

The background features a light gray network of nodes and lines. In the center, there is a large orange circle partially overlapping a dark blue square. Below these, there are two overlapping arrow shapes: a blue one pointing left and an orange one pointing right. The text 'Advisory Services' is centered over these shapes. The word 'Advisory' is in white on a blue background, and 'Services' is in white on a dark blue background.

Advisory Services



ElectraLink

About our Advisory Services

ElectraLink has helped to create the industry 'rule books' and continually works to develop solutions at the heart of industry. ElectraLink already provides essential advisory, support and management to the following codes and agreements:

- The Distribution Connection and Use of System Agreement (DCUSA) is a multi-party contract between the licensed electricity distributors, suppliers and generators to govern the use of the electricity distribution systems to transport electricity.
- The Meter Asset Management Code of Practice (MAMCoP) is an assurance and certification code of practice, governing meter asset management services for primary meter installations connected to the GB gas network.
- The Supply Point Administration Agreement (SPAA) sets out the inter-operational arrangements between gas suppliers and transporters in the UK retail market and provides a robust agreement to enable the flow of gas within the industry. The Theft Risk Assessment Service (TRAS) is a data analytics service for energy Suppliers to help assess the risk of energy theft at consumer premises and target theft investigations.

Our experience in managing these vital industry Codes has provided us with a wealth of Code framework knowledge. We have developed business solutions that are adaptable, versatile and equipped to provide lasting, impactful efficiencies for your business. These solutions are supported by a unique and comprehensive data lake that means our approach is intelligent and data driven.

ElectraLink understands that each business is individual, unique and operating in a highly complex energy landscape. We are experts in managing effective business outcomes which uses our governance experience to provide outcomes that meet your needs.

ElectraLink is focussed on the future, continually evolving to deliver both existing and new services in a transforming marketplace. We don't wait for the market to identify problems, we use our market intelligence to anticipate issues and proactively generate solutions. In our bid to simplify the market for all industry stakeholders, we have established a series of business support and advisory services.

- Sales and TPI
- Customer Gains and Losses
 - Metering
 - Complaints
 - Reporting
- Billing and Collections
- Policy and Regulation

- Data Validation
- Investigations
- Theft Resolution
- Desktop Analysis
- Debt Management

Training

Revenue

Protection

Advisory Services

Business

Solutions

Stress Test

- Code Development
 - Business Analysis
- Change Management
- Using Data Analytics

- Sales and TPI
- Billing and Collections
- Complaints
- Gains and Losses
- Metering
- Reporting
- Settlement
- Policy and Regulation



Training

What is it?

ElectraLink offers market-leading, tailored training to cover your business needs, drawing from a selection of modules in several retail areas.

How will it benefit you?

- Develop your expertise on customer gains and losses; forecasting and settlements; policy and regulation to increase understanding and effectiveness.
- Empower your staff with the tools to fulfill a range of job functions and drive efficiency within the industry.
- Improve your performance in relation to benchmarks based on industry expectations.
- Increase your understanding of the complex energy industry.



Business Solutions

What is it?

ElectraLink experts deliver bespoke business solutions to improve your compliance within the complex regulatory landscape. We do this providing essential energy Code knowledge to help you to streamline your business processes and by provide valuable, data-driven solutions that tackle obstacles at their root.

How will it benefit you?

- Provides you with the knowledge you need to interpret industry change and understand how it will affect your business.
- Ensures you are compliant with obligations and avoid regulatory sanctions or penalties.
- Provides you with performance monitoring and benchmarking information through our Assurance and Compliance services.
- Improves your business profitability.
- Ensures you are at the cutting edge of modernisation with our digitalisation and digitisation platforms.

A graphic featuring a dark blue square with a white border, partially overlapping an orange banner that contains the text 'Revenue Protection' in white. The banner is split into two lines: 'Revenue' on top and 'Protection' on the bottom.

Revenue Protection

Revenue Protection

What is it?

The National Revenue Protection Service (NRPS) is a first-of-its-kind scheme with nationwide coverage for both gas and electricity theft and tampering cases. We also provide a range of theft and revenue data analytics services to complement this scheme.

How will it benefit you?

- Ensures your compliance with your licence condition to investigate, identify, prevent and deter energy theft.
- Significantly reduces burden and cost through both field-based and desktop investigations.
- Helps you understand and resolve revenue leaks through our in-depth analysis and recommendations.
- Gives you confidence in the completeness and quality of your data, including correct contact details.

A graphic featuring a blue diamond shape with a white border, partially overlapping an orange banner that contains the text 'Stress Test' in white. The banner is split into two lines: 'Stress' on top and 'Test' on the bottom.

Stress Test

Stress Test

What is it?

The ElectraLink Stress Test analyses your operational processes, benchmarks them against current industry best practice and provides a comprehensive breakdown of process assurance, performance and improvement. Processes that can be tested include billing and collection, complaints and internal and external reporting.

How will it benefit you?

- Helps you improve your performance internally and externally against industry standards.
- Provides you with clear guidance on potential improvement on a broad range of processes.
- Offers valuable business insights through detailed analysis using ElectraLink's dedicated business solutions.

About ElectraLink

ElectraLink is a central body at the heart of the UK energy market. We are responsible for managing key industry codes that govern the UK energy market. We also manage data transferred between industry players which provides us unique access to a wealth of energy market data, enabling us to support industry to develop solutions, facilitate innovation and reduce costs to consumers.

The utility markets are constantly evolving, requiring significant interaction between industry parties, regulators, policy makers and increasingly consumers.

We are a trusted advisor in a changing market and manage that change in a structured, transparent and cost-effective way that is fair to everyone. Our reputation for impartiality and energy market expertise makes us an ideal partner in the implementation and change management of energy market governance arrangements.



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ElectraLink

