

# CCS Framework Update & Panel Discussion

Crown  
Commercial  
Service  
Supplier



# On today's agenda

Our last  
meeting

## News

What's new with  
the framework, EDF  
and the wider energy  
market?

**Carbon Net  
Zero**

**Service  
Delivery**

**April 2021**  
Supply Transfer

**Club CCS**

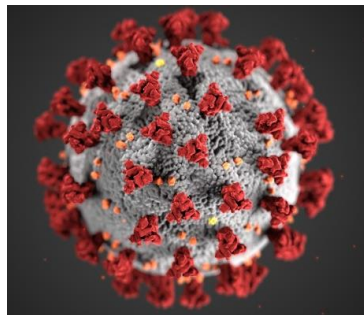
**Ask the Panel  
Q&A**

# Our last meeting

## Our last events in London (26<sup>th</sup> Feb) and Leeds (5<sup>th</sup> Mar)

Here's a quick recap of the last time we got together:

- > Launch of RM6011
  - > Your EDF team
  - > Service delivery and CCS partnership
  - > MyBusiness
  - > Savings initiatives & Ancillary Services
- > A few weeks later...





News

# Industry news

What's been happening in the energy industry?

Capita makes play to add EV charging to DCC's remit

- The Data Communications Company, set up to manage the UK's smart meter data communications infrastructure, is stepping up efforts to expand its remit into electric vehicles and beyond.



The Low Carbon Resources Initiative

- A new initiative aims to accelerate low carbon energy technologies. The Low Carbon Resources Initiative is targeting advancements in hydrogen, ammonia, synthetic fuels and biofuels.



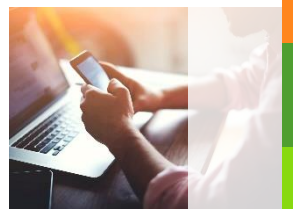
UK urged to reach 65% renewables by 2030

- The low cost of renewable generation could accelerate the green recovery, according to a report. The UK could make significant progress towards its net zero goal if it increases its renewable electricity target from 50% to 65% by 2030.



Lack of Hydrogen strategy holding back net-zero Britain

- Philip Dunne MP, Chairman of the Environmental Audit Committee (EAC) believes the lack of clear vision from Government risks scuppering progress for hydrogen to play a key role in developing the UK's low carbon energy mix.



# Your EDF Team

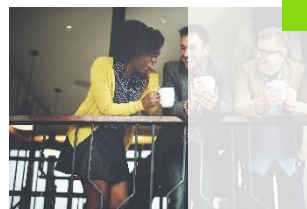
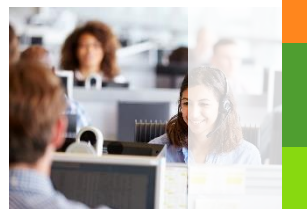
We know you're busy, so we want to make sure you get to the right team for your query first time.

## Customer Operations

- Invoice Queries & Billing Options
- Payment & Debt
- Metering Issues
- New Connections & Disconnections
- Consumption & Spend Reports
- MyBusiness Queries

## Sales & Marketing

- Price Queries
- Non Energy Costs
- Carbon Net Zero
- Site Additions
- Ancillary Services
- Club CCS



# Your EDF Team - how to reach us

If you can't find the answer to your questions on your MyBusiness portal or the EDF website, we're happy to talk to you over the phone.

## MyBusiness

- ✓ Online query reporting
- ✓ 48 hour turnaround
- ✓ **Live Chat** for same day response

## CCS Mailbox

- ✓ 48 Hour turnaround
- ✓ [CCSCustomerServices@edfenergy.com](mailto:CCSCustomerServices@edfenergy.com)

## Phone Call

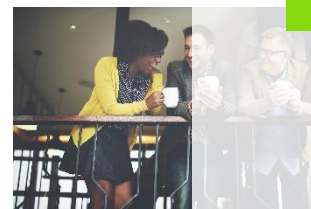
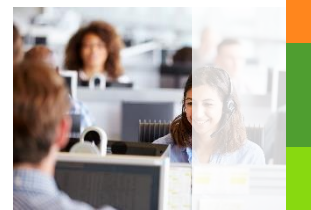
- ✓ For in depth discussions
- ✓ New routing system to specialist teams
- ✓ 0845 300 4904

