

# Energy & Utilities Training Workshops

## Individual Benefits

Engage Consulting's energy and utilities training workshops provide an in-depth understanding of the energy sector covering electricity and gas. Our skilled consultants have all worked within the sector for many years. Our expert industry knowledge and insight, spans the full energy supply chain. The workshops will help you understand the changing energy and utilities environment. Through our workshops, you will:

- Gain a deeper understanding of the different components of energy markets;
- Learn about the UK, European and global developments and perspectives;
- Learn about the challenges, benefits and drivers of change; and
- Be empowered to deliver improvements to your organisation.

## Business Benefits

Developing industry knowledge can empower individuals to deliver improvements to an organisation which could include:

- Positioning an organisation to maximise revenue opportunities and minimise operational or financial risk;
- Ensuring efficient and effective business processes;
- Developing coherent and robust business strategies for long term growth; and
- Ensuring your business is ready to manage change in the evolving energy industry.

## The Engage Method

### Standard Industry Overview Training Courses

Our standard training workshops offer a 6 hour overview using the GB energy market as a case study. The GB energy market was one of the earliest, globally, to deregulate and delegates from countries where privatisation is a more recent development have found GB to be an invaluable reference point.

These training workshops are interactive with time allowed for discussion and questions for our experts. To ensure the confidentiality of your organisation we deliver standard training courses to a single organisation, rather than on an "open delegate" basis.

### Bespoke Training Workshops

Our training workshops can be tailored to your needs whether you are a private or public sector organisation. These can be in the form of group workshops, one-to-one meetings or educational seminars. We will work with you to develop the appropriate workshop content to best deliver your requirements. These courses cover subject matters such as:

- **Smart metering and smart grids;**
- **Market participant roles and responsibilities;**
- **Deregulation and privatisation in the energy sector; and**
- **Electricity and gas industry arrangements.**

## Approach

Our courses will be facilitated by a combination of our expert consultants depending upon the specific focus of the workshop. Extensive preparatory work will ensure that the courses are well structured and that all participants get the maximum benefit from the sessions.

We will provide delegates with hard copies of the presentation on the day and also a .pdf version of the presentation material.

## Client Experiences

We have significant experience in delivering training workshops in the energy and utilities industry. These experiences have been built upon years of client relationships where in some cases workshops were delivered as part of a wider consultancy service while in others it was a short term engagement to provide industry knowledge and insight.

Engage's experience in delivering workshops includes:

**Various Organisations:** Engage has delivered a variety of bespoke market intelligence workshops focusing on the smart metering market in Great Britain.

**Non-UK Energy Supplier:** Engage delivered a workshop and report that evaluated areas for smart metering roll-out (including analysis of the various options).

**Central Market Organisation:** Delivered Electricity Market Overview training to new staff.

**Trade Association:** Engage has facilitated joint workshops between suppliers and network operators on demand response and demand side management, both key elements to the smart grid of the future.

**Major Energy Supplier:** Delivered several workshops to establish a smart metering strategy to help form its responses to the regulator.

**Data Management and Governance Company:** Delivered a workshop to establish the company's approach to the UK Smart Metering arrangements.

**Major GB Energy Supplier:** Delivered a series of workshops and interviews for stakeholders to help establish the Key Performance Indicators (KPIs).

**Major GB Energy Supplier:** Delivered an audit readiness workshop to assess and review an energy Supplier's preparation for the impending audit visits.

**Major Technology and Services Company:** Delivered a Smart Metering Workshop for a company that was seeking to assess the potential for their suite of products and services.

**Major GB Energy Supplier:** Provided training courses to the Senior Management Team, section heads and staff, from a range of departments, to improve their end to end knowledge of the electricity trading arrangement.

**Malaysia:** Delivered a workshop in Malaysia on 'Distribution Management and Metering Solutions for Smart Grids'. This covered: smart meter solutions; grid security and privacy issues; communication infrastructure; interoperability between current and future power grids; and the implementation of monitor and control systems.

**Finance Company:** Developed and delivered a workshop on the functions of Meter Asset Providers (MAPs), Meter Operator (MOPs) and Meter Asset Managers (MAMs).

**UK Conference:** Delivered a workshop on 'Demand Response and Critical Peak Pricing'.

## Who is Engage?

Engage is an independent specialist consultancy, serving the energy and utility sectors with a unique differentiator of unparalleled industry expertise. We were formed in 2000 from a team of experts who were instrumental in the design and implementation of the deregulated electricity market in Great Britain. Our clients trust us to advise them on strategic, operational, project and programme roles focusing on general market operations, Settlement arrangements, revenue and margin assurance, industry design, regulation, smart metering, smart grids, Feed in Tariffs and Green Deal.

In the UK and Europe, our energy clients include trade associations, central market entities, European Industry Groups, small and major energy suppliers, distribution network operators, regulators, metering manufacturers, communications providers, system integrators, technology and security solution providers, financiers, and water companies. Globally, we have worked with clients in North America, Asia (Japan and Malaysia), Africa and Australia.

## Contact

If you would like to find out more about the many benefits our training workshops can bring to your business, please contact:

- Pippa Stirling: +44 (0) 7817 661672 and [pippa.stirling@engage-consulting.co.uk](mailto:pippa.stirling@engage-consulting.co.uk)

