

green energy

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It's green and the service is personal

Peter and Annette Hart have been electricity customers of Green Energy for the past 12 years, and are moving to a dual-fuel deal following the firm's recent launch of a gas tariff. Previously they received gas from Scottish Power.

The couple live in a detached farm cottage in Emsworth, West Sussex, with their two children Mondo, 9, and Lola, 7, and pay £150 a month for both fuels.

Peter, 58, who is a professional windsurfing instructor and former champion, says he likes the personable customer service and although he has only had to call a few times, he has ended up speaking to the same employee on three occasions.

'It offers a personal relationship that you don't get with other energy suppliers,' he says.



I have to say your customer service is excellent. It is really refreshing after our terrible experiences with other energy companies to talk with polite, helpful advisors without having to wait on hold for ages. Keep up the good work!

AB, Wimbledon

That's brilliant... you guys are totally the best and I am telling everyone to change to you!!! British Gas are terrible and can't wait to leave them... hopefully my gas swap over will go through better!

Thanks so much.

TS, Bekenham

Can I just say how fab I think you are?

I have just sold a house and wanted to supply final meter readings. I phoned EDF Energy for the gas reading but gave up after queuing for ages. I then tried an online form which told me that the account number and post code didn't match (I double checked and they were correct). So I ended up in a web text 'chat' to provide details. All in all this took half an hour.

For my electricity reading I phoned you. Phone was answered in two rings by a polite gent. Readings were supplied and process completed with two minutes.

THANK YOU for being brilliant. Keep it up.

NH, Northumberland.

Having your say

Having been in our new home for some three years now, we have settled in, dealt with the distractions and have been able to fully focus on what matters; our customers.

We have always worked hard to make sure our customers, both big and small, have the smoothest experience possible when dealing with us. The sense of permanence the new offices provide, has allowed us to develop our processes and people in line with a long term strategy.

Everyone says they provide great customer service. Let's face it, you're not going to buy from someone who says they don't, but making it part of your culture and delivering it are quite different.

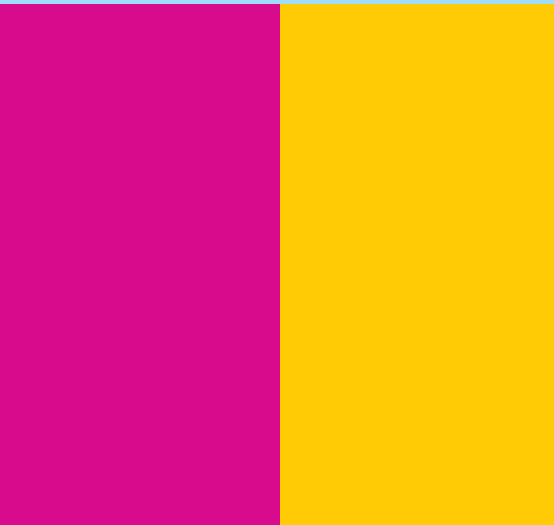
One notable exception is Ryanair who tried to disprove that theory concentrating on 'on-time' flights as the key consumer driver at the expense of service; but that was short term:

they have abandoned that approach and are now trying to woo passengers with service.

The difficulty with good service in our industry is if you excel, no one needs your customer service department; and in most instances you only find out how good customer service is when something goes wrong!

So, we looked at where the touch points with our customers were and where their likely concerns might lie.

We started with initial switching, inbound telephone call answering, staff having the requisite authority to deal with customer requests and our bills – making them clearer.





We have brought some good new members into an already great team, and the training they undergo is now more intensive and challenging.

All that focus paid off at the end of last year when we won the Energy Team of the Year award at the Utilities and Telecoms Awards. Pictured on page 2 are some of the team collecting the award - what a good looking bunch we aren't!

Also on page 2 are some of the comments we have received from customers who like what we do and are happy to let us know, so we are pleased that our efforts are appreciated and that we are on track.

However, we're uncomfortable sitting on our laurels, and are always keen to take on board the views of our customers; after all, you are the lifeblood of our business! So, we'd like to know what else we can do to improve your experience in dealing with us. Are there any major howlers we're making that we just don't see? Are there any tiny things that on their own aren't important but just irritate you? We genuinely would like to know so that we can see if we can improve.

