innovation funding opportunities through the Innovation Brokerage Funding Pot
- Develop regulatory and governance impact assessments, raising your awareness of potential roadblocks to project success
- Provide project management and support services, relieving resource pressure from your innovation teams
- Guide you through the DCUSA Innovation Sandbox, incorporating our experience as incumbent DCUSA code managers
- Liaise with potential partner organisations and industry colleagues to boost innovation project opportunities
- Liaise with the Ofgem Innovation Link programme

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## Leveraging data and digitalisation



## Focus on networks



### Data & Digitalisation

ElectraLink is known for the energy market data we hold and our detailed knowledge of this data, enabling us to provide unique and creative insights into the state of the energy market. We deliver digital solutions that are customer-focused and personalised for our stakeholders, whether this is documentation or data and analytics.

Our digitalisation services are agile and deliver immediate benefits to our stakeholders. We have been able to take our governance codes, DCUSA and SMICoP, into the future by creating digitalised, accessible versions of the codes and making it easier for our customers to navigate and understand their complex nature and underlying requirements.

### Networks

ElectraLink manages major codes for the electricity and gas markets, so we understand the ongoing evolution of these markets combined with the challenges of climate change, decarbonisation, innovation rollout and the transition to new ways of operating our networks and energy system.

Our subject matter experts within the Advisory Services team provide a wide range of services that can help you navigate a complex regulatory landscape, deliver new service propositions and develop a network strategy.

## What we can do for you

- Digitalise documents, process libraries and knowledgebase, and structure unstructured text
- Map and validate the aspects of your customer journey that can be improved through digitalisation, identifying new digital tools and enhancing navigation
- Facilitate workshops for digital strategy and factfinding
- Assess, report on and improve your organisation's inner workings through data-driven methodology
- Provide utilities specialist change management with focus on your digital transformation
- Theft analysis and support
- Digital assurance for REC and the DSO transition

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## What we can do for you

- Provide regulatory services, governance definition, and services and processes according to your unique requirements
- Support innovation rollout and new service development for DNOs and GDNs
- Develop regulatory methodology, impact assessments and roadmaps
- Deliver project management, innovation support and industry representation, giving you flexible access to knowledge resources on-demand, in block booked consultancy or person days
- Demystify industry data and governance training
- Scientific partnering and training, including knowledge accreditation
- Guide you through vulnerability and fuel poverty data, research and solutions

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## Compliance

## Health Checks



Energy regulation is changing and new market entrants, as well as those more established in the energy market, can be confused by the different regulations which need to be adhered to.

ElectraLink has over a decade of experience in the industry's complex governance and regulation models, and we realise these are sometimes difficult to understand.

Our subject matter experts in the Advisory Services team can help you navigate this complex world through our expert advice on the energy codes and licence conditions.

### Compliance Health Checks

## What we can do for you

- Your current level of regulatory compliance against codes and assessing any gaps associated with mandatory obligations
- Review of your current approach to regulatory governance and identify any areas that could be improved
- Identify corrective actions most beneficial to you, such as tailored training
- Validate findings and document in a short management report with recommendations and RAG status
- Assessment of end-to-end operational processes, such as erroneous transfers using tailored industry performance data
- Development of processes, policies and procedures you will require for compliance and best practice
- Independent impact assessment against agreed scope
- Training courses such as tailored 'train the trainer', code overview or refresher courses across various levels of personnel hierarchy.
- Assess and support engagements and commercial agreements with your TPI partners

### How can you find out more?

For more information on how the Advisory Services team can give your organisation a compliance health check, email [advisory-services@electralink.co.uk](mailto:advisory-services@electralink.co.uk) or fill in the contact form on the [Advisory Services webpage](#).

## Market Entry

## Fundamentals



ElectraLink has been at the centre of shaping and supporting the expansion of the UK energy market's operations and processes, seeking to establish a common and fair playing field for innovative, new market participants. The Advisory Services team can provide market entrants with the controls, guidance and support to become established participants in this evolving market.

Our Market Entry and Accreditation services assess and synthesize your business's operational protocols and train staff in compliance requirements using our experience in assurance and process enhancement.

### Market Entry

## What we can do for you

- Support your business's preparations for MAM/AMI accreditation
- Outline best practice principles for performance assurance
- Develop retail operational processes
- Provide a gap analysis to protect you when you commence trading
- Deliver risk analysis
- Roll out training to equip your teams with knowledge for operations
- Build frameworks for corrective and preventative steps to follow operational efficiency

### How can you find out more?

For more information on how the Advisory Services team can support your organisation to enter the market, email [advisory-services@electralink.co.uk](mailto:advisory-services@electralink.co.uk) or fill in the contact form on the [Advisory Services webpage](#).

## Gas shipper

## support



## Advising

## suppliers on TPIs



### Gas shipper support

Gas shippers play a vital role in the energy system, adding value through innovation and reliability which enables a dependable gas supply to homes and businesses. The pressures of decarbonisation and energy efficiency have led to a constant flow of new challenges for shippers to face in tandem with existing complexities of an increasingly specialised and regulated industry.

The ElectraLink Advisory Services team provides a range of services geared towards gas shippers to help you navigate a complex regulatory landscape, control operating costs, understand your data and explore emerging opportunities.

### Advising suppliers on TPIs

TPIs have become significant partners for energy suppliers and are a great source of new customers. However, the TPI market is not yet regulated, and suppliers can gain from greater scrutiny of TPI partners and high standards.

An effective TPI Assurance framework will minimise the risk of failure against Ofgem's incoming licence condition changes by ensuring TPI partners understand and comply with their obligations. An effective framework will also provide clear guidance around selling practices and reduce the risk of future claim. To give suppliers confidence in TPI compliance, our Advisory Services team works with you to identify best practices and inhouse protections to improve your relationships with TPI partners.

## What we can do for you

- Advisory resources and business analysis through block-booked consultancy days according to your needs and schedules
- Improved confidence in and dealings with suppliers you interact with through supplier operational checks
- Streamlined cashflow and trust in your revenue streams through optimisation and assurance
- Best practice guidelines and enhancements for managing and reporting SOQ and AQ
- Process compliance success against code and license obligations
- Lower costs through review of cost to serve and understanding of penalty charges
- Clear desks and impressive KPIs through assessment and resolution of operational backlogs

### How can you find out more?

For more information on how the Advisory Services team can bring improvements to your shipper organisation, email [advisory-services@electralink.co.uk](mailto:advisory-services@electralink.co.uk) or fill in the contact form on the [Advisory Services webpage](#).

## What we can do for you

- Advisory resources and business analysis according to your needs and schedules
- Improved confidence in (and agreements with) TPIs
- Solid processes to protect you and your customers against bad practices
- Best practice guidelines for engagement with TPIs
- Frameworks for TPI reviews and acceptance criteria
- Bespoke in-house TPI assurance framework

### How can you find out more?

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