## Service Development Manager

- ✓ Escalations and complex queries

## Account Managers

- ✓ Call your dedicated Account Manager directly
- ✓ [edfenergyccsrm@edfenergy.com](mailto:edfenergyccsrm@edfenergy.com)



# Your EDF Team – add a face to the name



**Sharon Sage**  
Manager of  
Public Sector



**Pete Fear**  
Senior Account  
Manager  
CCS Relationship  
Apr 21 Transfer



**Nick Mullett**  
Senior Account  
Manager  
National  
Procurement Service



**Steve Spittle**  
Account Manager  
NHS/Emergency  
Services/Education



**Brian Landau**  
Account  
Manager  
Central & Local  
Gov't



**Stuart Treloar**  
Service  
Development  
Manager





# Carbon Net Zero

# Helping Britain achieve Net Zero



## By 2035 we aim to:

Enable the investment in 12GW of low-carbon nuclear and renewable electricity capacity to meet around **one fifth** of Britain's demand.



Low-carbon electricity

## Our **THREE** commitments:

1. To demonstrate real progress towards a Net Zero environmental impact by reducing our carbon emissions, waste, water use and effect on biodiversity.
2. To create a great workplace for our people by supporting their health and safety, diversity and inclusion and skills development.
3. To make a positive social contribution by supporting vulnerable customers, local economies and the STEM skills of tomorrow's energy innovators.



Responsible business



## By 2035 we aim to:

Help our household customers reduce their collective emissions by the equivalent of more than 70% of that arising from their 2019 electricity and gas use.



Sustainable living

## By 2035 we aim to:

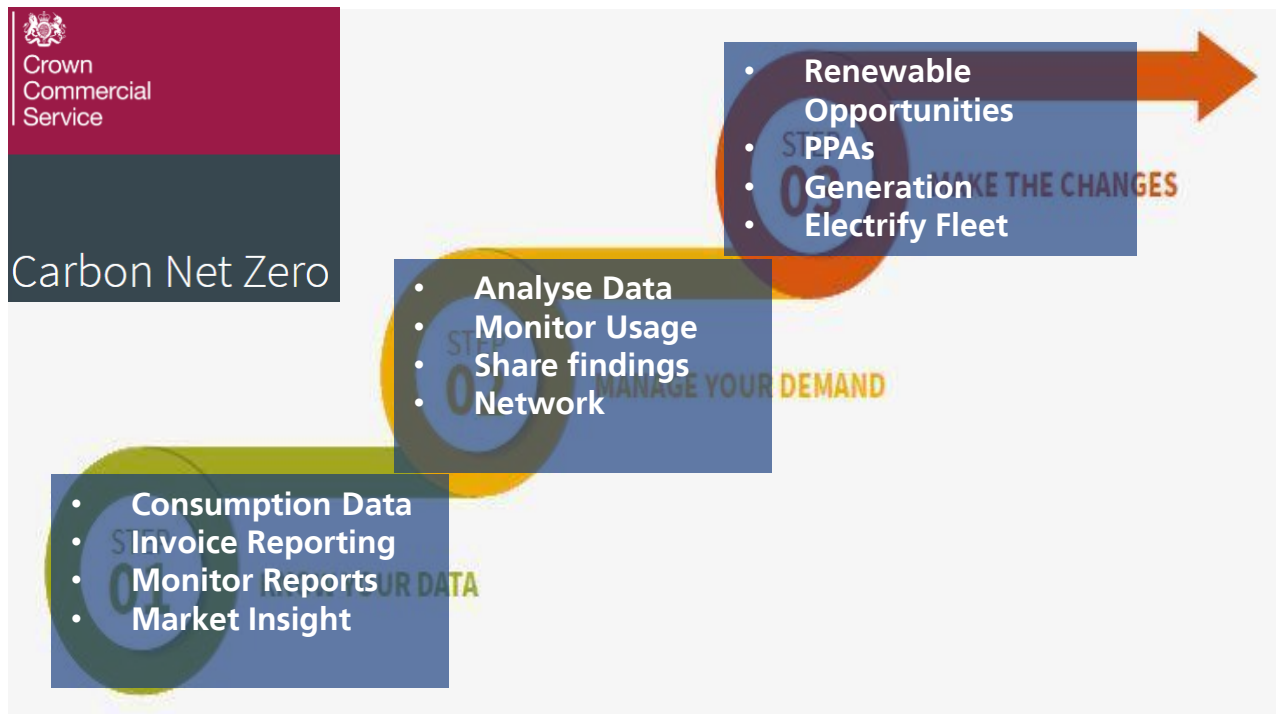
Help our business electricity customers reduce their collective emissions by more than 80% compared to their 2019 electricity footprint.



