



Energy and Utilities

Companies operating in the energy sector and water industry face a unique set of regulatory requirements and planning challenges. The activities of utilities are carefully monitored by government regulatory bodies, such as Ofwat and Ofgem, and regular reporting is required. Government initiatives and targets around renewable resources are driving much of the innovation and developments in this sector (such as smart metering and energy efficient products).

Companies have a need for technical communication services to help prepare regulatory documentation, reports and customer-facing information. Systems used to manage sophisticated electricity networks and billing systems require technical documentation.

CTC has assisted utilities and other companies offering products and services to this industry.

Background

A leading billing solution provider to the UK water industry required a new set of guides describing their system. The new guides were required urgently to support a major new customer.

Requirements

The company contacted CTC for support in the technical documentation of their advanced system.

Challenges

The existing documentation was several years out of date and had significant gaps in information. One of the main challenges of this project was gaining access to scarce developer and business analyst resource, which was tied up in an ongoing project of major significance to the company.

Solutions

CTC reviewed the current documentation and put together a proposal for a new set of guides, including:

- An implementation guide
- Administrator guides
- User guides
- Additional documentation
- Diagrams and flowcharts for the guides and to support RFI and bid proposals

The work required a technical communicator onsite for a number of days per week, and this was increased to two headcounts, to meet the tight delivery schedule.

The entire project was managed by CTC with the minimum of client supervision.



Unique features

- Flexible approach around client requirements
- Combination of onsite and offsite working, managed by CTC
- Service provided as unobtrusively as possible, to avoid overload on scarce internal client resource
- Delivery in a format enabling easy and cost-effective updates, under the client's control

Project Feedback

Initial feedback was positive and CTC was asked to provide continued support and maintenance for the guides.

Clients in this sector

Customers in this sector who have used CTC services include: eSight Energy, United Utilities, GE Energy, Landis&Gyr and Echo Managed Services.

View Samples

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