

ElectraLink’s DUoS e-Billing service removed the overhead associated with processing over a million paper invoices per year, eliminating the cost and errors incurred with a cumbersome manual process. Invoices and remittances are now transferred over the highly secure and reliable Data Transfer Network.

THE CHALLENGE

Electricity suppliers and distribution network operators (DNO’s) sought economic and operational efficiencies from being able to send and receive distribution use of system (DUoS) billing and remittance files across the Data Transfer Network (DTN).

THE MISSION

To design and deliver a robust solution that would validate and automate the cumbersome DUoS invoicing paper based process.

THE BACKGROUND

DNO’s are responsible for distributing electricity to all sites within their own region. The DNO’s receive a market average of 20% of the electricity cost for distribution and this cost is paid irrespective of whether they are responsible for supply. The charge is known as DUoS (Distribution Use of Systems).

Approximately 1.25 million paper invoices were being sent annually by distribution businesses to suppliers for DUoS charges. This paper process required:

- Monthly hard copy invoices for half hourly and non-half hourly sites
- Approximately 1.25 million paper invoices annually
- Manual upload into reconciliation systems
- Financial penalty for late payment



THE SOLUTION

ElectraLink engaged with stakeholders to develop a shared understanding of the problem. New data flows were defined for invoice and remittance data; this information could then be delivered electronically rather than on paper.

The DUoS e-Billing service was built on the well known strengths of the Data Transfer Network. Customers automatically benefited from its high levels of functionality and guaranteed services, further underlining the robust, flexible and extensible nature of the core network.

As well as enabling electronic transmission between DNO’s and Electricity Suppliers, data flows could also now be loaded automatically into suppliers’ validation systems, removing the need for manual rekeying.

RESULT

Since going live in 2002 the service has delivered ongoing value and process improvements between suppliers and DNO’s. The service supports all 14 of the DNO’s, the 6 major Electricity Supply groups, as well as a number of the independent supply companies

Real benefits have been delivered to businesses through cost savings and earlier validation and payment of invoices.

The service delivers considerable benefits to both Electricity Suppliers and DNO’s by transmitting invoices and remittances electronically as data flows which can be fed directly into the validation systems of Electricity Suppliers. This has led to the elimination of data validation issues and the associated cost incurred with manual input.

Utilities are under constant pressure to deliver efficiencies into their business and our DUoS service has helped our customers achieve their goals.

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.



ElectraLink has built a team of utility sector experts that bring deep rooted experience of the electricity business, IT, business and technology consulting.

We are now investing in our consulting capability to provide additional value and expertise to our customers and partners.

For further information please contact:

Ian Rose
Business Development Director
ElectraLink Limited
Ground Floor
Grafton House
2 - 3 Golden Square
London
W1F 9HR