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www.greenenergyuk.com



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 on help@greenenergyuk.com

CHANGE.....



Change is something with which we are very familiar; change in energy consumption, change in energy generation, change in public attitudes towards waste.

While the budget deficit and the economy were key elements of the election fight, the Green Agenda played its part.

There was much talk about Green Deals, Green Investment Banks, and Waste!

While uncertainty still haunts many of us, we have at least had the election, a new government has been sworn in and there is much talk of sustainable policies. So while the deficit reduction and cuts will remain at the top of the media's political agenda, perhaps we can look forward to supportive times for green energy in due course. The new Secretary of State for Energy and Climate Change is Chris Huhne, and it will be interesting to see the direction he takes us.

But throughout the recent turmoil, we have continued to concentrate on our original and guiding principles of putting our customers at the heart of our business.

This has paid dividends, as at a company level, we recently won the Cisco Systems Customer Kings award and I am delighted that the work of our customer service staff has been recognised so publicly in Real Business magazine. They said 'We wanted to find companies that went the extra mile to engage with customers. Green Energy UK goes so far it's off the radar.'

In turn at a customer level, we have recognised the loyalty of our customers and recently paid a £25 Loyalty Bonus to those of three years standing.

Thank you all for your continued support; we look forward to taking the business forward with you.

Doug Stewart CEO



Loyalty Bonus

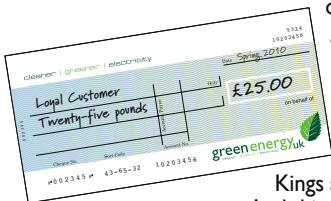
When we started out in 2001, we wanted to share the rewards of our business with our customers. Since then we have seen the nature and the economics of the market change considerably. Energy security issues and the actions of Foreign States have had a material effect on our shared business. All of which if I'm honest weren't on our horizon we set out to create an ethical electricity business.

But we have held fast to our original objectives and persevered and got our customer focused business to profitability. We put our customers at the centre of our business in terms of service and involvement as evidenced by the Customer Kings award and by share ownership. And this year we have been able initiate a

rewards programme for loyal customers where we have paid a £25 Loyalty Bonus to our customers of three years standing. This has been warmly received by those who have been with us for some time from the comments we have had and it is clearly a further step along our road to sharing the vision and sharing the success. I would like to thank all of you for making the difference!

Sir Peter Thompson Chairman

"I would be grateful if you could pass on my appreciation and respect for your company. From your ethos, to your communication and to the smaller personal touches, I have always felt like a valued customer. What prompted me to contact you was an unexpected letter informing me of a loyalty bonus. I feel you are a very unique company."



Recommend a friend

As many of you know by now we recently won an award for outstanding customer service as part of Real Business magazines Customer Kings Awards. To help spread the word we have updated the recommend a friend postcards on our web site. We are so delighted



to receive praise for our customer service, as it's something many utility companies are often criticised for. Word of mouth recommendation continues to be the key reason why people join us.

Please help us spread the word and send an e-postcard to friends and family.

These are available both in your own customer areas or in the Switch my Home section of the main web site.

As a thank you to the team we spent the afternoon in London and enjoyed a great lunch and tickets to a West End show. Unfortunately Woody (the dog) who is an integral part of the team had to be left at home that day! Here is a picture with Woody just before we left him!



We were honoured to win but really surprised when we realised the top prize came with a £5,000 cash prize. We have decided that we will donate the prize to Great Ormond Street Hospital to support them in building the greenest operating theatre in London.



Low Carbon schemes

Liz has been working with various low carbon and transition groups and we are pleased to say we now have schemes set up with Hook Norton Low Carbon Group, Sustainable Charlbury, Walden in Transition and 3VEG (3 Villages Eco Group) which covers three villages close to our office in Ware (we are in talks with several more). If you are a member of a local green or eco group and would like to discuss setting up a similar scheme then just get in touch.

