



green energy uk
cleaner | greener | electricity



GREEN AGENDA MARCHES ON

While the headlines have been full of credit crunches, banking crises and expenses scandals, the green agenda has been quietly marching on.

We have seen the introduction of Carbon Reduction Commitment CRC, a misnomer, but an effort to reduce both consumption and carbon emissions. It has now been renamed the Carbon Reduction Commitment Energy Efficiency Scheme

We have seen a rather rushed attempt to introduce Feed in Tariffs by April next year and engage the public, as well as small scale generators, in producing and meeting the energy demands of the nation.

While we may have concerns with the detail in the CRC and the current draft of Feed in Tariffs, the overarching principles of green generation and reduced consumption are to be welcomed and applauded. It is great news that government and the UK policy makers are at last waking up to what we have held as our core values since we started.

And there is also talk of Dynamic Demand Management. These is where intelligent appliances using smart meters talk to the grid and switch themselves on and off when the conditions are best. We love the idea but I can see a time when we get blamed for not switching on the dishwasher or the washing machine!

You will see that we highlight the feedback from customers in this newsletter. Can I thank all those who responded and I am delighted that we are performing so well. Rest assured that doesn't mean we will sit on our laurels. We will continue to strive to improve and you should continue to offer us advice. That's a proper customer relationship!!

Thanks for your continued support.

Doug Stewart CEO

Inside

Customer Feedback	2 & 3
Our Generators	4 & 5
Our Customers	5 & 6
Supporters of 10:10	7
World Environment Day	8
Contact us	8

Welcome to our latest newsletter.

It is being e mailed to you as part of our policy to reduce printed materials.

If you would like a printed copy, perhaps to pass onto a friend, then please e mail us help@greenenergyuk.com



Customer Feedback

Earlier this year we sent out a survey to get your opinion about us as a company and to get your views on the issues around green and renewable energy. Many thanks to all of you who replied - we had a great response rate and importantly you gave us the thumbs up in most areas.

83% of you joined us for environmental reasons - not surprising for a company specialising in cleaner, greener electricity - but seem to stay with us because of a sense of shared ownership and our excellent customer service. These are your words not ours!

Our Mission

Our mission is to help individuals make a difference by reducing their carbon emissions. However we also want to

be different in the way we do business and in our values.

We want to be approachable, honest, pragmatic and sensible and make our customers feel they are important.

We are delighted that we seem to have been successful doing this, judging by the great positive comments you've given us in the survey.

"The possibility to become a shareholder ties in well with the company's ethos"

"I was encouraged to join because of the share scheme"

If you haven't already signed up to e-billing don't worry! We will contact you soon with simple instructions on how to access your account online and banish those paper bills for ever.

"First Class- feel part of a family"

E-Billing

The main area you highlighted for improvement came as a bit of a surprise.

Over half of respondents asked to be able to manage their account online. Why is this a surprise to us? Simply because we have had this facility for the last few years, but we obviously haven't communicated that fact too well.

The good news is that we have radically overhauled the customer area of our web site to make it as easy as possible for you to review your account and to get rid of paper bills.

"We have been impressed with the service and especially the people that we have dealt with who seem to have a 'can do' attitude missing from a lot of other providers. We feel important to Green Energy UK."



A Gift from Cornwall

Whilst we often get people thanking us for dealing with their questions we don't often get someone sending us presents. Recently we received a really lovely surprise from one of our generators in Cornwall.

Ian had recently installed a wind turbine at his home in Cornwall. He became increasingly frustrated in his attempts to be able to export to the National Grid. Whilst the issues lay with other companies not us, the **Green Energy UK** team, Chris and Sharon, took the project on. They undertook frequent discussions with the other parties, while keeping Ian updated and managed to get the issues sorted and his wind turbine exporting so we could buy his energy.

To our surprise he sent us a box of Cornish pasties in the post. They were delicious and much appreciated by the team.