Write or send us an email to help@greenenergyuk.com

You asked – we listened: Dual Fuel now available

One recent example of where we listened and acted is the introduction of gas into our portfolio.

Having been asked why we didn't do gas at numerous AGMs, both from the floor in the question & answer sessions and during private conversations afterwards, we conducted a series of surveys and questionnaires, asking customers if they would like us to supply gas and if we did, would they buy it from us; to which the response was a resounding yes.

This, coupled with the worry of being left behind in an increasingly dual fuel market, led us to the conclusion that we really should make the move to dual fuel.

Energy companies have long been accused of hiding behind complexity and offering incomprehensible tariffs. At Green Energy we have always tried to keep things simple, and with the introduction of Dual fuel we've continued with that aim.

We have one simple bill for both fuels; and by that I mean one bill for both fuels. Not two bills wrapped up and promoted as one bill, when in fact the two bills are charged separately.

Our dual fuel is one bill, one direct debit and we prefer variable, so you only pay for what you use, no credit balance, no debit balance, you don't owe us, we don't owe you.

So, if you haven't yet switched your gas to us go to www.greenenergyuk.com and click switch: we, as always, will do the donkey work.

We were hopeful that we might one day be able to supply green gas, but the level of biogas available in the UK which is treated sufficiently to go into the grid is very small and not really commercially available. While price is not the sole determining factor for choosing an energy supplier we must remain competitive. We will keep a watching brief on that.



*When we set our gas prices earlier in the year, the wholesale market was significantly higher; having looked at prices now, there is room to bring those prices down by some 10% and we have therefore reduced gas prices effective 1st Sept from 4.4p per unit to 3.99p incl VAT. We're the first to do so, and **before** winter.*

Andreas Hempell – Hillfoot Farm

At Green Energy we have always supported small-scale renewable generation. As we have said before, our small scale generation portfolio is mostly made up of generation that wasn't in existence when Green Energy was formed.

Whether a householder, landowner or business we are always keen to speak to people building renewable generation. We have helped support the majority of our generators through the tricky building stage to the point where they start to see the power flowing and beyond.

The generators choose us because of our commitment and the fact that as a small business what keeps us awake at night is likely to be the same thing that gives them sleepless nights too. We have always found dealing with interested and interesting individuals a much nicer way to do business than dealing with large multinational companies.

One such generator is Andreas Hempell who runs Hillfoot beef farm in Reading. Andreas

installed an anaerobic digester in June 2013, and we have worked with him since then to put the electricity he generates into the grid.

Anaerobic digestion works by using bacteria to breakdown materials such as maize, whole crop cereals, and animal manure to produce bio-gas. Andreas sources all of the raw materials from the farm and has even tried using apple pulp. Once the process is complete the raw materials go into a six month holding tank to mature before being used as fertiliser to ensure that as much energy is eked out of every last bit of cow poo as possible!

In its lifetime the digestion plant has produced more than 570,000kWh of electricity. That's enough to power around 178 households for a whole year.

Andreas estimates that the digester produces a whopping 98% more electricity than his farm uses.





Paul Haworth – Battlers Green Farm

We have many varied and interesting customers and we look to build strong bonds with as many of them as possible. When we rebranded a couple of years ago, one such customer allowed us to use their livestock as the subject of some of our photography. The customer also agreed to feature in our promotional video and can be seen behind the wheel of the tractor on our website! Below is the story of the farm behind the cows in our pictures!

Battlers Green Farm is a Rural Shopping Village and working farm in Radlett, Hertfordshire. The farm has been in the hands of the Haworth family for over 50 years, and is now run by Paul Haworth and his wife, Gillian. Over the years, the farm has developed from a small dairy herd to a farm with a diversified collection of shops. The

change started when Paul's mother began selling eggs and milk from the back door of the farmhouse. Since then, the farm has grown and now comprises more than 20 retail units. In 1990, the dairy herd was sold and the farm now rears a beef herd. Although the retail side of things has now taken a front seat, the cows are still very much part of the furniture!

Conscious of the importance of environmental sustainability, Paul and Gillian decided to switch the farm's electricity supply to us here at Green Energy in order to offset the carbon footprint of the farm. We now supply the working part of the farm, keeping the cows warm in winter, as well as keeping the lights on in the Farm Shop and Tea Rooms and keeping the drinks and customers cool in summer!



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.



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