Thundridge School which is the 3VEG area asked us to come and talk to their pupils. They were amazed to learn you could make electricity from pig waste and left over chain up. They will be putting their own food waste into a new wormery which we donated to them. Unfortunately we can't donate a wormery to every school but anyone wanting to purchase one for their home or their child's school can at www.wigglywiggles.co.uk.



Our Generators

Christine Shine is the proud owner of an Ofgem accredited renewable electricity plant that not only powers her home but sells excess electricity to us at **Green Energy UK** to put into the National Grid to allow others to use her green electricity.

Christine's renewable electricity plant is a series of 390 photovoltaic panels that covers an area the size of two tennis courts. It sits in the grounds of her home, just 18 metres from the main building, which was built in 1873. Discretely hidden by a raised bank and housed in a purpose-built pit, the photovoltaic panels only need daylight to generate renewable electricity. So even on the shortest, greyest, coldest of days of the year Christine's panels produce enough clean electricity for her own use and for her to sell to us at **Green Energy UK** to put into the National Grid for our customers.

Christine's investment does not stop there and she has installed special insulation and even insulating paint on the interior walls of her home. The project was completed in October 2009, and Christine estimates her

usual £25,000 annual cost to heat and power her home will reduce by 47%.



She says "I'm a pensioner, so I decided if I wanted to stay in my home I would have to use the equity and invest in technology that would put me at an advantage. I now don't have to worry about the electricity bill and even when it is freezing I only need the radiators to be on their lowest setting."

Christine's story was featured in *Country Life* and *Period House* magazine.



Home generation advice line

We are delighted to announce that Sharon and Ian recently passed their City and Guilds examination which enables them to give advice on Renewable Energy in the home.

Electricity generation can be quite complex and there are many things to take into account so if you are thinking of generating electricity at home or for your business why not give us a call. Many of our generators have found our personal service and extensive knowledge of the options

available extremely valuable.

We can advise you which technology would suit your home and help you through the red tape.

Call us on 01920 483046.



DIY Green Electricity

Tony Bohana is no ordinary DIY man! He has built a generator in his back garden that runs on waste vegetable oil and produces renewable electricity for his home and for us at **Green Energy UK**. The generator, which is made from an old Lister boat engine, and has been Ofgem accredited, also provides the family home in Bath with heat and hot water. Tony visits local pubs, cafes, restaurants and takeaways to collect the waste vegetable oil for his unique domestic power station.

The project has cost Tony £10,000, but he says this is because it was a learning process with mistakes, and having learnt from these the price could be as low as £3,000. His generator produces 3.5 kWh per hour, enough electricity to power four additional homes.

Green Energy UK chief executive, Doug Stewart, says: *"Tony's engineering is incredibly clever. Lister engines are started manually by winding them up, but Tony has modified it so that all he needs to do is turn a key to get his going. He has painstakingly built from scratch a clean power station that helps Green Energy UK in its mission to green up the National Grid."*



Unity Gardens

Unity Gardens is a development of 6 earth banded homes in Long Sutton Lincolnshire, owned by Lincolnshire Rural Housing Association.

They have created houses which require no heating, have natural ventilation and can help generate some of the householder's energy requirements.



Each property has photovoltaic arrays and there is an on site wind turbine. Any surplus energy is sold back to us at **Green Energy UK** which helps reduce the householder's bills.

There's even an allotment where families can grow their own fruit and vegetables which means there's a real sense of community spirit. We are keen to support the project and so we've recently agreed to donate towards a wood store where they can keep their tools.

Andy Thompson says: *"Unity Gardens gives people the chance to live in an ethical way but by being able to sell our energy back to Green Energy UK we are also helping the bigger picture in terms of reducing carbon emissions."*

Our Customers

K2 Supplies

K2 supplies is one of the largest collectors of empty print cartridges across Europe. They provide recycling services to charities and businesses.



One of their schemes, www.moneytoschools.com, even helps schools raise money by recycling unwanted printer cartridges and old mobile phones.