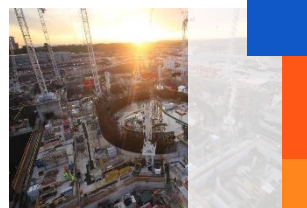
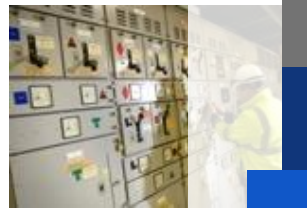
Sustainable working



# How do you approach Carbon Net Zero?



<https://www.crowncommercial.gov.uk/products-and-services/buildings/energy/carbon-net-zero>



# EDF & CCS – Working together toward Net Zero

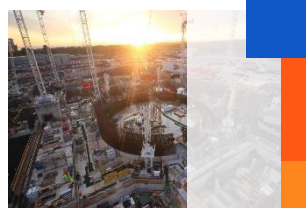
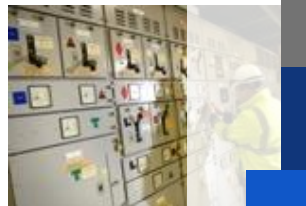
EDF Group's aim is to be the leading electricity company and global leader for low-carbon energy production.

## EDF

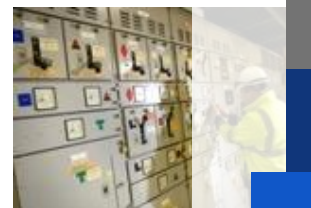
- A responsible, sustainable low carbon business
- Ambition to lead decarbonisation of the sector
- Moving from low to zero carbon
- Net Zero environmental impact

## CCS

- CCS has created '3 Easy Steps'
- Securing choice
- Providing routes to specialist support
- Facilitating agreements for its members



