

Are Your Business Processes Robust?



Rapid growth of an energy supply business and the constantly changing regulatory environment can increase business risk.

The GB energy retail market is extremely complex and competitive, with significant industry change programmes being developed and implemented simultaneously. Systems, processes, interfaces, controls and operating structures can, over time, become less effective and limit growth or have a detrimental impact on the business. Improving these processes and systems is paramount for business success.

We are experienced in completing cross business reviews to improve processes, looking at the various business areas, the interfaces between them, the processes and systems used and the controls in place. We identify the key risks and issues of continued growth and highlight options for addressing these, suggesting the relative priorities and making recommendations where appropriate.

Our expertise provides assurance that your business will have a solid foundation for continued growth in existing market segments or in entering new market segments. Our consultants are industry experts who have worked for many GB energy suppliers in strategic, operational and project roles.

Our expert consultants can:

- ▶ Review electricity and gas operations, processes and systems to support business objectives – identifying issues and making recommendations for improvement.
- ▶ Assess existing operating structures – taking into consideration portfolio structure and industry skills and making recommendations for optimisation.
- ▶ Review methods and techniques for forecasting energy purchasing requirements, income and costs (including energy, imbalance, DUoS, TNUoS, BSUoS, social and environmental schemes and obligations, agency and meter provision) – and suggest improvements based on best practice.
- ▶ Assess industry cost validation processes – making recommendations for improving controls and increasing assurance.
- ▶ Assess the difference between current settlement costs based on estimated consumption and predicted settlement costs as actual consumption becomes available and reconciliations take place – so that outturn costs can be predicted and cashflow can be managed.
- ▶ Analyse the gap between income and costs – quantifying this, identifying reasons and making recommendations for revenue recognition and root cause resolution.
- ▶ Review energy codes' credit cover requirements – and assess risks to increased levels being required.
- ▶ Review customer services operational processes – for example, direct debits, pre-payment and managing unbilled customer accounts.

We are experts in the Energy Market Arrangements and can provide support on an interim or longer-term basis, or even on a flexible call off basis. We adapt to suit the needs of your business.