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Growth through relationships



Another year of growth in what is an uncertain economy can only be looked on as a great achievement. Not only for us but for the wider green objectives to which we all subscribe.

Our customer numbers continue to grow through recommendation and our other marketing activities. Thanks to all of you who have mentioned us to their friends and family.

We also partnered with Countrywide Farmers this year so I'd like to offer a personal welcome to their customers as they read their first shareholder newsletter. Our proposition and the levels of service were among the criteria used to select us as a partner, so we look forward to a long and lasting relationship.

While on the subject of lasting relationships, I'm delighted to advise that once again we are sharing our success with our customers and we will shortly be paying our 2nd Loyalty Bonus to our customers of three years standing. Loyalty really does have its rewards!

And in closing I have just heard hot off the press that another partnering deal has had its first success. Our electric vehicle charging post partner, Green Motion (UK) Ltd, have won their tender to install their charging posts at the Olympic Sailing venue, so we'll be helping in our small way to green up the Olympics.

Thanks again for all your support, we really are making a difference.

Doug Stewart CEO

Greener Hospital



Pictured here are Green Energy CEO Doug Stewart and Great Ormond Street Hospital's Director of Development Bill McGill reviewing the hospital development plans

You may remember that last year we won a national customer service award and decided to donate the cash prize to Great Ormond Street Hospital to help them in their bid to develop the greenest possible hospital buildings.

The redevelopment programme will see a space of 20,000 square metres cleared for brand new buildings to house operating theatres and outpatient wards, allowing more children to be treated. The hospital is reducing its carbon emissions year on year and will be increasing its renewable contribution by creating its own carbon-free electricity with a combined heat and power plant.

Green Energy fits the bill at Countrywide!

We were delighted when earlier this year Countrywide, the leading rural retailer, asked us to partner with them to offer their customers 'cleaner, greener energy', without it costing them the earth.

countrywide

FOR THE COUNTRY WISE

"This isn't the first time we've offered sustainable electricity, but it is the first

time we've been able to offer such great value." says Countrywide Renewables Manager Julie Jones-Ford. Julie continues, *"We always like to give our customers choice and value in every sector and working with Green Energy UK allows us to do just that. Customers can 'do their bit for the environment' without having to pay an extra premium."*

Welcome to all new customers that have joined us from Countrywide- we hope you are enjoying reading more about us.



Village Hall generators

We recently paid a visit to Evesham to visit the newly refurbished Countrywide store which is being powered by us at Green Energy UK. We took the opportunity to invite 2 generators from the local community to thank them for generating green electricity. Village Halls in Elmley Castle and Hill and Moor have been fitted out with Photovoltaic (PV) panels which are generating electricity for their own needs and the halls then sell the surplus to us at Green Energy UK.

At the other end, Countrywide is buying green electricity from us that powers everything in the Evesham store - from the tills and computers to fridges, freezers and lighting.

Green Energy UK generator specialist Sharon Watkins, says: *"Right across the country people like George and Chris are helping us generate clean electricity from some amazing sources. It's thanks to the initiative of our generators like these communities in Worcestershire that we are able to offer our customers clean electricity year after year."*



Local generators George Mackison from Elmley Castle and Chris Roberts from Hill and Moor are pictured here receiving their plaques from Sharon Watkins outside the newly refurbished Evesham Countrywide store with Garry Hathaway and Julie Jones-Ford from Countrywide.

Our Customers

We like to feature a few of our customers who have recently joined us or who have been making special efforts to lower their energy use.

Meltdowns

Meltdowns, an innovative International Arts Studio, was established by artists Sarah Craske & Stephen Melton.



From creating artworks concerned about the environment, to delivering art courses and running an industrial bronze casting foundry as greenly as possible, the artists at Meltdowns strive for a greener future and strongly believe that sustainability should be at the heart of their practice.

meltdowns

Sarah Craske, artist and director of the company said: *"It's great that green energy uk was extremely competitive, as well as meeting our needs as a supplier. It is a good initial step for us, whilst we research into how we can generate our own power."*

Bowden House

Bowden House Community is a group of families and individuals aspiring to compassionate and sustainable living. Situated in the beautiful Devon countryside, the community began life in 2005 when Jan Mosbacher bought Bowden House with the vision of attracting people to co-create a community. Five years on and practically all of the leases on their residential units have been purchased.