The company was one of the first recycling companies to achieve the governments Carbon Trust Standard. They take active steps to reduce their carbon footprint one of which is using **Green Energy UK** for their electricity supply.

www.k2supplies.com

Morley Stoves

We are pleased to say that Morley Stoves have recently become a **Green Energy UK** customer.



Situated just round the corner from our office they supply wood burning, multi fuel, gas and electric stoves together with a wide range of fireplaces. Wood burning stoves are a traditional and carbon neutral way to heat your home. Morley Stoves offer great advice and can help you choose the right stove for you and even arrange installation.

www.morley-stoves.co.uk



Mad for Greens

Paul Bamford has a thing about vegetables.

A Director at Nottingham-based Print Revolution, Paul is passionate about using environmentally-friendly technology. Recent investments mean the company now prints using vegetable-based inks, which are far less harmful and much easier to dispose of, than traditional oil-based substances.

"And moving to Green Energy was a natural choice for Print Revolution" said Paul.

"We are constantly looking to minimise our environmental impact and work with organisations that share our green as well as customer-focused ethos."

"We've been very pleased with the service from Green Energy. And when we received our first bill, we immediately noticed significant cost savings!" More information about Print Revolution is available at www.print-revolution.co.uk

Green Park Station

We have been working with the Ethical Property Company for a number of years.

The Ethical Property Company PLC is a unique initiative in ethical investment. They buy properties and develop them as centres that bring charities, social enterprises, community and campaign groups together under one roof where they can share skills and ideas. Ethical Property is based on the core values of fair and transparent business practice, social and environmental accountability, and encouraging progressive and innovative social change.

We supply their sites across the UK with green electricity which helps them in their strict targets for reducing their carbon emissions

Green Park Station in Bath, one of their newer projects, is based in a beautiful old building that retains the original, vaulted iron and glass station roof and signature Bath Stone façade. The Station site includes a weekly market (including the Bath Farmers Market), quality shops and eateries and regular events on the Square. Green Park Station also has plenty of serviced office space for charities and start-up organisations and meeting rooms for hire.

They are proudly displaying the fact that that Green Park Station is supplied by **Green Energy UK**.



Woodford Foundation

As a charity Woodford are committed to act responsibly and ethically not only in the work that they do, for children with sensory disabilities in Africa, but also in the way they run and manage their everyday activities in the UK, to safeguard the environment for future generations here and abroad.

“Green Energy UK offers us friendly and helpful customer service and 100% renewably sourced energy that helps us fulfill our commitment to the environment.”



Twitter and Facebook

Are you a twitterer? Do you have any friends on Facebook? For many of us here at the Green Energy Office the world of Twitter and Facebook seemed like a different planet. Here are a few of the comments made by the team.

Who wants to read about my ramblings on a daily basis?

Why wouldn't people just read about us on our web site?

Why would I want to be friends with people in the virtual world?

However when some of the younger team members revealed how addicted they were to Facebook and someone suggested that journalists increasingly get their news from Twitter we decided to move with the times.

We now have a Facebook page, where you can become a fan ([Green Energy UK](#)) and keep up with our news regularly.

We also have a Twitter page and already have a number of followers.

We recently ran a competition on Twitter to encourage people to talk about us, and the winner of a fabulous Infinit solar back pack is Janine Woodward who tweeted about us the most over a week in April.

We have set up an offer for anyone who would like to purchase a solar power back pack for themselves for just £63 including free

delivery (usually £89.99).

You can use it to power up your mobile, laptop or iPod when you're on the move. To claim your discount just go to <http://www.infinitenergyuk.com/greenenergyuk.htm>

We will be running a competition to win a great energy saving kit on Facebook over the Summer so become a fan and watch out for further competitions.

The kit contains 10 energy saving light bulbs of different sizes, an energy monitor and a clever no stand by device that shuts off several plugs at a time.

Special discounts will also be available for this kit on Facebook.

And if you'd like to know more about our ethos, our generators and our customers then have a look at the videos on our web site. You can even find us on youtube!



Contact Us

Email

We have one e mail address for general use help@greenenergyuk.com. This 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.