

# Adhering to Regulatory Obligations

The Energy Industry is a highly regulated and complex market where Suppliers and other market participants must adhere to a set of strictly governed industry codes and licence conditions.

For Suppliers, not only do they have to ensure all activities and processes are compliant against current rules and regulations, they also need to understand the changes and challenges ahead and ensure they have the appropriate systems, processes and resources in place to manage these changes. This is a vital business function for all energy suppliers, therefore having the appropriate tools and projects in place is a key aspect of successful and compliant operations.

For faster growing energy suppliers, demonstrating compliance is a big challenge and once the 250k customer threshold is met, there are additional obligations such as the Energy Company Obligation (ECO) and Smart Metering commitments that must be adhered to.

As customer numbers increase, it is important that the systems, processes and policies in place can be developed while maintaining an effective and compliant operational framework. Key areas such as billing and settlement accuracy, change of supply, meter exchange and customer experience are critical paths to industry compliance, which all suppliers must have at the centre of their industry governance.

**Engage has deep energy retail market expertise** and has been providing expert energy retail advice to Suppliers for the last fifteen years.

**We have deep knowledge of the industry's regulatory and governance framework** and extensive experience in providing market participants with advice on this highly regulated and complex market.

**Our consultants are industry experts who have worked for many energy suppliers** in strategic, operational and project roles during significant periods of industry and business change.

## **Our expert consultants can:**

- Assess and review existing processes to help determine the appropriate level of compliance, identify key risks and improvements within your business and develop future plans to increase operational flexibility and awareness.
- Help improve and implement a compliance framework – to help ensure the appropriate controls are in place.
- Support you in assessing regulatory changes and market readiness in a number of areas such as Smart Metering, P272, Nexus, Faster Switching and the Competition and Markets Authority (CMA) remedies.
- Assist with consultation responses and information requests from external stakeholders.
- Help with the provision of regulatory Management Information and provide insight – such as Social Obligations reporting and Market Monitoring.