On switching electricity to Green Energy UK Bowden House Community member Lynda Conrad said, *"Sustainable living is something that inspires us, and using electricity from renewable sources is very much in the spirit of our Community's vision."*



The Castle

Designed by climbers for climbers, The Castle is the premier indoor climbing centre in South East England, receiving more annual visits than any other climbing centre in the U.K. (including some by members of our staff!). It is constructed within a magnificent Victorian building, formerly a water pumping station, and has a garden where it grows its own fruit and vegetables.

The Castle works hard at maintaining an excellent environmental policy. In 2010 The Castle signed up to the Mayor of London's Green Procurement Code in a further bid to commit themselves to reducing the effects of their activities on the environment. After providing

evidence of their green procurement they were awarded Gold.

One important part of this green procurement policy was The Castle's decision to sign up for cleaner, greener electricity with us at Green Energy UK. We would like to thank The Castle for featuring a link to us on their website.

If you are an organisation that would like to let your own customers or members know about cleaner, greener electricity and would like to link to us please contact us help@greenenergyuk.com or on 0800 783 8851. We have different logos and web banners available, including the 'Making a Difference' stamp or can provide a certificate proclaiming your use of cleaner greener energy from us at Green Energy UK.



Sustainable Homes

Buying green electricity helps reduce your carbon footprint but in the longer term we also need to ensure our homes are energy efficient and include renewable technologies.

A perfect example to follow is Britain's first zero-carbon house which was created by converting a two-bed semi in Birmingham, originally built in 1840, into a groundbreaking

eco home which meets Level 6 (the highest level) of the UK Code for Sustainable Homes. The converted building is now also an Ofgem accredited power station generating for us at Green Energy UK.

The unique building is the vision of architect John Christophers of Birmingham-based Associated Architects. John, who will also be living in the home, says: *'It's an eco-house that will produce at least as much energy as it consumes from the photovoltaic panels on the roof. It's designed to protect the environment and to show green does not have to be dull.'*

The Code for Sustainable Homes is an environmental assessment method for rating and certifying the performance of new homes with a view to encouraging continuous improvement in sustainable home building. Our specialist team at Green Energy UK are qualified assessors under the Code so if you are looking to obtain certification for a new property or development, get in touch and ask for a quote.



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Partnerships

Infinergy

Wind farm neighbours get additional reason to go green

We have joined forces with wind farm developer and green energy uk customer Infinergy to make green electricity more attractive to households nearby Infinergy's wind farm projects.

Households around Infinergy's proposed wind farms switch to Green Energy UK as their electricity supplier and once the wind farm is operational, the closest households will become eligible for an annual rebate on their electricity bill paid by the wind farm operator.

Esbjorn Wilmar, Managing Director of Infinergy said: *"For Infinergy, engaging with the public is key to our development process. One of the questions that local residents always ask is if they can have their electricity from the wind farm. This scheme allows them to benefit from living near the wind farm."*



Esbjorn Wilmar,
Managing Director of
Infinergy, with Doug.

New World Music

Our friends at New World Music are offering their customers the chance to become customers of Green Energy UK. Their latest catalogue features music from around the world which provides the ideal musical accompaniment for Meditation, Reiki, Yoga, Massage, Belly Dancing and Relaxation.

Jeff Stewart from New World Music says *"For many years now we at New World have been getting our electricity from renewable and recycled sources. We have now joined with our supplier, Green Energy UK, to bring the benefits of clean, green electricity to all New World customers"*



Electric cars of the future

Here at Green Energy UK we very much support electric and hybrid vehicles as of course they reduce the amount of petrol we need to consume. We still think that to see greater uptake of electric vehicles we will



need more charging stations in public places. Many argue though that electric vehicles aren't truly green because they

still use electricity produced from fossil fuels. New company Green Motion (UK) has found a way to overcome this by matching the electricity used to charge the cars with cleaner, greener electricity from us at Green Energy UK.

