



Case Study



The Customer

Ecotricity is an electricity company with a difference - dedicated to changing the way electricity is made. They take the money customers spend on electricity and invest it in clean forms of power like wind energy. What's more, Ecotricity is the only green electricity company actually building these new renewable energy sources in the UK. This year alone the company is investing £25 million in wind energy.

The Situation

Exception Analysis and Management Solution

Ecotricity has selected a solution from Utilisoft as the key part of its strategy to meet targets set by Elexon to improve Settlement and Reconciliation Performance. With the recent publication of the 'Advice to Suppliers Trying to Achieve 97% Annualised Advances at Final Reconciliation' paper, Elexon continue to drive a hard message to electricity suppliers that the percentage of energy settled at Final Reconciliation on Annualised Advances must improve.

Utilisoft's Exception Analysis and Management (EAM) Solution enables electricity suppliers to easily analyse, manage and improve exception and settlement performance and has been implemented by Ecotricity as the chosen method for managing settlement related data.

Since implementation Ecotricity has experienced:

- Better service from agents – because Ecotricity is providing specific information about where the problems lie;
- A perfectly tailored solution – the error resolution processes were personalised for Ecotricity during installation and setup, making it an exact fit to their business requirements;
- Significant reduction in manual effort – data analysis is now more thorough and requires less effort than before.

The Requirement

Daniel Leyfield, Ecotricity's Billing Manager, commented: "Ecotricity is committed to achieving and maintaining the required performance level of 97% energy settled at Final Reconciliation on Annualised Advances. We have chosen to implement Utilisoft's Exception Analysis and Management Solution because it will significantly reduce the manual effort involved in achieving these targets through efficient management and resolution of exceptions as the business grows.

"We identified that it would be crucial to manage settlement data more effectively to support our growth plans. Previously we only analysed and managed a small subset of the available data, meaning that problems with settlements often went unchecked and impacted on the business before we could do anything about it. Even this limited task proved to be extremely labour intensive.

Ecotricity's identified highlights:

- Displays dataflows in a user friendly environment. Dataflows, in particular D0095s, are put together in a very complex way – the clear way that the solution displays them is a big positive for Ecotricity;
- Enables automatic logging of errors;
- Easily guides the user through the error resolution process and logs each step;
- Enables the update and streamlining of the error resolution process so that the end product is unique to Ecotricity – a major operational benefit as every company resolves errors in different ways with different levels of resource;
- Provides links between the D0095 and D0019 Modules for specific MPANs is proving to be extremely useful in the forecasting process;
- Provides a useful reporting tool to show performance over time.

Daniel continued: "We estimated that several more administration staff would be required for this area – until we discovered the Utilisoft solution. We are confident that it will easily achieve return on investment within the first 12 months.