Ian says “ *Exporting electricity can be a complicated business. As an electrician I thought I was well placed to deal with the issues but the distribution companies passed me from one person to another and seemed to get bogged down with bureaucracy. Chris and Sharon really helped me to get the matter sorted giving me regular updates. I was so grateful for their personal service and felt they deserved a taste of Cornwall!*”

Ian, Wendy and Denzil



Our Generators



Enviropower

We mentioned in our last issue that Enviropower in West Sussex has been generating green electricity from demolition and construction waste. Since we last wrote they have gained accreditation from Ofgem as the first generator in the UK to use this technology. They join Green Energy UK's large portfolio of energy from waste generators, which include a diverse range of technologies. These include landfill gas, energy from waste wood, energy from pig waste and waste vegetable oil.

Electricity revolution blows in for home generators



Helen Hollern's wind turbine began generating electricity for her newly built home in Lincolnshire late in 2008. It is expected to generate over 5000 units of electricity every year. Helen's electricity is fed into the National Grid by us at Green Energy UK and we pay home generators, like Helen, for every unit of electricity they generate. This means anyone generating their own electricity and selling it to us at Green Energy UK has significantly lower electricity bills, and is rewarded financially for using the electricity they create.

With no previous experience of generating her own power, Helen asked her installer about electricity companies who could buy her electricity, and they recommended she try Green Energy UK.

Helen says: "*Sharon, Green Energy UK's generator specialist, has always been able to answer my questions immediately, even the ridiculous ones, and she has even offered to help complete difficult forms to register for ROCs (Renewable Obligation Certificates) for me.*"

As we continue to grow we are always looking for new sources of renewable electricity. Anyone who is generating electricity on a small scale at home or at their business might want to consider selling it back to us. Our rates are very competitive and remember we pay for every unit of electricity you generate; even the electricity you use yourself at home!

Give us a call or e mail to ask for a copy of our Sell Us Energy leaflet for more details.

Sunny days for solar investor

Retired university lecturer Derek Allum believes the solar photovoltaic panels he has bought for his home in Tring, Hertfordshire, will offer greater rewards than the interest paid by the building society where his money was previously invested. His six solar pv panels generate 1100 units of electricity per year, which Derek sells to us, at **Green Energy UK**. We feed Derek's excess electricity into the National Grid.

Derek says: "Friends keep advising me that the credit crunch won't last for ever and interest rates will rise and then my investment will not be so profitable, but I don't think I can lose. Interest rates will rise again one day, but so too will the cost of clean energy. My electricity will also increase in value."



Our Customers

We like to feature a variety of our customers in our newsletter - either those that have recently joined us or those that are going the extra mile for the environment. If you would like us to feature your story in a future newsletter then do drop us a line.

ZrO

ZrO Motorbike Company joined us as a customer earlier in the year and contacted us to ask if we could offer something to their customers as an incentive to buy an electric motorbike.

We agreed to provide £50 credit, on their electricity account, to anyone purchasing an electric motorbike from ZrO if they choose Green Energy UK to power their motorbike and home.

If you would like to find out more about ZrO motorbikes then please visit their web site www.zromotorbikes.co.uk.



If you decide to buy an electric motorbike and want to claim your £50 credit then please email us help@greenenergyuk.com with your account number and a photograph of your receipt. We will then apply the credit to your account.

Our Customers cont...

Kioskiosk

When one of our customers asked us if we would be involved with their latest project we were delighted to be able to help. **Green Energy UK** is



powering a new pop-up shop that offers rent-free retail space for small businesses. Kioskiosk, pictured here standing near City Hall on the South Bank, is the vision of **Green Energy UK** customers Wayne and Gerardine Hemingway, and gave dozens of fledgling creative businesses the opportunity to sell their wares over the Summer.

All the electrical items within Kioskiosk – from lights, to laptops and even a sewing machine – are powered by **Green Energy UK** using totally renewable and carbon free power from the sun. Kioskiosk was officially opened by Boris Johnson, Mayor of London, on July 2 and has since moved to Nottingham City Centre.