# EDF Group family of companies



## E-Mobility

pod POINT

ubitracity

dreev  
EDF GROUP

izivia  
GROUPE EDF

## Efficiency

Imtech  
Imtech Low Carbon Solutions

BREATHE

capula  
an Imtech company

citelum  
GROUPE EDF

## Renewables & Storage

edf  
renewables

powerflex  
EDF renewables

pivot  
power

## Hydrogen

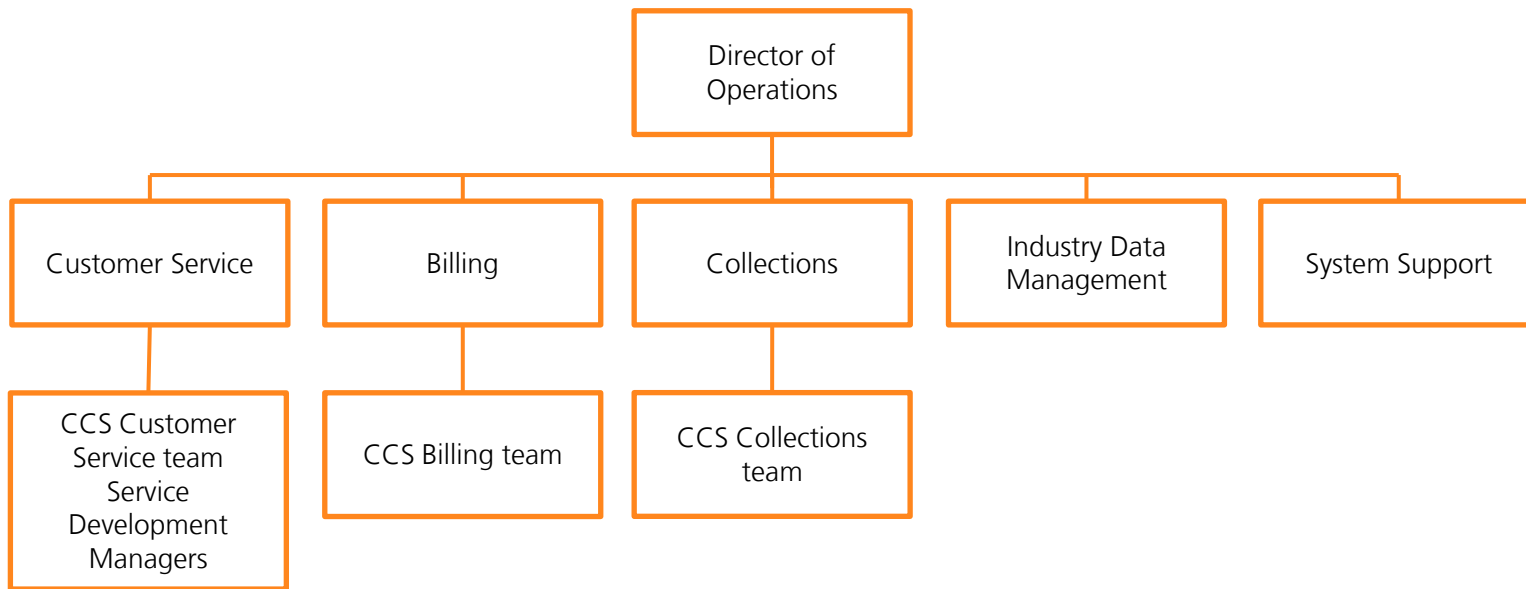
hynamics  
GROUPE EDF

A background image of a man in a dark blue suit and white shirt sitting at a table in a cafe, gesturing with his hands while talking to another person whose face is partially visible on the right. A white coffee cup and a napkin are on the table.

Your account performance

# I&C Operations Update

Our Structure - a reminder



# Your account performance

## Your update- 2020 so far

### Customer Service

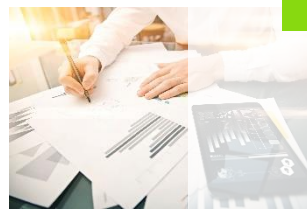
- So far in 2020 we have received 11,372 queries by email, phone and My Business
- 98% of emails have been responded to within 2 days
- 90% of phone calls have been answered within 20 seconds
- The common themes were:
  - Invoice queries- 1,508
  - Balance/arrears- 2,579

### Billing

- In 2020 we have sent 98.41% of your Half Hourly bills on time.
- We have sent 95.20% of Non Half Hourly invoices on time
- Number of MPAN's- 22894

### Debt

- Aged debt across the framework sits at £4.1m
- A £400k reduction has been achieved since the start of 2020
- Payment performance has been consistent- despite Covid



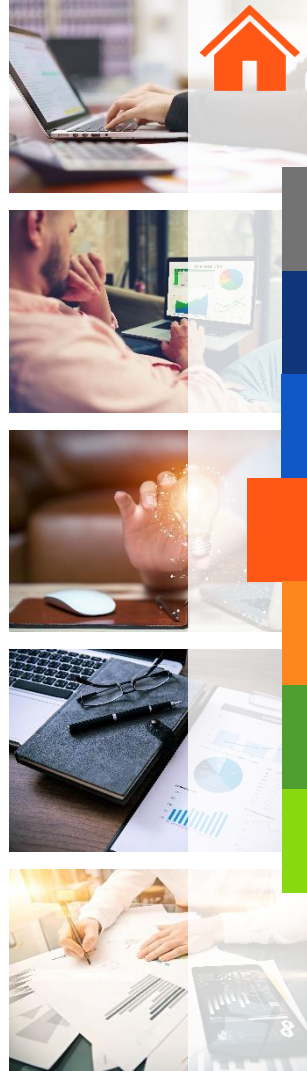
# What's upcoming?

## What's on the horizon?

- Supply transfer from BGB in 2021
- Targeted Charge Reform
- Billing format review
- Continued home working for EDF staff

## Other

- [CCSCustomerServices@edfenergy.com](mailto:CCSCustomerServices@edfenergy.com) is your direct route into our CS team by email
- You can raise queries or add meter readings via our portal- My Business
- Your escalation route for anything operational is your Service Development Manager
- If you have any feedback in relation to Service, Billing or Debt please let your Service Development Manager know

