**CASE STUDY** 

## UK Customers Receive Full Benefit of Energy Crisis Support

FTI Consulting reduced the risk of fraud and resolved compliance errors in the UK Government's Energy Relief Schemes to ensure UK customers received the energy discounts they were entitled to.

In Autumn 2022, as a direct response to rising energy bills and the cost-of-living crisis, the UK Government outlined support for households and businesses, including the Energy Price Guarantee ("EPG") and Energy Bill Relief ("EBRS") Schemes. In January 2023, FTI Consulting was chosen to join a multi-stakeholder group supporting DESNZ in the delivery and review of these schemes. Due to our multi-disciplinary expertise and unique position of independence, we provided forensic post-payment compliance services where conflicts existed between the "Big Four" and specific energy suppliers



## **OUR IMPACT**



## **Paved the Way for Corrective**

Actions - FTI Consulting identified discrepancies through the analysis of vast datasets involving hundreds of millions of records. This comprehensive review resulted in detailed historical compliance reports, highlighting energy suppliers' activities within the schemes.



Reduced Error - Using advanced analytics, we extracted valuable insights to provide DESNZ with a higher degree of certainty about Supplier's billing practices. This would not have been possible through manual testing.



**Energy Aid Delivered** - Increased the number of customers who received the discounts they were entitled to by reducing fraud risk and resolving compliance errors in the schemes.

## **OUR ROLE**

- Assessed historical compliance across several energy suppliers. This involved verifying the implementation of scheme-specific governance programmes, accurate billing discounts, efficient fraud risk management, and timely information submission to DESNZ and the Scheme Administrators.
- Supported DESNZ with estimating the level of error within the schemes, as part of the NAO's assessment of the Department's financial accounts.
- Reviewed processes and controls implemented by the energy suppliers to ensure adherence to the schemes.
- Performed testing across several energy suppliers using a combination of manual risk-based sampling and largescale data & analytics quantification.
- Implemented a common data model and analytics testing programme to align testing and reporting across multiple energy suppliers.
- Performed large-scale lookback analytics testing for a nine-month period covering over 21 million (>40%) of the
  Great Britain and Northern Ireland domestic energy supply points and close to half a billion associated bill items.
- Developed data visualisations and dashboards to support analysis and monitoring of the various datasets involved.
- Deployed machine learning to automatically extract information from customer bills to support efficient data validation and discount application checks.
- Developed an auditable workflow process combining data analytics, document management and review, and manual validation of discounts applied.
- Streamlined large-scale manual data review using our custom-built Relativity platform.
- Implemented a Project Management Office to manage the contract scope, risk, change and financials.

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