

**ElectraLink’s governance support underpins the smooth operation of the agreement that lets electricity suppliers connect to and use the electricity distribution networks. The consolidation of over 500 bilateral agreements has resulted in the establishment of a single change control process, delivering significant benefits and efficiencies to the electricity industry.**

## THE CHALLENGE

The Distribution Connection and Use of System Agreement (DCUSA) steering group wanted to ensure that the DCUSA would utilise existing governance best practice, as enshrined in the gas Supply Point Administration Agreement (SPAA).

## THE MISSION

To establish quickly a trading company, and to provide cost effective, sector leading secretarial, corporate management and administration support to DCUSA.

## THE BACKGROUND

The Distribution Connection and Use of System Agreement (DCUSA) is a consolidated agreement which enables suppliers to connect to and use electricity distribution networks to transport electricity to their customers. The DCUSA has been created to provide a robust governance arrangement (‘industry rules’) for making changes to the contractual arrangements that are required to enable the flow of electricity within the industry.

## MEETING KEY OBJECTIVES

During 2005 an industry lead and Ofgem supported Steering Group was established to progress the development of the DCUSA. A key objective of the Steering Group was to ensure that the DCUSA would use existing governance best practice, specifically

lighter touch regulation, self governance, membership representation and decision making capability as well as code administrator independence. The Steering Group recognised that these core principles were enshrined in the Supply Point Administration Agreement (SPAA). ElectraLink provided expert advice, based on its experience of administering the SPAA, on how to achieve these aims.

To ensure the cost effective delivery of these arrangements DCUSA Ltd carried out a competitive tender in 2006 for those services. DCUSA sought a delivery partner who could quickly and efficiently establish and implement a governance support service.

## THE SOLUTION

Crucial to our success was our track record in delivering economic and sector leading governance support services. DCUSA recognised our expertise in establishing start up services which fully meet our client requirements against demanding timescales.

ElectraLink demonstrated how it would use and build on the working practices, processes and procedures used to deliver existing governance services. We also demonstrated our deep knowledge and understanding of the support services required to ensure core values such as self governance would be achieved and delivered. Our record of managing a single centralised change process and our expertise in managing communities of competing parties were recognised as key to the successful delivery of the DCUSA objectives.



## WORKING IN PARTNERSHIP

ElectraLink was also challenged to quickly establish DCUSA Ltd as a trading company and we achieved this by utilising our in house company secretarial, financial management and business administration skills and expertise. Through the service implementation phase we worked in close partnership with DCUSA. This allowed us to build both a sound foundation and establish working relationships which continue to underpin the service to this day.

## ROLE OF ELECTRALINK

ElectraLink provides expert secretarial, corporate management and administration services to DCUSA. Our end-to-end service includes the operation and management of the change process, the maintenance of the agreement, stakeholder and party management, management and interaction with external service providers. ElectraLink also provides a full corporate and financial management service to DCUSA Ltd. The services are provided against a demanding service level agreement and our performance is reported monthly to DCUSA.

The DCUSA is a living agreement that develops and evolves to meet the changing needs and business processes within the electricity market. A key component of the service is the management of the robust change process required to deliver the development of the agreement.

### KEY SERVICE COMPONENTS

- A deep understanding of the governance arrangements within the agreement;
- Change process management;
- Management of voting processes in support of the change process and election processes;
- Provision of helpdesk facilities;
- Maintenance of the DCUSA and its schedules;
- Secretarial and administrative support for EC and its specialist sub-committees including preparation and presentation of meeting papers and preparation and agreement of meeting minutes;
- Industry performance monitoring and reporting;
- DCUSA party management and management of all committee memberships;
- Liaising with and providing guidance to company legal advisers; and
- Full corporate and financial management of DCUSA Ltd including delivery of Company Secretarial function, financial reporting, preparation and agreement of budgets and forecasts and annual audit management.

### DCUSA WEB SERVICES

DCUSA Ltd has contracted with ElectraLink for the development and delivery of web services. The brief was to develop a website for DCUSA which would fully deliver the requirements of the Agreement in a user friendly, easily accessible environment and in a cost efficient manner.

ElectraLink, working in partnership with the DCUSA Panel, developed a service specification to deliver a modern, dynamic, flexible and interactive website. The DCUSA website is robust, fit for purpose and economic and delivers core functionality including content, user, meetings and document management and the ability to submit and edit data online.

ElectraLink successfully managed the design, development and implementation of the website and operates it on behalf of DCUSA in accordance with agreed service levels.

### ABOUT ELECTRALINK

ElectraLink is the UK energy industry's information and code governance specialist, having been the provider of the electricity data network since it was established for that purpose in preparation for market deregulation in 1997.

We provide a unique range of services to utility market participants and have consistently achieved the highest customer satisfaction ratings. Electralink is well placed to provide services in support of ongoing business process improvement initiatives particularly where these support industry-wide change.

ElectraLink is proud of its reputation in the energy market for providing high quality, cost effective services and solutions to meet the needs of our clients.



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