The partnership means Green Motion's Network One charging stations will be the only UK charging points to connect electric cars with green energy giving them the ultimate green credentials.

Green Energy (UK) Plc Chief Executive, Douglas Stewart says: *"Anyone with an electric car attending the Olympic Sailing events in Weymouth next year will be able to recharge their cars at the Park and Ride. Congratulations to our friends at Green Motion (UK) for securing the contract!"*

Low carbon groups and the BIG GREEN QUIZ

We have been working with several low carbon groups and Transition Towns over the last year developing schemes to help them in their fund raising efforts. Our latest idea was the development of a green quiz that could be run as a fund raiser or simply as a social event.

While some of the questions did have an environmental bias there were plenty of others to fill the pop and sports round which were green themed in a different way.

How many points do you score in darts for hitting the green circle around the bullseye?

If you would like to run the quiz yourself please email help@greenenergyuk.com and ask for an emailable pack that contains everything you need to know.

Which band did guitarist Peter Green start when he left John Mayall's Bluesbreakers?



Welcome to new generator Western Solar

Green Energy UK is delighted to welcome Western Solar Ltd as a new generator. Western Solar Ltd has recently gained planning permission for a Solar Park on Rhosygilwen land. This makes it the first solar farm to be approved in Pembrokeshire and one of the first in Wales.

Dr Glen Peters, the owner, has always been very 'sustainability' minded – as is demonstrated by the vast array of renewable technologies already in use at Rhosygilwen.

The Solar Park – is a large photovoltaic scheme which will contain approximately 8000 PV panels across 12 acres and produce up to 2 mw of electricity per hour. That is twice as much as the local village uses in total per annum!

Dr Peters was very interested in working with Green Energy UK because of our record for sustainability and because our policies seemed to marry up very much with his own beliefs. He is delighted that Western Solar and Green Energy UK have been able to come together on this project. And so are we!!



Energy saving advice

Our belief is that the greenest electricity of all is the stuff we don't use!

As part of our aim to offer the best possible advice to customers we are delighted to announce that our team have been accredited by the Energy Saving Trust to help customers



lower their energy use. This was an extensive training course and the team had to firstly attend theory sessions and then show they could apply the knowledge in practical telephone assessments. We were delighted that several of the team achieved 100% and they all passed with flying colours!

Liz Bell, one of our award-winning customer service team explains: *"We're not telling people to switch everything off and sit in the dark. There are many simple ways customers can save energy without making big changes to their lifestyle. Every*

To keep up to date with our news on a more regular basis you can follow us on Twitter or be a fan on Facebook and even watch our videos on youtube.



home is different, so to maximise the potential of energy saving, we supply specialist advice that is just for you. Of course by saving energy, people will also save money on their bills."



Customers can call our team, who have been trained by the Energy Saving Trust, on **0800 783 8851**. As well as receiving energy saving advice we can also advise you on other measures such as insulation and grants that may be available.

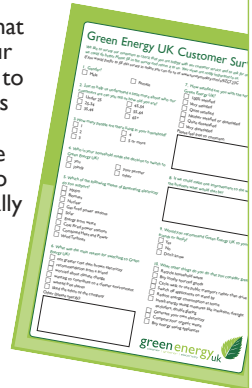
Customer Survey

If you are reading a paper copy of this news letter you might notice we have included a Customer Survey.

We like to survey our customers to check that you are happy with our customer service and to ask for any suggestions on what we could do better. Please fill in the survey and return it to us. Your views are really important to us.

If you would rather, you can fill it in online or, if you are reading the online version of the newsletter, click to follow the link.

www.surveymonkey.com/s/greenenergycustomerfeedback2011



Contact Us

Email

We have one email 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. 98% of calls are answered in 20 seconds or less.

