

Are you ready for P272?

From this November, Suppliers will need to change their sales, pricing, acquisition, and billing processes to take into account changes to settlement requirements. This is following Ofgem's approval of BSC Modifications [P272](#), [P300](#) (supported by DCUSA Change Proposal [DCP179](#)) and [P322](#), that together have instigated one of the most significant changes to GB electricity settlements processes in recent history.

This change will take away the homogenous settlement of profile class 5 to 8 customers and replace it with half hourly settlement that is reflective of customer consumption. This will change the cost of supplying customers, the exposure to settlement and trading risks, and the business processes needed to acquire, migrate, and service customers. Suppliers will need to adapt to the new arrangements without alienating their customers, which is easier said than done if your strategy and processes are not top notch.

Defining an appropriate strategy to deal with this change is the first consideration for P272. Implementing changed business processes across all the affected areas while ensuring compliance comes next.

Engage has deep energy retail market expertise and has been providing expert energy retail advice to Suppliers for the last fifteen years. We have extensive experience in providing market participants with advice on industry change and the necessary business change and improvements required to deliver the industry change. Our detailed understanding of the electricity market, its settlements arrangements and regulatory framework allows us to deliver business readiness solutions and strategy assurance for industry changes.

Our expert consultants can:

- Support you on your strategy and approach to a successful migration including the development and [impact assessment](#) of your migration plans.
- [Provide programme and/or project management](#) support for delivery of your P272 migration or specific components of it throughout the readiness, implementation, transitional and enduring phases.
- Provide advice, operational support and assurance activities on your Change of Measurement Class activities.
- [Undertake a review of your systems and processes](#) as part of your overall P272 strategy to ensure they are robust, ready and can help manage your migration activities.
- Provide a full impact assessment and recommendation on the underlying customer registration, new connections, billing and energy settlement reporting issues associated with P272.
- Support your approach through our existing [Revenue and Margin Assurance service](#) for customer analysis of energy volumes, costs, profitability and gross margins to help with the transition.
- Provide electricity settlement expertise on all aspects of NHH and HH settlement arrangements, including existing BSC arrangements and industry codes that govern how the market operates, as well as any required HH qualification activities.
- Support you on assessing regulatory changes and [ensuring your compliance](#) with any existing and/or new regulation.