Welcome

The latest dose of Switched On brings you the latest industry news, business updates and bite-size chunks of all things Utiligroup related.

The last couple of years have proved to be hugely successful years of trading, helping us to celebrate an impressive growth of 80 percent, which saw Utiligroup commemorated in the ranking of North West’s top 50 fastest-growing technology and digital companies at the Northern Technology Awards.

2015 marked another fantastic year of growth, momentous in many ways and crammed with new and developing projects, client wins, product launches, industry milestones and lastly, the relocation of our offices to brand new premises.

Moving to our new home in Chorley has been a proud time for us all. We have doubled the size of our previous headquarters and our new custom-built space is bursting with character.

Why Chorley...

After London, the North West is now the second largest hub for the innovation of technology and digital in Europe. Evidence of the growth and strengthening of the region’s reputation can be seen in the diversification and differentiation of businesses, as well as the increase in coverage surrounding the ‘Northern Powerhouse’.

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There’s no time for sleep, we’re evolving and shifting to Utiligroup #2 to support the journey of the new energy revolution, which we refer to a lot in this issue as Energy 2.0. To learn more, see our ‘Let’s Buckle Up’ article.

Keeping our customers in the lead and ensuring they’re able to keep up with fast pace of the changing landscape of energy supply is our priority. Our solutions prioritise current and future developments facing the industry in the next five years and beyond, which means our clients are able to handle whatever the industry may throw at them.

Independent energy suppliers in the UK are leading the way forcing the level of switching to reach its highest point for four years during 2015, according to data from regulator Ofgem. With the amount of people switching their energy supplier rising 10% year-on-year in 2015 to 6.1 million customers - the highest number of switches since 2011. More particularly, 40% of the people that switched supplier in 2015 moved to an independent supplier, implying the previous stronghold over the market occupied by the larger players is waning. The 40% figure suggests over 2.4 million of the 6.1 million people that switched in 2015 moved to an independent supplier.

Boasting Market Effectiveness...

It is always important for us to assist our clients to provide yet more benefits to their end consumers. OVO Energy for instance extended their offering to customers this year by becoming an independent Meter Operator, allowing them to install and maintain their customer’s electricity and gas meters and provide a more integrated service and enhanced customer experience. We also extended our offering to serve the water market. With April 2017 fast approaching, we’ve been working intensely to deliver a comprehensive solution with efficient end-to-end systems integration ready for the Open Water programme milestones.

The Future is Bright...

Utiligroup is fully committed to providing enabling solutions for those participating in emerging competitive markets and we have a full team of consultants on hand to carry suppliers through change, as well as providing them with clearer insight into the energy future, so that they can focus on what matters the most.

The industry is at the brink of change as we are faced with new and enabling technologies, business models and government initiatives to enable a speedy transition to a new carbon system. Innovation and insight is the future, and vastly central to our Data Analytics service which sets out to embrace these new developments and help suppliers to conquer the challenge of empowering and engaging with customers.

There hasn’t been a better time to be involved in the industry and urge change. We are truly excited about the future and ready to take on some more ground-breaking achievements – stay tuned.

As always, we hope you enjoy reading this issue of Switched On. If you have any feedback, comments or requests, we’d love you to get in touch.

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A quick glimpse at our new office space, the grand opening, and at our growing team taking part in events around the office to raise money for charity.

Check out our current job opportunities online:
www.utiligroup.com/current-job-opportunities

Or contact Danielle, our head of recruitment:
danielle.buchan@utiligroup.com

Rt Hon Lindsay Hoyle MP and Matthew Hirst marking the opening of Utilihouse.

PJ day at the office to raise money for Children in Need.

52 new starters in 12 months, increasing our total headcount to 160.
Our Journey

Our mission is simple...

We’re here to help create a better, more competitive and efficient energy industry where customers are better served with greater choice, through a challenging, innovative and inspiring approach. To put it simply, our customers’ customer is very much at the root of our business. So everything we do is with the consumer in mind.

Utiligroup has come a long way since its launch. The development of innovative products and second-to-none customer service has allowed us to build and maintain long-lasting relationships with a wide range of clients.

To date, Utiligroup has enabled over 26 new entrant Suppliers to break into the industry, forcing the ongoing fragmentation of the energy market and resulting in greater levels of switching.

According to 2015 switching figures medium to smaller suppliers retained a market share of 11.1 percent in household electricity, 11.3 percent in gas and 13.4 percent in dual fuel, which is the highest since competition started in the late 1990’s causing the larger suppliers to lose collective share to the independents. More recent figures show total aggregate share growing further to 15.5%. New entrants are unique in their own right, providing targeted and segmented options to facilitate better energy usage.

Competition is Heating Up...

The last year has seen a surge in new entrant Suppliers and we’re delighted to of enabled their entry and ongoing participation in the market, which is resulting in the industry seeing greater levels of switching, price flexibility and new and innovative approaches to the payment of energy. Quite like the big banks, energy companies can’t be everything to everyone, forcing suppliers to take on new and innovative approaches to deliver better consumer outcomes. The pace of competition from the incumbents is increasing, inviting newer business and innovative approaches to delivering value to customers.

Utiligroup has a fully funded market change and innovation programme in place to help our clients to stay ahead of market change, customer expectation growth and technology innovation. More recently, these changes have featured the smart meter roll-out, Faster switching, smart metering based settlement, Ofgem compliance and facilitating service innovation by energy traders for our clients.

