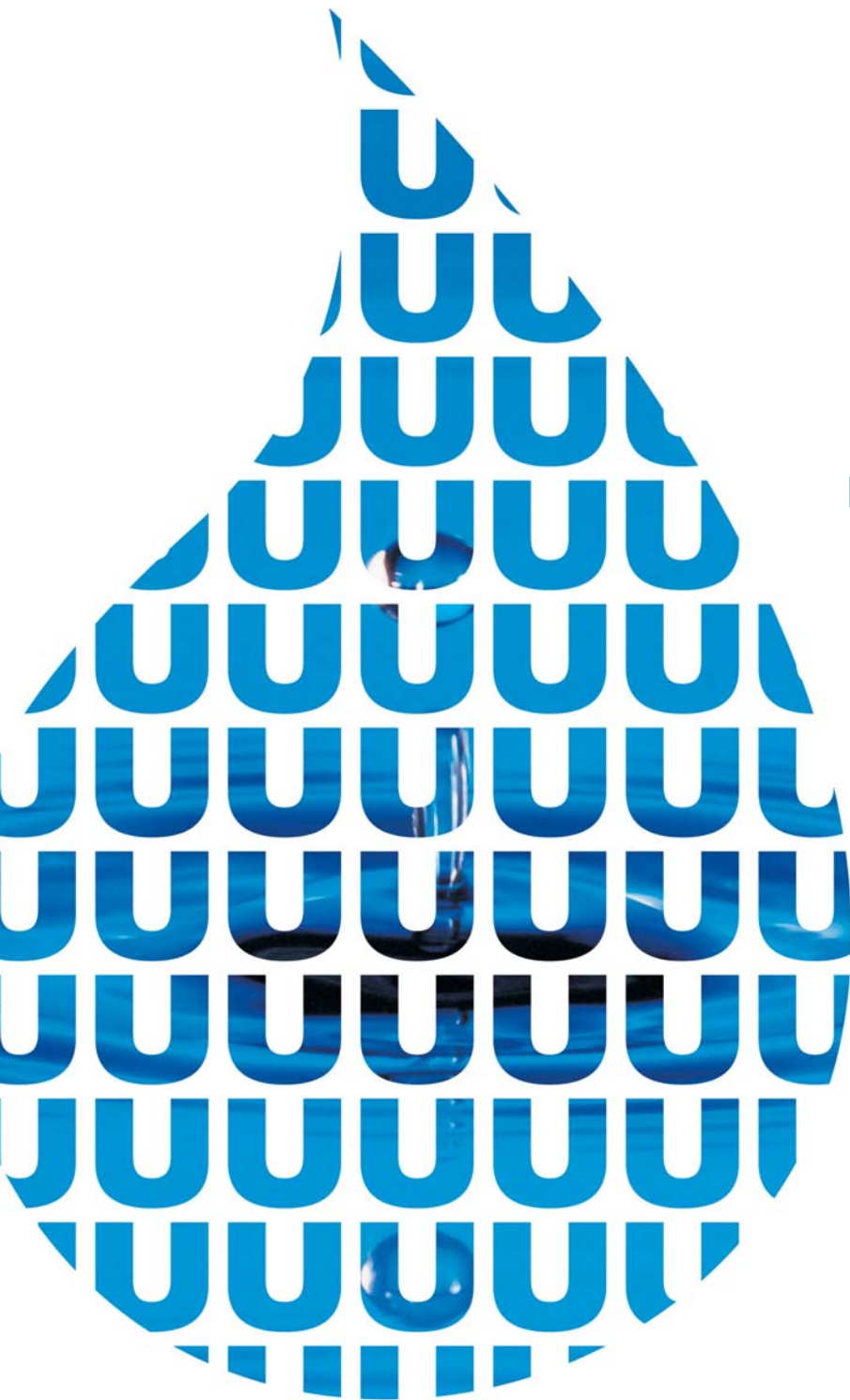


H2Flow

Data Management Solution
for the deregulated
water supply market



The challenges for your organisation...

Following deregulation of the UK Water Supply Market in 2005, the onset of competition is now starting to generate customer transfers. Progress is being made and more will follow, as underlined by OFWAT's review of the progress of competition within the industry which calls for a **lowering of the eligibility threshold to 5ML.**

As the market moves towards full competition it is imperative that **all licensees have enduring systems in place** to professionally manage the customer transfer process.

As is the case in all deregulated utilities industries, a mechanism has been established to enable market participants to send and receive data to support the customer transfer process. In the water market this takes the form of an Excel Spreadsheet based system.

Utilisoft has extensive experience of optimising data exchange within and between utility markets, so has produced a simple-to-use software solution that overcomes the limitations of the spreadsheet based approach.

The spreadsheet based system creates a number of difficulties for organisations operating in the Water supply market; including:

Simplistic validation rules mean that invalid data can easily be entered. Even if the data is 'valid' according to the rules embedded in the spreadsheets, this does not mean the data is correct. Many types of error are either not checked within the spreadsheet, or simply can not be checked from within such a simple interface.

Users need to know the prescribed process, and the order and timescales associated with the completion and dispatch of each spreadsheet, and the rules around the time allowed to react to data received.

The communications process is a manual task which must also be remembered. Information received arrives in a nominated e-mail inbox, and must be checked constantly.

The spreadsheet based system does not support effective management of group customers or facilitate efficient handling of volume growth as the market emerges.

The data content will be relevant for other customer systems and applications within the organisation, though the spreadsheet mechanism selected is not ideal for the level of integration that will be required.

The solution...

H2Flow - A web based solution developed by Utilisoft. **H2Flow** facilitates the cost effective and easy transfer of data between participants, and removes the manual aspects of handling data in the deregulated water market. **H2Flow** is a web based tool, built on Utilisoft's industry leading technologies and has been developed specifically for the UK water industry.

H2Flow is a **cost effective** and **pragmatic** solution that manages the data and customer transfer processes arising from deregulation. It provides a **simple to use** and intuitive web browser interface, and supports integration with existing CRM and billing applications.

H2Flow extracts data from the OFWAT issued spreadsheets as they 'arrive' into the system and doesn't amend them in any way. Similarly, when files are ready to be 'sent' out to other participants, **H2Flow** simply converts the data back into Excel format. As a result, whether other participants are users of **H2Flow** or are users of the spreadsheets provided is irrelevant for organisations using **H2Flow**.

PRN	Premises/Customer	Transfer Date	Primary Water U/T	Sewerage Water U/T	Old Supplier	NWT	Sensitive Customer	Special Resp. Cust
TMS1234567890	Thomas Paper Mill	11/10/2005					Y	N

Notes: Uninterrupted supply is required; Customer's daughter on dialysis machine.

Day	Date	Time	Event	Flag
Fri	09/09/05		Potential gain - industry process not yet started	
Thu	08/09/05	14:20	COS Started - Sent DF001 to PWU	+
Tue	13/09/05	11:34	Received DF002 Accept from PWU	+
Tue	20/09/05		Objection Period expired	+
Fri	23/09/05	09:56	Received DF004 from PWU	+

Action Required	By (date)	Days	Flag
Obtain Transfer Meter Reading	11/10/05 +/- 2 days	5	+

Key benefits of H2Flow

- Cost effective and pragmatic solution
- Simple-to-use intuitive web browser
- Fast & reliable data transfer

For more information about our water industry solutions,
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Utilisoft *has been at the forefront of supporting the developing structures to evolve during the deregulation processes of the UK gas and electricity market, the Australian electricity market and more recently the All Island Single Electricity Market in Ireland.*



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