



It seems a while since I last wrote an introduction to the newsletter so as we finish the financial year I felt it appropriate to put metaphoric pen to paper and send out some news.

Energy prices and market sentiment seems to have stabilised a little since last year; although continued concern over the Euro Zone and Double Dips are effecting market sentiment.

However the real issue that seems to have come to the fore is complexity of tariffs and the confusion that exists in the marketplace as a whole.

Bamboozled is how Ofgem's head described consumers; Strong words but with some reason.

There are a myriad of tariffs out there and making comparisons is not always easy. We have always sought to make our tariffs simple and transparent.

Part of that transparency is standing charges. We collect standing charges because they are levied on us – call it the cost of having electricity available in your home or workplace at the flick of a switch; no standing charge means those costs are being recovered elsewhere! If you read there is no standing charge look a little closer – we all know there's no such thing as a free lunch and I think you'll find there no such thing as a free standing charge either.

It'll probably be recovered in a premium rate for the first 800 or 1000 units you use.

And don't be fooled by the savings on your DD that some comparison sites will claim – these are averages and if we've learned one thing from our time in business, it's that none of our customers is average; they are all unique.

The only way to work out your bill is to use your

consumption figures and work out the whole bill; standing charges et al! And so confident are we that we have nothing to hide that we provide you with that information on your annual statement.

We know we're competitive; we set our pale green tariff to be no more expensive than the regional electricity player in your area, the so called Big Six. And dual fuel marketing wrappers aren't always the best buys. While we can't yet put green gas in to the grid we suggest looking for the best gas only price. It can often yield great results.

But there's more to value than just price: Service; Ethics; Standards.

I think we have a good balance and if I'm right, we need to communicate them clearly to our customers.

That's why we've undertaken some research to find out what we do well and what we don't and some of you may have been picked at random and been contacted; if you were thank you for your feedback, it's been most useful.

We plan to put it to good use and you may see some slight changes to how we communicate our messages on the web and through social media. What won't change are the fundamentals! And you can see to that by exercising your right to attend the AGM as a shareholder.

I really hope you can help to make us a better company
Kindest regards,

Doug Stewart CEO



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New Offices

As our business has grown, we have expanded to be able to serve our customers to the same high standards and have moved to new premises.

We have relocated to a restored 16th century coaching inn on the High Street in Ware. During the renovations we discovered a wall painting showing the coat of arms of Prince Charles (later Charles I). Throughout the renovations we have aimed to retain as much of the history as possible



and to restore it sympathetically while of course needing the building to function as a modern office. Our electricity will of course be green as we are heating the building with our own combined heat and power boiler (CHP).

Satisfied Customers

Thanks to all of you that replied to our latest Customer Satisfaction Survey. It's great to know we are

doing our jobs correctly with over 75% of you very or 100% satisfied with us.

Here are some of the comments we have received from our customers.

It is so good to speak to a real person when seeking help and advice. I feel part of the company. Loyalty seems to be appreciated which is very rare these days.

I Love You Guys!

Staff at the end of the telephone are always pleasant to speak to, helpful and they do answer right away. They sound as if they really do care about the customer.

Joined for environmental reasons. But couldn't be prised loose now because great company to do business with.

Meet some of our team!

We thought you might like to know a bit more about some of the people who work for us in the office and learn what they do and what makes them tick.



Sharon left the Electronics business three years ago to join the team at Green Energy UK. She is our Generator Specialist dealing with small micro generators concerning FiT payments as well as the larger individual contracts. This involves speaking regularly to generators and even the occasional site visit including a Scottish pig farm! Zumba and horse riding are two of her interests. She says that at Green Energy UK *“we are trying to bust the myth that all green energy is wind farms and I am personally very interested in the generation of electricity from waste.”*

Two years ago Edd joined our team after having graduated with a degree in Architectural Studies. He works in metering and customer services. He is also interested in football and golf and even painted our fantastic Black Swan sign outside our new offices! Edd says *“the most endearing quality of this company is that it is not faceless, which is great for everyone involved. This is definitely what makes us stand out from other utility companies”.*



Recommend A Friend

Even with Award Winning Customer Service we don't like to sit on our laurels. In our last customer survey we were delighted to hear that

87% of you said they would recommend us to their friends

What a great accolade that is for us. To make it easy for you to do so we have Recommend A Friend e postcards on the web site <http://www.greenenergyuk.com/RecommendAFriend.aspx>

We even have some small business cards that we can post out to you to hand to your friends and family. Just email us help@greenenergyuk.com or give us a call on 0800 783 8851 if you would like a set.



