

Adhering to Regulatory Obligations



The Energy Industry is a highly regulated and complex market.

All market participants must adhere to a set of strictly governed industry codes and licence conditions.

Suppliers specifically are scrutinised to ensure their activities and processes are compliant against current rules and regulations. However, suppliers also need to be prepared for the changes and challenges ahead, safeguarding the delivery of appropriate systems and processes as well as deploying the resources to manage certain and mandatory ongoing change.

Adhering to the regulatory obligations is vital to all market participants, therefore having the appropriate tools, projects and teams in place is a key aspect of a successful and compliant operation.

For the faster growing energy suppliers, demonstrating compliance is a big challenge.

Once the 250k customer threshold is met, there are additional obligations such as the Energy Company Obligation (ECO) and Smart Metering commitments that must be adhered to. As customer numbers increase, it is important that the systems, processes and policies in place can be developed and are scalable, all whilst maintaining an effective and compliant operational framework.

Key areas such as billing and settlement accuracy, change of supply, meter exchange and customer experience are critical to industry compliance, which all suppliers must have at the centre of their industry governance.

We can support your business in achieving its regulatory obligations.

Our consultants are experts in the Energy Market Arrangements, with backgrounds covering strategic, operational and project roles. We are experienced in major regulatory change across the Energy Industry over the last 20 years.

We have a deep knowledge of the industry's regulatory and governance framework and extensive experience in providing market participants with advice in this highly regulated and complex market.

Our expert consultants can help your business:

- ▶ Assess and review your existing processes, helping you to determine the appropriate level of compliance, detect your key risks and identify improvements within your business whilst developing future plans to increase operational flexibility and awareness.
- ▶ Improve and implement a compliance framework, ensuring the appropriate risk & control mechanisms, owners and mitigations are in place.
- ▶ Assess upcoming regulatory changes and your market readiness in a number of critical areas, such as Smart Metering, HH Settlement, Faster Switching and Price Caps.
- ▶ Prepare for and coordinate consultation responses and information requests from external stakeholders on potential adjustments to the market, such as Supplier Hub arrangements.
- ▶ Establish the sustainable provision of regulatory Management Information, providing tools and templates that give business leaders insight, such as Social Obligations reporting and Market Monitoring.