

# Business

Keeping you up to date with our latest business developments



## Welcome to the third edition of Business, our Consultant and Broker newsletter.

We've been working on some new initiatives to make things easier for both you and your clients.

- We've successfully trialled our new Connect electricity and gas product, which launches in April. Designed specifically for the SME market, Connect not only offers competitive prices for your clients, but will also give you far greater commission flexibility.
- A full review of our Half-Hourly electricity and 'flexible' large gas product portfolio has taken place. Work has already started on the development of new product features that will offer significant advantages to your risk managed clients.
- A new project has been launched to make it easier for you to access E.ON. Covering a range of areas it will include improved online capability as well as a customer tracking facility. Watch this space for further details.

- We have centralised our inbound sales team, which makes it easier for you to submit tenders and request quotes for all of your clients, regardless of fuel, meter type, volume or numbers of sites. Tenders and quote requests will then be allocated to the appropriate team or Account Manager within 24 hours.

Please send all future tenders and quote requests to:

**Inbound Sales Management Team**  
Greenwood  
Westwood Business Park  
Coventry  
CV4 8LG

Email: [retail.sales@eon-energy.com](mailto:retail.sales@eon-energy.com)  
Telephone: 02476 424 242

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We've released a series of new and improved products and services

### plus

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## Single Commission Team

We've listened to your feedback and we've made it easier for you to contact the right people about your commission. From 3 March 2008, all Consultant and Broker commission payments have been processed by one team located in our Nottingham office.

The team oversees all Consultant and Broker payments, including commission payments, for Half-Hourly power, Non Half-Hourly power, gas, multi sites, groups, matrix and Economy Power. They also deal with any questions relating to commission payments and have records of invoices paid.

**The team include:**

Mandy Davies - Commission Team Manager

Simon Griffiths - Commission Administrator

Craig Gillon - Commission Administrator

**If you need to contact the team you can use the following details:**

Email: [B2B-cab-invoices@eonenergy.com](mailto:B2B-cab-invoices@eonenergy.com)

Address: CAB Invoices, Newstead Court, Little Oak Drive, Sherwood Park, Annesley, Nottingham NG15 0DR

Telephone: 02476 190 000 Fax: 02476 180 386

## Automated Commission Engine roll-out

Following a very successful trial at the end of 2007, we're starting to roll out our Automated Commission Engine (ACE).

Our commission's payment process has been simplified to a self-billing approach, which removes the need for purchase order numbers and invoices. We'll produce personalised monthly commission statements which are available to view online throughout the financial month.

Both new and renewal business can be processed through ACE and payments will appear on your monthly statements once sites have achieved 'live' status in our systems.

Once we have received a signed copy of our agreement from you, we arrange to set you up on our ACE system. Once you're set up we'll notify you, and any payments after that date will be processed automatically. We'll also send you an information pack when you're set up in ACE. For sites negotiated before the ACE agreement has been set up, please continue to invoice us in the normal way.

## CRC mailer

The Department for Environment, Food and Rural Affairs (DEFRA) will be introducing a new mandatory emissions trading scheme expected to begin in January 2010.

The scheme is targeted at businesses consuming over 6,000MWh of half-hourly metered electricity as a single site; or in aggregate as part of a group (on average about £500,000 per annum).

The Carbon Reduction Commitment (CRC) aims to deliver savings of 1.1 million tonnes of carbon per year by 2020 by getting these users to reduce their energy use and associated carbon emissions.

As the government department leading the carbon reduction initiative, DEFRA have asked us to communicate this to our customers who may be affected. We will be sending a DEFRA leaflet to our Half-Hourly metered customers with their April bills.

Details on the initiative are yet to be defined by DEFRA, but this first communication is aimed at getting affected companies to register. Once registered, DEFRA will then contact these customers directly with more details.

A copy of the leaflet can be found on our website, please [click here](#).

## More on our changes to Interruptible supplies

We have an update on the changes to Interruptible supplies on our website, please [click here](#).

## Sending our staff to Coventry

As mentioned in our previous edition, we're in the process of moving all our Corporate sales activities to one location, Greenwood House, based in Coventry. Staff moves are still taking place and we anticipate that these will be completed in early May, ahead of the official opening of the building on 8 May.

### Want to find out more?

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