Our Generators

Unity Gardens - homes built into the ground for maximum energy efficiency.

We recently presented a plaque to tenants at Unity Gardens in Long Sutton, Lincolnshire. This is for their considerable work supporting environmentally friendly homes and generating renewable electricity. The homes, which are

built partly into the ground, are owned by Lincolnshire Rural Housing Association. They are built to minimise energy use and require little heating, have natural ventilation and every property has photovoltaic arrays. Any surplus energy produced is sold to Green Energy UK.

Rainfall is harvested and used by the community to minimise household consumption. There are allotments for families to grow their own fruit and vegetables, Green Energy UK thanked the residents for making a difference and supported them by recently donating a wood store where tools are stored.



Guy and Wright - Tomato grower

“Producing good quality fruit with the lowest possible carbon footprint” says John Jones Hertfordshire based tomato grower- amazingly he uses rotten fruit and waste vegetable matter to generate green electricity to heat his greenhouses to help ripen the tomatoes.

Guy and Wright have been supplying Green Energy UK with electricity since 2001. Initially they used natural gas to drive turbines to generate electricity needed to power the heating system.

The Combined Heat and Power system has been made even greener. Waste vegetable matter, which has been left to rot in underground bunkers, goes through an anaerobic digestion process and gives off biogas that is used generate the power they need. The electricity they don't use on site is sold to us at Green Energy UK.



Our Customers

We like to feature some of our customers who have recently joined us or who have been making every effort to make their organisation as green as possible.

Paradise Wildlife Park

We recently filmed at Paradise Wildlife Park, one of our longstanding customers, to highlight their attitudes to conservation in general and importantly why they chose us as their supplier.

Trying to be environmentally friendly runs right through their ethos from conservation projects through to the way they keep their animals warm or cold! The park is powered by green electricity supplied by us at Green Energy UK.

Steve Sampson from Paradise Wildlife Park says *“the park is very conservation and education focused and wants to be as environmentally friendly as possible. We can’t tell people to be green when we are not doing it ourselves. That’s why green energy is very important to us. Green Energy UK provides a brilliant service and with the large amount of power we use it’s fantastic to know it comes from sustainable sources.”*

You can see the film on our website on the Our Customers page or download a free QR reader app and scan this on your phone/tablet.



Hertford Quaker Meeting House

The oldest purpose-built Quaker Meeting House in the world (340 years old and grade 2 * listed) was not built with conservation in mind. Trying to protect the building and make it greener the Hertford Quakers have re-leaded window panes, reseated opening windows and lined their roof space with sheep’s wool for insulation. They are also planning a glass draught-proof lobby to conserve heat loss.

Gerald Drewett says *“the move to a green electricity tariff was simplicity itself. Comparing tariffs showed that our annual costs would not significantly increase and a relationship through the Hertford Transition group meant that the changeover was swiftly accomplished.”*





Exciting Electricity!

At Green Energy UK we only buy 100% green electricity but you might be surprised to know exactly where our energy comes from.

Surprisingly we buy less than 1% of our energy from wind so where does the rest come from?

Pale Green



At Green Energy UK we buy energy from many different and unexpected sources.

Electricity in our **Pale Green** tariff comes from Combined Heat and Power. When power plants make electricity they waste the heat often letting it into the atmosphere. Our generators harness it and put it to good use either in heating homes or heating greenhouses.

Organic waste material makes up the majority of our **Deep Green** tariff. Not only does this electricity have no carbon emissions but it helps clean up and make use of waste products. Who'd have thought you could make electricity from pig poo, used chip fat, skip waste and rubbish!



Deep Green



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.



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 783 885 1

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.