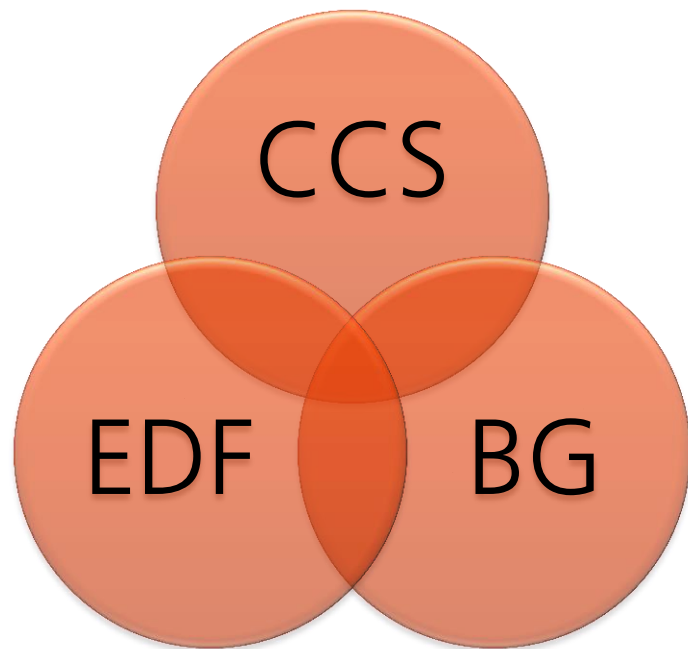




# April 2021 – Supply Transfer



# Approach to smooth transfer



- All parties are working together to achieve a coordinated transition
- Clear communication will be key
- Dedicated teams from each organisation are available to support you
- Early action will enhance the chances of success
- Data Quality will be paramount – we welcome your engagement in managing this



# Timeline



# Things to start thinking about...

Category	Considerations
Site List	<ul style="list-style-type: none"><li>• Is your site list correct?</li><li>• Are you aware of sites that are not included?</li></ul>
Payment Method	<ul style="list-style-type: none"><li>• Are these payment terms achievable?</li><li>• Would you benefit from moving to Direct Debit?</li><li>• Do you need to check these details with your Finance/Payment teams?</li></ul>
Consumption Forecast	<ul style="list-style-type: none"><li>• Are any sites being sold on the next 12 months?</li><li>• Are you changing the use of your sites in the next 12 months?</li><li>• Are you having any renewable assets installed in the next 12 months?</li></ul>
Consolidated Billing	<ul style="list-style-type: none"><li>• Do you require consolidated billing?</li></ul>
Bill Format	<ul style="list-style-type: none"><li>• What Bill formats would you like to receive your invoices in?</li></ul>
Fuel Source	<ul style="list-style-type: none"><li>• Standard Grid-mix, Blue or Renewable?</li></ul>

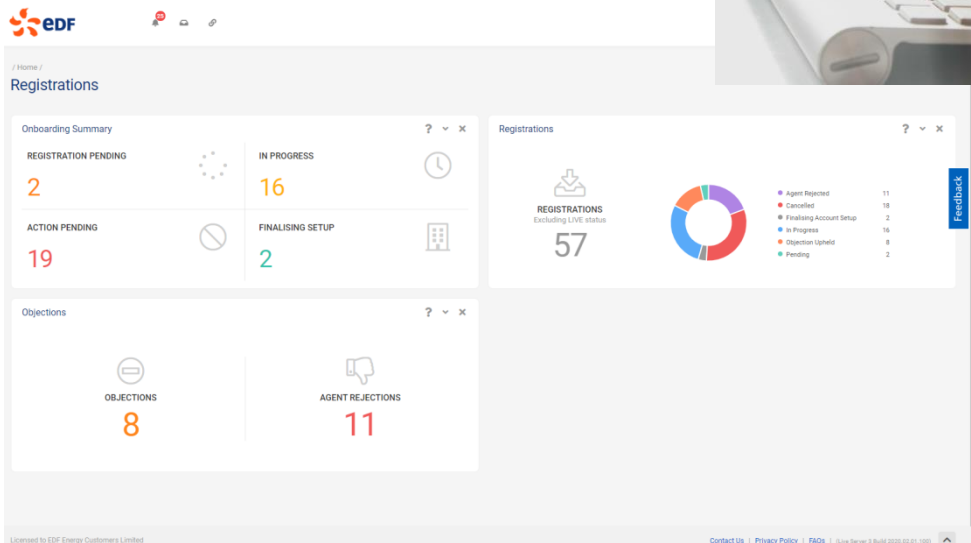
Data that **will not automatically** transfer in the change of supply process;

