

Business

Keeping you up to date with our latest business developments



Introducing MarketTrigger Electricity

We're excited to be launching our new MarketTrigger product at this year's Annual Consultant Conference. It's been designed especially for customers using over 1GWh of electricity, to help them take advantage of good market conditions.

Instead of being tied to a single fixed energy price, your customers can split their energy in two and choose when to buy the second part of it. Depending on their risk strategy the second part, or tranche, can be 25, 50 or 75% of their total volume.

To save you and your customer's time, we'll monitor the energy markets daily and automatically send your customers a price for their second tranche of energy when the wholesale price has reached a pre-agreed trigger point.

They'll need to fix the second tranche five working days before their contract start date, or we'll buy the energy on their behalf. It's as simple as that.

Key benefits

- A semi-flexible contract that provides a risk-managed buying strategy.
- We monitor the energy markets, saving time for you and your customers.
- Your customers can take advantage of price changes in the energy market.
- Defend a 'worst case scenario budget' by monitoring against a stop loss.

Ask your Account Manager for more information.

Annual Consultant Conference

Keep an eye on your inbox, as we'll soon be sending out invites to our Annual Consultant Conference.

We're keeping up the standard of previous years, but this year we're going further than ever before. You'll hear Paul Golby's views on the energy industry, find out about our new E.ON Energy Solutions business from its leader, Graham Bartlett, and meet the obligatory celebrity footballer. And because we recognise our consultants and brokers are all entrepreneurs and businesses in their own right, we've got a surprise guest who'll give a great perspective on starting and growing a company. Don't miss it!



Enhancing our customer experience with NPS

Net Promoter Score (NPS) is a customer satisfaction tool which measures how happy our customers and consultants are with us. It gives insight into our customer base and tells us about their experiences with us. Quite simply, a high NPS means happier customers which in turn leads to more sales.

NPS also provides us with feedback, helping us make positive changes to our business. As we work to exceed expectations, customers are more likely to renew their contracts and stay with us.

What's more, they're more likely to recommend you and us to other people, leading to more sales and more satisfied customers.

NPS at work

Here are just two examples of how the NPS feedback is changing our business for the better.

Our SME NPS results told us that customers felt they didn't have enough contact with us during their switch from another supplier, especially when they'd been introduced by a consultant. So we trialled making a 'welcome call' to customers who'd joined us through a consultant, and the NPS ratings improved vastly. We're now rolling it out for all customers over the next 12 months and will be monitoring the NPS closely.

In Corporates, we asked you for feedback on us and we liked the results. You rated us as one of the best suppliers, and told us we're consistently one of the two best for relationship and account management. However, you said we could be better at giving you timely credit appraisals. We're working to improve our credit vetting processes to better meet your needs.



E.ON Energy Solutions

To meet the changing needs of our customers, we've set up a new customer-facing part of our business called E.ON Energy Solutions. The new venture will combine our current Retail and Energy Services activities into a single business unit, led by Graham Bartlett in his new role of Managing Director, E.ON Energy Solutions. We'll be making further announcements about E.ON Energy Solutions shortly and at our Annual Consultant Conference.

Carbon Consulting

The Carbon Reduction Commitment (CRC) has become a tax. So, every tonne of CO₂ produced after April 2011 will cost businesses in the CRC initiative £12.

Get your customers a FREE CRC consultation to help them reduce their energy costs and CO₂ emissions

With your involvement, our carbon consultants can help your customers with their CRC management and strategy, with the first appointment free of charge.

What we do

- Manage your customers' CRC registration, evaluation pack and league table strategy. Is top, middle or bottom best for their brand reputation and investment?
- Advise on the best sustainable technologies to adopt.

→ [Click here for more details](#)

Consultant agreements

We've made a lot of improvements to our business processes over the last couple of years, such as the introduction of our Automated Commission Engine (ACE) and the Consultant and Broker interface (CaBi). To reflect these changes we've recently revised our Supplier/Consultant Agreement. The new agreement offers you better protection, as well as formalising our business relationship. We'll be in touch shortly to send you the paperwork and arrange for it to be signed.

Other important news from around the business

Click on the links below to read more.

- Price rise announced for residential customers
- E.ON sells gas network in Italy
- Report shows CRC league table position could affect company reputation
- E.ON Chief Executive Paul Golby comments on Government's Electricity Market Reform announcement
- Cleaner & Better Energy: we define new strategic focus

For more information on any of the topics featured, please speak to your Account Manager.