

## ElectraLink’s SPAA service enables the SPAA Executive Committee to discharge its duties, supporting change within the gas market.

### THE CHALLENGE

The Supply Point Administration Agreement (SPAA) is a living agreement that develops and evolves to meet the changing needs and business processes within the gas market. The SPAA executive committee required an intelligent secretariat to provide secretarial and administration services.

### THE MISSION

To provide cost effective, sector leading secretarial, corporate management and administration support to SPAA.

### THE BACKGROUND

The Supply Point Administration Agreement (SPAA) is the governance framework (or ‘industry rules’) which facilitates the interoperability required to deliver the standard industry processes between gas suppliers to enable the effective and efficient transfer of consumers. Customer transfer is delivered through the Change of Supplier process and this is a key enabler of the competitive domestic supply gas market. SPAA Ltd is the corporate vehicle through which the Agreement is managed and 3rd party service providers are contracted with.

The SPAA went live in June 2004 with the aim of providing a robust, efficient and cost effective mechanism for making changes to the operational arrangements that are required to enable the flow of gas

within the industry. The SPAA is a multi-party agreement to which all domestic gas suppliers and all gas transporters are required to accede. The agreement has evolved and matured since 2004 and is a model of effective and efficient self governance. It has been used as a template for the development of subsequent governance arrangements in both the gas and electricity markets.

### THE SOLUTION

ElectraLink was chosen to deliver secretarial, corporate management and administration services to SPAA on long term contract. Crucial to our success was demonstrating our expertise in designing and managing change processes, our deep understanding of the need for cost effective and efficient governance arrangements and our unrivalled track record in delivering sector leading customer service. Our independence and successful record of managing communities of competing parties as well as demonstrating our capability to quickly and efficiently implement the services required were also key component of our success.

One of the key challenges was to quickly establish the service to deliver the requirements of ‘live’ arrangement. This was met through working closely with SPAA during the service implementation phase and utilising existing tried and tested industry strength working practices within ElectraLink. This approach enabled us to build both a sound foundation and establish working relationships which continue to underpin the service to this day.

### RESULT

ElectraLink provides expert secretarial, corporate management and administration services to SPAA. 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 SPAA Ltd. The services are provided against a demanding service level agreement and our performance is reported monthly to SPAA

### KEY SERVICE COMPONENT

The key components of the service provided to SPAA are:

- A deep understanding of the governance arrangements within the agreement;
- Change process management including provision of expert Chairperson to Change Board;
- Management of voting processes in support of the change process and election processes;
- Provision of helpdesk facilities;
- Maintenance of the SPAA 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;
- SPAA party management and management of all committee memberships;
- Liaising with and providing guidance to company legal advisers;
- Managing 3rd party service providers on behalf of SPAA;
- Full corporate and financial management of SPAA Ltd including delivery of Company Secretarial function, financial reporting, preparation and agreement of budgets and forecasts and annual audit management.

In addition to the above ElectraLink has delivered a number of ad hoc projects as part of its service to SPAA including the project management of the original SPAA website development, management of ongoing web site development and a full formatting and consistency review of the agreement. These projects allowed SPAA to leverage some of the core skills within ElectraLink.

#### SPAA WEB SERVICES

In 2009 SPAA Ltd contracted with ElectraLink for the development and delivery of web services. The brief was to develop a new website for SPAA which would take full advantage of developments in web technologies while ensuring the core values of SPAA were maintained.

ElectraLink, working in partnership with the SPAA EC, developed a service specification to deliver a modern, dynamic, flexible and interactive website. The SPAA website is robust, fit for purpose and economic and delivers the following core functionality including content, user,

meetings and document management, discussion forms and the ability to submit and edit data online.

#### SUPPORTING A LIVING AGREEMENT

A key component of the service is the management of the robust change process required to deliver the development of the agreement. ElectraLink has provided expert input into the streamlining of the change process and this has led to efficiencies for both SPAA and industry parties

#### 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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