- VAT Declarations
- DD Mandates
- Site References / PO Numbers



# Digital support

- All of your portfolio data in on place
- Easy to use, online platform
- Track your progress through to 1<sup>st</sup> invoice



- Configurable reports
- Access to consumption data
- Live Chat and Query Management all in one place





# Club CCS



# Your dedicated webpage [www.edfenergy.com/ccs](http://www.edfenergy.com/ccs)

## Updates

- ✓ Webinars
- ✓ Blogs
- ✓ Events
- ✓ Market Reports
- ✓ Regulation Reports

## Manage

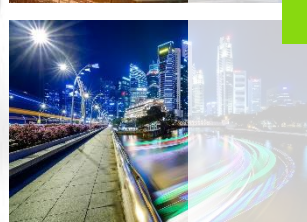
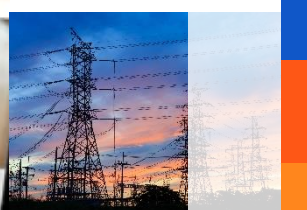
- ✓ MyBusiness
- ✓ Billing
- ✓ Payments
- ✓ Portfolio Reports
- ✓ Connection Services
- ✓ Moving Location
- ✓ TRIAD alerts

## Save

- ✓ Energy Services
- ✓ Case Studies
- ✓ Capacity Review
- ✓ Demand Response

## Understand

- ✓ Prices
- ✓ Metering
- ✓ Data
- ✓ Contract
- ✓ NECs
- ✓ Generation
- ✓ Low Carbon



# Stay up to date: TalkPower

**At EDF, we want to keep all of our channel partners informed, updated and in-the-know.**

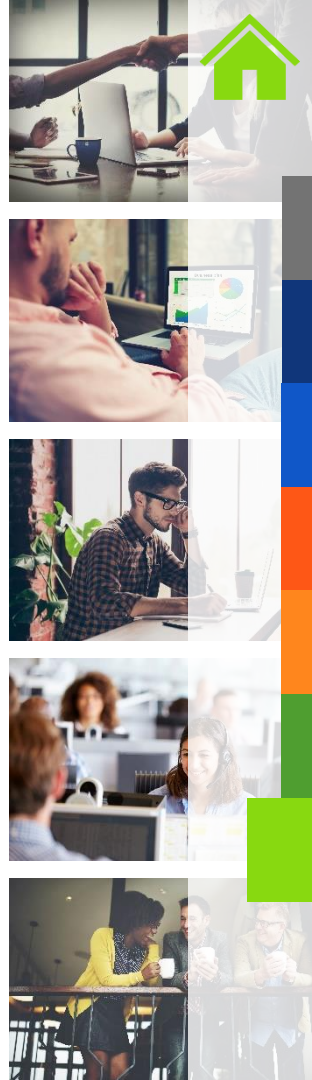
It's not always easy to keep on top of everything that's changing in energy. And, we know that our channel partners are happiest when they have all of the information they need to give the best options to their customers.

## **That's where our Talk Power team come to offer you**

- Expert analysis on the big energy issues facing British business.
- The opportunity join one of our regional Talk Power live events for in-depth analysis and debate,
- To catch-up on the latest updates from your desk with our webinars and blogs.

So, no matter how the UK's energy landscape changes, we'll help you to stay one step ahead.

Sign up today



# Stay up to date: Market Insight

## Help your customers make informed decisions

You can gain access to quality data and expert analysis to help you navigate the ins and out of the energy markets and changes in non-energy costs. Here's how to get those insights working for you:

### A customisable real-time dashboard:

Discover insights that are more up to date than ever – drill down to the finest detail, or simply skim the surface; customise how much you want to see.

### Insights in your pocket:

Market Insight seamlessly works across your mobile and tablet devices - access your reports on-the-go.

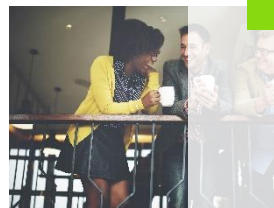
### More alerts than ever:

We'll keep you up to date on the latest trends in the market. You decide on the reports you wish to be notified about.

A sparkling new interface: With simplified navigation and awesome dynamic graphing.

[Find out how Market Insight can help you.](#)

Take a look



Thank you

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Commercial  
Service  
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