

Growing Challenger Suppliers



The energy market is thriving and in recent years it has grown significantly, with the introduction of a variety of new energy suppliers who are seeking to offer the best possible service to consumers in a cost effective and sustainable way through a diverse range of services and propositions.

The pace of industry and regulatory change is unprecedented. This is creating a significant challenge to growing challenger suppliers. Price caps, renewable obligations, unidentified gas, and wholesale energy costs are all impacting suppliers. Subsequently, the challenge to provide a cost effective and sustainable service to consumers is made that much more difficult.

We understand the needs of suppliers as well as the pressure that industry change and challenges are putting on already stretched resources. Our electricity and gas industry experts have decades of direct operational experience working with energy suppliers of all sizes.

We can keep your business on top of industry developments and can deliver both tactical and strategic solutions to industry challenges and regulatory change enabling you to manage and improve your cost optimisation, customer service, operational delivery and regulatory compliance.

We can work with your business to strengthen your internal capacity and capability, providing cost effective enhancements to your business as well as assurance of your business strategies.

Our services include:

- ▶ Income optimisation and revenue assurance
- ▶ Cost to serve review and improvements
- ▶ Supplier operational health checks
- ▶ Assessment of complaint trends and root cause analysis
- ▶ Review of work volumes and rectification plans for backlogs
- ▶ Review of existing processes against license obligations
- ▶ Assessing the effectiveness of service providers and managed services
- ▶ Support on re-tendering of contracts and services
- ▶ Supporting on strategy reviews and developing new business plans
- ▶ Identifying the right preparation and readiness for further growth and the impacts of doing so
- ▶ Support and readiness for audits
- ▶ Navigating the future regulatory pipeline and assessing the challenges
- ▶ Smart metering programme expertise
- ▶ Meter reading collection optimisation and cost effectiveness
- ▶ Supporting suppliers who may want to become a gas shipper
- ▶ Exploiting emerging trends and opportunities in disruptive technologies

We can provide tailored, targeted advice and support on all energy sector relevant topics and work with your business to strengthen your internal capacity and capability, providing cost effective enhancements to your business.

We are experts in the electricity and gas energy market arrangements and have a proven track record of enabling our clients throughout the UK to deliver their strategic goals. **Our clients trust us** to deliver and value our flexible, collaborative and benefits driven approach.