

ECOTRICITY EXCEPTION ANALYSIS AND MANAGEMENT SOLUTION CASE STUDY



Introduction

With the recent publication of the 'Advice to Suppliers Trying to Achieve 97% Annualised Advances at Final Reconciliation' paper, Elexon continue to drive a hard message to electricity suppliers that the percentage of energy settled at Final Reconciliation on Annualised Advances must improve. **Ecotricity has selected a solution from Utilisoft as the key part of its strategy to meet these targets.**

Utilisoft's Exception Analysis and Management (EAM) Solution enables electricity suppliers to easily analyse, manage and improve exception and settlement performance and has been implemented by Ecotricity as the chosen method for managing settlement related data. Since implementation **Ecotricity has experienced:**

- ***Better service from agents*** – because Ecotricity is providing specific information about where the problems lie;
- ***A perfectly tailored solution*** – the error resolution processes were personalised for Ecotricity during installation and setup, making it an exact fit to their business requirements;
- ***Significant reduction in manual effort*** – data analysis is now more thorough and requires less effort than before.

Daniel Leyfield, Ecotricity's Billing Manager, explains: "Ecotricity is committed to achieving and maintaining the required performance level of 97% energy settled at Final Reconciliation on Annualised Advances. We have chosen to implement Utilisoft's Exception Analysis and Management Solution because it will significantly reduce the manual effort involved in achieving these targets through efficient management and resolution of exceptions as the business grows.

We identified that it would be crucial to manage settlement data more effectively to support our growth plans. Previously we only analysed and managed a small subset of the available data, meaning that problems with settlements often went unchecked and impacted on the business before we could do anything about it. Even this limited task proved to be extremely labour intensive.

We estimated that several more administration staff would be required for this area – until we discovered the Utilisoft solution. We have been delighted with the Utilisoft offering from the initial installation and training through to deployment in the 'live environment'. We are confident that it will easily achieve return on investment within the first 12 months.

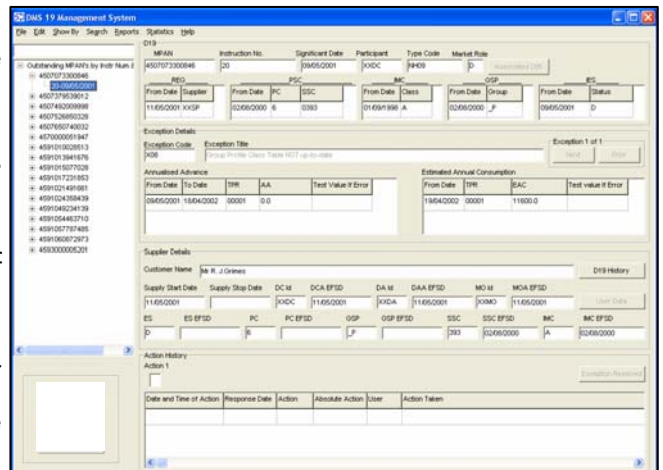
On the first day alone we resolved 16 incorrect energisation statuses which will save thousands of pounds over the coming year".

Ecotricity's Identified Highlights

- Displays dataflows in a user friendly environment;
- Dataflows, in particular D0095s, are put together in a very complex way – the clear way that the solution displays them is a big positive for Ecotricity;
- Enables automatic logging of errors;
- Easily guides the user through the error resolution process and logs each step;
- Enables the update and streamlining of the error resolution process so that the end product is unique to Ecotricity – a major operational benefit as every company resolves errors in different ways with different levels of resource;
- Provides links between the D0095 and D0019 Modules for specific MPANs is proving to be extremely useful in the forecasting process;
- Provides a useful reporting tool to show performance over time.

Utilisoft's EAM Solution

- **D0095 Management Module** – the vehicle for identifying and addressing problems associated with NHH Data Aggregators. The design of the market has resulted in this being the point where inconsistencies and shortcomings are identified.
- **D0019 Validation Module** – whilst generating the Estimated Annual Consumption (EAC) and Annualised Advance (AA) dataflows every time a meter is read (or deemed) is usually a reliable process, occasional anomalies in the results can have major implications on the Supplier's settlement.
- **D0041 Reporting Module** – provides details of non half hourly consumption per supplier across all GSP groups and profile classes from the Supplier Purchase Matrix dataflow. It will also highlight the areas where supply companies are most at risk as they approach Final Settlement.



About Utilisoft

Utilisoft is the new name for Formfill: a leading supplier of software solutions to the global energy and utilities market for over a decade. Utilisoft creates the software powering utilities, supplying market leading energy data management and process solutions. Our innovative product suite is continually evolving to address changing market requirements, deliver additional functionality and harness technological advancements. *We do all of this to make things better for you.*