



Case Study – Central Reporting

The Client – 
The Project – **Change of Supply Market Performance**

The requirement

Energy UK requires a central reporting service to enable it to monitor and demonstrate the performance of the British electricity retail market.

Why use ElectraLink Central Reporting?

ElectraLink's network carries the messages between electricity retail market participants such as Energy Suppliers, Meter Operators and Network Operators to enable change of supply and other industry processes. ElectraLink is able to analyse and report on these messages to enable industry to improve its performance. These reports are:

- **Market wide** – all electricity retail market participants in Great Britain use ElectraLink's network;
- **Impartial** – as a 'central body', ElectraLink provides services to the whole of the industry;
- **Accurate, consistent and timely** – by analysing the actual messages sent, ElectraLink can report on what is really happening in the market;
- **Efficient** – ElectraLink's central reports avoid the costs and complexities of individual companies self reporting.

What is ElectraLink's Central Reporting?

ElectraLink provides Energy UK with a monthly report containing the following key performance statistics for customer switching in the GB electricity retail market:

- the number of changes of supplier in the month;
- the average time taken to switch supplier;
- the number and percentage of net gains made by smaller suppliers from the big suppliers in the month.



How can ElectraLink's Central Reporting be used?

Similar centralised reports could be used:

- to efficiently monitor overall performance of the retail electricity market;
- to simplify and reduce the cost to market participants of reporting industry progress;
- as an input during policy review and development;
- to quantify nationwide activity for instance as part of the Smart Metering Implementation programme.

Energy UK's COO Lawrence Slade says...

"Energy UK is the trade association for the energy industry. It is fundamental to our members that competition is active across the industry, and by using these independent figures from ElectraLink, derived from the actual industry transactions, we are able to show to our members and the wider public that the market is working."

"ElectraLink was able to take our requirements and provided us with a very cost effective solution that gives us the information we need when we need it."

About ElectraLink

Thought leaders, innovators and with a proven track record as facilitators in making things happen, ElectraLink was created in 1998 to provide an independent, secure and low cost service to transfer data between the players operating in the deregulated UK electricity industry.

The company operates a state-of-the-art data transfer service which underpins customer switching, meter interoperability and other business processes critical to a competitive energy market. ElectraLink has subsequently diversified successfully into providing gas data transfer and services to support the codes governing the operation of the gas and electricity markets. In 2012 the company was granted permission by its users to provide data analytics and benchmarking on the market data processed by its data transfer network.

We are the only people who do what we do. A truly independent organisation owned by the UK's Electricity Distribution Network Operators (DNOs), ElectraLink has a unique capability to provide energy market data transfer and analytics as we're connected to, and sit at the heart of, the UK energy industry.

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