

Introduced in 2006, the ElectraLink gas Notification of Old Supplier Information (NOSI) service is provided to the UK Big 6 gas suppliers and has been crucial in improving stakeholders' experiences in the Change of Supplier process. The service enjoys all the benefits of the most modern networking technologies and services, including web based services (near real time audit and change management).

THE CHALLENGE

The challenge was to introduce significant improvements into the gas industry's highly problematic Change of Supplier process, specifically around supplier to supplier interaction. Customers included:

- UK Suppliers
- UK Metering agents (MAM's)
- UK Metering providers (MAP's)

THE MISSION

To design and deliver a bespoke communications service that would provide the incoming supplier with key incumbent Old Supplier data in near real time in order to improve significantly the Change of Supplier process. Reliability of service, speed of deployment and a value for money solution offering were seen as prerequisites

THE BACKGROUND

One of the highest profile issues in the UK Energy Retail Market has been the negative customer experience associated with switching energy supplier. Pro-actively addressing the recognised problems in this area, Ofgem and the UK Energy Suppliers formed the Customer Transfer Programme (CTP). Principle objectives of the CTP were:

- Identify and prioritise root causes of customer switch issues;
- Develop solutions to priority root causes;
- Fast-track the implementation of solutions as appropriate.

THE SOLUTION

Electralink worked closely with the gas suppliers to design and deliver a bespoke service while still retaining sufficient flexibility to meet any future changes, including expansion to other gas suppliers.

The NOSI service uses the Data Transfer Network infrastructure; customers automatically benefit from its high levels of functionality and guaranteed services, further underlining the robustness and flexibility of the core network.

- Security - Using encryption, digital signatures and a virtual private network, ElectraLink ensures that sensitive customer information is never compromised.
- Audit - Information about every message is recorded in a comprehensive database, so we can provide a full audit of all messages sent and received.
- Reliability - The system is intrinsically reliable, proven by consistently exceeding service levels.
- Delivery acknowledgements - All messages are automatically acknowledged so the sender knows the status of their business processes.
- Resilience – allows for service-wide and User specific disaster recovery facilities as well as being supported 24/7.

RESULT

NOSI was a key contribution to the CTP, which saw a significant drop in customer complaints about the transfer process.

The solution tackled a specific problem, improving efficiency for market participants and enabling a better experience for consumers.

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

ElectraLink's introduction of the NOSI service enabled significant improvements to the Change of Supplier process for Gas Suppliers under constant pressure to deliver efficiencies into their businesses.

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.

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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