

# Business

Keeping you up to date with our latest business developments



## A future of continued success

As you may already know, in October last year, after four successful years leading our Consultant and Broker team, Andrew Doolan moved on to an exciting new role within E.ON. "It was a difficult decision to move on from the Consultant and Broker channel," said Andrew, "we've formed some really good relationships and I look forward to seeing these develop further. The lure of a new challenge was too strong, however. Fortunately my decision was made much easier, knowing I would be leaving Sally at the helm."

I've worked with Andrew for many years and I'm delighted for him. I'm also really looking forward to my new role of Business Sales Manager. My aim is to build on the work Andrew began, making us the easiest supplier to do business with.

As well as Andrew moving on, we've also had a new manager appointed as Head of SME Sales, Iain Walker, who'll look after our SME Consultant and Broker Channel. Iain will be a new name to many of you, but he has vast experience of the energy industry.

Andy Taylor and his SME Broker team will now report into Iain. On his appointment, Iain said "I'm incredibly excited about my new role, and in particular the opportunity to work with a diverse channel mix. Consultants and Brokers are an extremely important route to the SME market for E.ON, and I'm looking forward to working closely with them to further enhance these valuable relationships."



Sally Haines, Business Sales Manager

### Contents



→ Automated Meter Reading goes nationwide

### plus

- A future of continued success
- First flexible gas product launched
- Carbon Reduction Commitment update
- We need your portfolios
- Ofgem micro-business changes
- Other important news from around the business

**Don't forget:** VAT rates went back up on 1 January 2010 to 17.5%.



## First flexible gas product launched

In our last edition, we said we'd update you on the work we're doing on our range of flexible gas products. The first of these products launched in mid-November, enables us to offer flexibility for smaller gas users. Our MultiPurchase gas products mirror our current MultiPurchase power products. They allow customers to break down their energy usage into smaller tranches and buy those both in and out of sequence.

We're still developing our larger gas products which will have features, such as live sales prices, unfixing and Daily or Monthly Cash Out. We're planning on launching these at our conference in March, so we'll be able to give you more details in our next edition.

### Ofgem micro-business changes

As you're probably aware, following the results of the Ofgem Energy Supply Probe, suppliers need to make changes to their renewal processes for micro-business customers. The licence change comes into effect on 18 January, however we implemented the changes needed to our systems and processes during December. Please speak to your Account Manager if you haven't already had details of how our renewals process will change.

### We need your portfolios

Towards the end of 2008 we asked you to send in your portfolio information for 2009. This was to allow us to get as much of it as possible loaded into our systems during our quiet period before the April round begins. Many of you responded to this request which helped us meet your deadlines for quotes and tenders throughout 2009, and we hope it made things easier for you too. Please help us again this year by sending your Account Manager your portfolios as soon as possible.

## Automated Meter Reading goes nationwide

During 2008, we successfully completed a number of Smart Meter trials with a range of our customers and during 2009 we developed and launched our new online energy management system. These two projects have enabled us to introduce our eData Services for Automated Meter Reading (AMR) to Non Half-Hourly metered businesses across the UK.

The service uses SIM card technology to provide businesses with more reliable and accurate billing based on actual meter reads and energy consumption information. The meter automatically sends data between the business and us, eliminating many of the shortfalls in the data collection and transmission processes.

This means that some remote maintenance updates can take place without the need for a site visit.

Users can view and measure consumption trends using our online energy management tool, eData Services, which shows exactly how much electricity is being used and when. Having access to information about business energy usage is vital to understand where and how you can make changes to save energy and money.



## Carbon Reduction Commitment update

As mentioned in our last edition, we ran a series of customer events during November to update customers on the Carbon Reduction Commitment (CRC) Energy Efficiency Scheme.

I understand some of you asked to join those sessions, so we've put CRC back on the agenda at our Consultant Conference which is taking place in March this year - just before the legislation is due to start. Invites will be going out shortly, so if you want to be sure you don't miss out, please speak to your Account Manager.

## Other important news from around the business

Click on the links below to read more.

- London Array signs contracts worth almost €2 billion for work on world's largest offshore wind farm
- E.ON welcomes wind farm consent from South Lanarkshire Council
- E.ON earnings stable despite economic crisis
- E.ON UK, RWE npower nuclear joint venture fully established