Our solutions prioriitise current and future developments facing the industry in the next few years and beyond, which means our clients are able to handle whatever the industry may throw at them. Our 6 for 16 market tracker gives us forward view, short, mid and long term encapsulating it of the near-term changes of critical impact. Currently these include Faster Switching, HH Settlement, Smart Metering and The DCC, Water Competition, Project Nexus and the evolution of the Next Generation Supplier. Five of these are regulatory changes with Nexus and DCC currently in delivery, Switching and Settlements next, followed by Water which is in delivery now and then bigger following programme for the residential market. The 6 for 16 market tracker ensures our clients focus on what is real, mandated and needed now as top priority.

We’re helping to fuel this shift by powering these new entrants to break into the market and then supporting them during their ongoing operations to help them achieve successful outcomes. We have a fully funded market change and innovation programme in place to help our clients to stay ahead of market change, customer expectation growth and technology innovation. More recently, these changes have featured the smart meter roll-out, Faster switching, smart metering based settlement, Ofgem compliance and facilitating service innovation by energy traders for our clients.

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Our world is disrupted constantly with new innovations, so we created the enabling Energy 2.0 roadmap to help energy companies evolve through this journey to meet future expectations.

Energy 2.0 is Utiligroup’s notion to turn overlapping innovation and change into deliverable road maps of customer value.

Our Energy 2.0 concept is focused on how the expectations of our customers’ customers is met, which in a changing climate is vital to the alignment of service providers.

Energy 2.0 is the peak of transition as our energy sector evolves from its long established basis to meet the needs of a different future. Fuelled by rapidly emerging technologies, these changes are drastically impacting energy provision.

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But HOW, we hear you say? We are forward thinking, innovative and fairly good at keeping up with the pace of the industry. We’re focused on building agile, virtualised operations that can adapt comfortably with change. We collaborate across an eco-system of partners, data, new devices and academics to create new learnings and to facilitate a smoother connection to the smarter world. In a world exploding with potential and new opportunities, the way you embrace emerging technology and the transformation it erupts can dramatically impact your business. So our advice to you is simple, be part of it and act now.

Smart metering and the DCC is just the first inflection point in the digitisation of energy, closely followed by Faster Switching, Half Hourly Settlements, Project Nexus and the opening of the retail Water market. Our solutions are ready, robust and sufficiently flexible to support innovation reliably and at good value to energy users.

It’s going to be exciting, messy and disruptive requiring customer focus, agility and assured compliant market best practice and the time to prepare for it is now.

The time to engage is now.

www.utiligroup.com/innovation/
Going Digital

Turning Disruptive Trends into Customer Innovation

Their intrinsic unpredictability makes it difficult to forecast where they will next appear - we simply have to be ready. There is strong disruption in the industry stirred by a combination of policy, technological and customer change and unless digital becomes part of the bedrock of energy companies, it will be a struggle to compete with those who have developed a business strategy for the digital age.

Digitising and automating existing processes holds the power to improve insights and logistics. But to successfully do this, energy companies must cultivate a digital mind-set for the adoption of new innovations and to respond fast to technological and industry-led breakthroughs.

We are ready to help you...

Our data analytics service uses its deep industry knowledge and technical expertise to help clients conquer the challenge of empowering and engaging directly with energy users in the digital age. Our team of experts are focused on helping customers stay one step ahead of the curve during this complex time of opportunity and risk. By providing the right tools, analysis, and insights, customers can capitalise on competitive advantages by unlocking new opportunities held within their most valuable assets – their customers.

We are ready to help you be the energy company of the future.

The Future

Did you know...

We have launched a new series of thought papers to provide you with everything you need to know about the industry. We’ll give you unlimited access to our expertise and knowledge base to support the continual realisation of customer benefits.

In five years’ time, the energy market will look radically different to today and all players in the market will be forced to adopt a business model that meets the challenges and recognises the potential opportunities. The digital revolution has had a huge underlying effect on the way electricity and gas has been distributed and will be distributed to customers, but it is just one of many challenges facing the sector.

Kicking off with the Smart Meter Rollout...

Smart meters signify a once in a generation opportunity to transform the energy industry and we’re working hard to ensure our clients are ready for the smart meter transformation.

Making uSmart

Rest assured that as we have on the DCC, we have new research, models, data analytics and capabilities brewing inside the business to discuss and engage with you on. Our industry and solution experts introduce this insight into the design and delivery of uSmart, a solution called ‘uSmart’. This solution does what Utiligroup does best by turning the new DCC service and those using it to eliminate the need for those focusing on customer services to translate and model all the industry complexity across their IT systems.

From device to customer and central industry, Utiligroup has a holistic view and process-based model to use in supporting your business evolution. The DCC is a new central enabler that plays a pivotal role in the journey from Energy 1.0 to Energy 2.0 and onwards.

This requires a multidisciplinary approach that brings together industry understanding, ICT capabilities, security, service readiness and a continual commitment to turn future complexity into practical enabling capabilities. We work hard to be your trusted partner to enable services today, make the transition and seize the opportunity of a transformed energy market.

In the UK, we sometimes make things difficult for ourselves, but it’s because we can see a future that is profoundly different and need to orientate towards it now. We welcome working together in partnership to commence this journey and most importantly continue to enhance customer service and focus in the delivery of the vital underlying services to our lives.

Your Smart Future...

We produced an in-depth thought paper on the new DCC towards Energy 2.0 which is available on our website: www.utiligroup.com

If you would like to discuss your readiness for the DCC and would like more information on we can support you, call us on: (+44) 01772 770280

Stay tuned for the next thought paper, coming to you in Spring/Summer.

Smart Metering

Towards Energy 2.0

Thought Paper Series:

DCC

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Interested in an exciting career with Utiligroup?

We’re recruiting and would love to hear from you...

Check out our current job opportunities online: www.utiligroup.com/current-job-opportunities

Or contact Danielle, our head of recruitment: danielle.buchan@utiligroup.com