

Business

Keeping you up to date with our latest business developments



Welcome to the October edition of Business, our Consultant and Broker newsletter

It's been three busy months since our Annual Conference. We're almost through the October Sales Round and have continued to work on the initiatives we discussed with you at the event, which we hope will make things easier for both you and your clients.

→ Connect MD

We've enhanced our SME Connect product portfolio to include Maximum Demand meters. Connect products offer competitive prices for your clients and greater commission flexibility for you. The Maximum Demand product joins the SME quarterly electricity and gas Connect products launched in April this year.

→ Flexibility

Building on the success of our Multiple Purchase Flex products (this edition's featured product), we've launched a project to develop enhanced flexible gas and electricity product features. We're looking to deliver these features in advance of the April Sales Round.

→ Online

We're set to launch our online Consultant and Broker interface (CaBi) through a phased roll-out in November - see the article on the next page for more details.

→ Research

We've completed the latest phase of our Consultant and Broker research. Designed to identify your most important needs and to measure how E.ON has performed against them, the results will form the basis of our plans for 2009 and beyond. Thank you to everyone who took part in the research.

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We need your portfolios

The October Sales Round for 2008 is coming to an end and what a challenge it's been. The volatile market led to a large amount of business being signed up at the last minute and because of this, virtually all energy suppliers, including ourselves, have struggled to meet deadlines for your quotes and tenders.

The next few months running up to the New Year are traditionally quieter for us, so we'd like to use this time to get as much portfolio information loaded into our systems as we can. Please could you send us your portfolios as soon as possible. Hopefully by receiving these now, we'll be able to improve the level of service and support we can provide for both the October and April Sales Rounds next year.

Meet CaBi

In November we'll be piloting our new online Consultant and Broker interface (CaBi). CaBi will give you a live view of your E.ON customer accounts, 24 hours a day, seven days a week. It will enable you to view, search and export account details, their status, product histories and renewal dates.

In addition to customer details, CaBi will also hold information about our products, organisation charts, back issues of this newsletter and more. We'll be rolling it out to a wider audience from January with regional training sessions, and work is already underway on Phase Two which will be ready later in 2009 and will bring additional functionality.

Your Account and Relationship Managers will keep you updated and we'll let you know how the pilot is going in our next edition.

Flexibility in turbulent times

In the current volatile market, our Flex products can give your customers the opportunity to procure energy in a more flexible, informed and less risky manner. We separate the energy component from all other third party energy costs (these can be fixed or passed through for the duration of the contract), which leaves you free to focus on when to lock-in the energy component.

For some time, many smaller businesses have not been able to access suitable flexible products. Today, E.ON is able to offer customers consuming over 2GWh of energy per annum our Multiple Vertical Purchase product. This allows the energy volume to be split into monthly, quarterly or seasonal periods, or a combination.

You then have the choice of when to lock-in the price for each period, either in or out of sequence. 100% of the energy volume for each purchase period needs to be locked-in by midday, five working days before that period begins and the locked-in price is then fixed for the duration of each purchase period.

For businesses with larger energy requirements (above 20GWh), our Multiple Horizontal Purchase product allows percentages of the monthly, quarterly or seasonal period volume to be purchased in or out of sequence. For more details on our Flex products, please contact your Account Manager, or if you have specific basket requirements, please contact your Relationship Manager.

Defra move causes concern

On 16 June The Secretary of State for the Environment, Hilary Benn, issued a press release changing Defra's guidance for corporate reporting of greenhouse gas emissions. Previously Defra advised that grid supplied electricity purchased with Climate Change Levy Exemption Certificates (LECs) could be reported as 'zero carbon emission'. Their revised guidance is that all electricity supplied from the grid should be reported at the grid's average carbon content, 480g/kWh. For more information visit berr.gov.uk

We're concerned this change of guidance has been produced without consultation. We wrote to Defra proposing that customers already signed up for Business EasyGreen or CCLExempt prior to 16 June should be able to continue to report reduced carbon emissions, with a suitable footnote, for the duration of their contract. Defra have responded that they propose to consult in the autumn on how additional carbon benefits from green tariffs can be reflected in company reporting. However, they have also confirmed that they do not expect to extend their transitional approach to electricity purchased with LECs.

We'll be writing to all of our customers on our CCLExempt and EasyGreen products during early October informing them of this change.

So we can continue to support our customers in their CSR reporting and carbon reduction measures we're also reviewing our products and services. It's our intention to offer products that will meet the new guidance from Defra.

What do you think?

It's now been a year since we launched our Consultant and Broker newsletter and we want to hear your thoughts. What do you like? What would you like to see more of? Do you have any suggestions for how you think it could be improved?

Please email any ideas or comments to: consultantbulletin@eonenergy.com

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