The Countryside Council for Wales

The Countryside Council for Wales is the Government's statutory advisor on sustaining natural beauty, wildlife and the opportunity for outdoor enjoyment in Wales and its inshore waters.

CCW champions the environment and landscapes of Wales and its coastal waters as sources of natural and cultural riches, as a foundation for economic and social activity, and as a place for leisure and learning opportunities

It made perfect sense for them to look for a green electricity supplier for their offices and we were delighted to be chosen. To support the launch we sent energy saving posters for the regional offices and offered their staff members the chance to also become customers.

CCW Environmental Manager Carl Wannop said, "*Sourcing electric from **Green Energy UK** will help us maintain our status as one of the Welsh Assembly Governments exemplar green organisations.*"



Supporters of



Green Energy UK are pleased to announce that we have joined a national campaign to reduce carbon emissions by 10% in 2010.

If you would also like to take part you will join thousands of individuals, schools, hospitals, businesses and organisations all actively helping to combat climate change by making simple changes to their lifestyles, homes and workplaces.

If you decide to join 1010 you'll find lots of tips on our web site not only about how to cut your electricity bills but how to cut your carbon emissions in general. In the new customer area we have added a function which gives you a target for a 10% reduction that you can track over time by sending us readings.

www.1010uk.org

Energy Saving Success Green Energy UK ahead of the game

Mrs Carol Worms of East Sussex became a customer of ours last year after winning a year's worth of free electricity in a competition which was run in the Independent newspaper. This means that for the last year all the electricity for her home has not only been free of charge but has also been free of carbon emissions.

We didn't want to just give the electricity away without some incentive to use it wisely. So we gave Carol an incentive not to waste it and set her a challenge to reduce her consumption by 10% over the course of the year

Carol, who with her husband George runs car recycling business Brighton Motorama, said at the time. "It's fantastic. I'm very pleased and excited by the challenge of reducing the amount of electricity we use. It is making us think about how we can save energy. We try to be as green as we can, and we have energy saving bulbs in most rooms, but I've noticed how appliances like my microwave



and oven both have digital clocks that are on all the time. We looked into buying solar panels so we could have renewable electricity at home, but it was too expensive, and now thanks to Green Energy UK we have it."

We are delighted to report that Carol has not only hit her 10% reduction target but has in fact used 25% less electricity than she did the year before, meaning that we will continue to supply her home free of charge next year.

She did mention that she had chapped hands from washing up, so we sent her some hand cream as consolation which she was delighted with!

World Environment Day

FUEL MIX

At Green Energy UK we only buy green and renewable electricity. In the year to March 2009 41% was from wholly renewable sources and the remainder from Ofgem accredited cleaner, greener combined heat and power.



Combined Heat and Power 59%



Energy from Waste 22%



Small Scale Hydro 10%



Anaerobic Digestion/
Biomass 6%



Wind 3%



Solar less than 1%

To mark the United Nations World Environment Day, on June 5th, we closed down our Ware office for the day to host a fun-packed all-day environment event for pupils at Heath Mount School. Pupils throughout the school abandoned lessons to learn from us about recycling, sustainability and transport, with the latter including a ride on a horse to illustrate how our transport has changed.

The UN asked people to plant trees to commemorate World Environment day and two lime trees were planted in the grounds of the school. Doug Stewart, Green Energy UK founder says about the day at Heath Mount School:

“World Environment Day is a UN initiative to raise awareness of environmental issues. We all know we need to do as much as we can to look after our planet for future generations and if we can all do little things it adds up and makes an important difference.”

Doug and pupils from Heath Mount also recorded video messages for the United Nations ‘Seal the Deal’ campaign that urges world governments to sign up to reducing carbon emissions at the forthcoming summit in Copenhagen. Doug’s message can be seen on our web site and further details can be found at www.sealthedeal2009.org



Contact Us

Email

We have one e mail address for general use help@greenenergyuk.com. That email box is checked regularly throughout the day and we will forward your request to the right person.

Telephone customer services

0800 783 8851

We try and ensure that your call is always answered by a real person and, during office hours, aim to resolve your query there and then.