

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

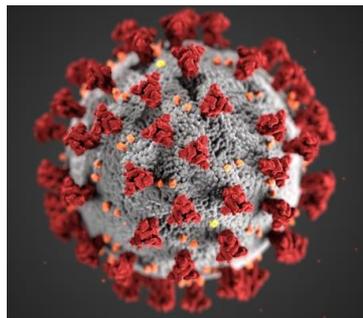
Ask the Panel Q&A

Our last meeting

Our last events in London (26th Feb) and Leeds (5th 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.



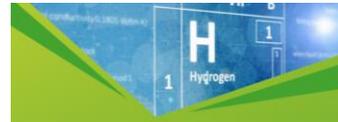
UK urged to reach 65% renewables by 2030

- 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

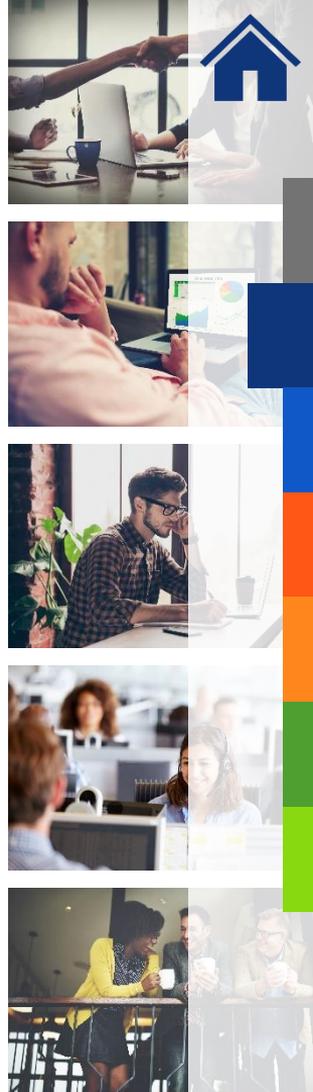
We know you're busy, so we want to make sure you get to the right team for your query first time.

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

Phone Call

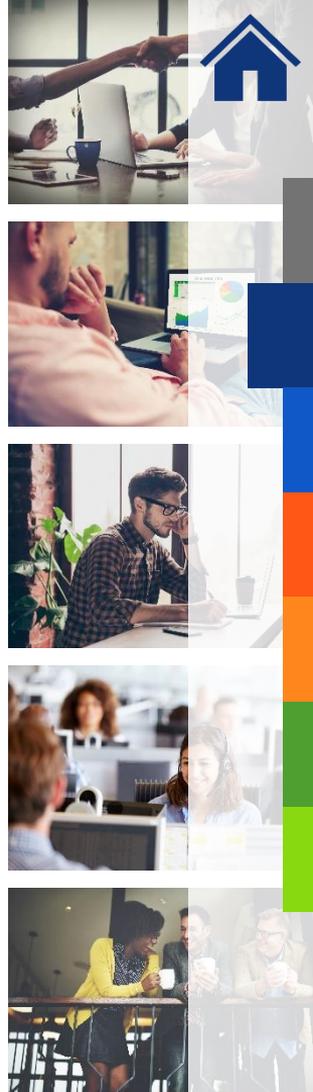
- ✓ For in depth discussions
- ✓ New routing system to specialist teams
- ✓ 0845 300 4904

Service Development Manager

- ✓ Escalations and complex queries

Account Managers

- ✓ Call your dedicated Account Manager directly
- ✓ edfenergyccsrm@edfenergy.com



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.

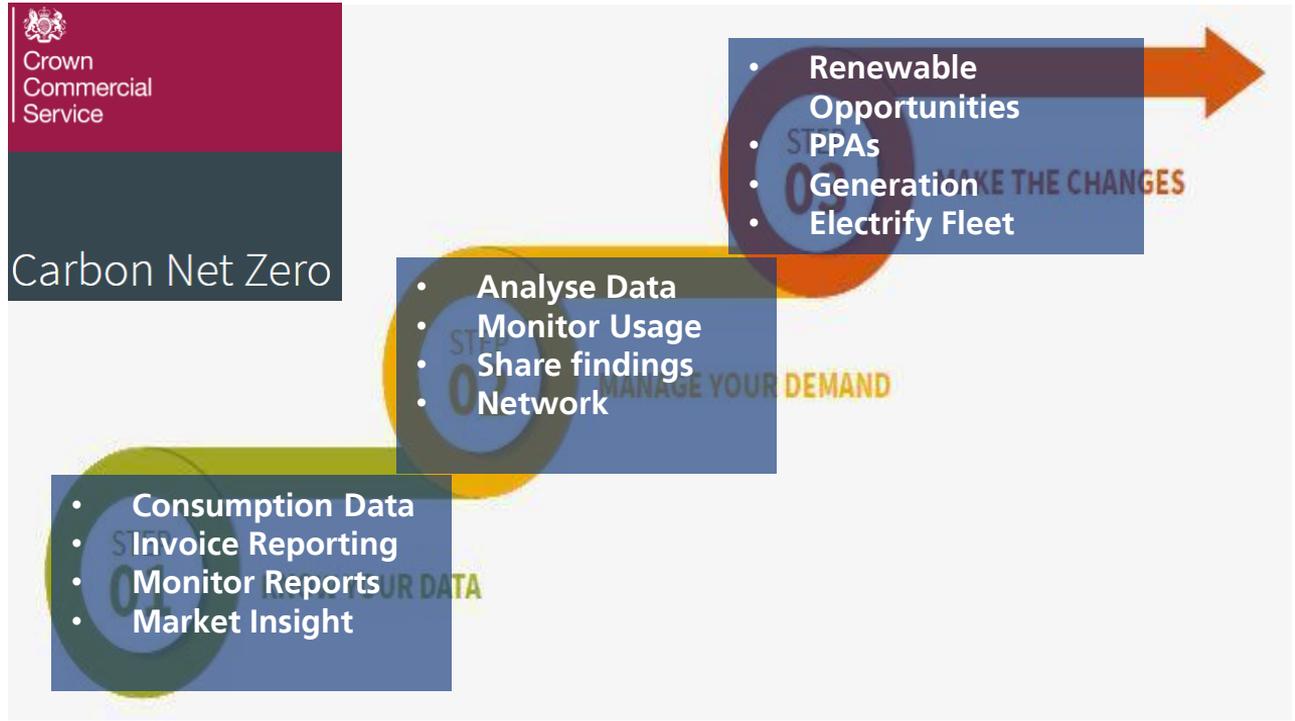
Sustainable living

By 2035 we aim to:
Help our business electricity customers reduce their collective emissions by more than 80% compared to their 2019 electricity footprint.

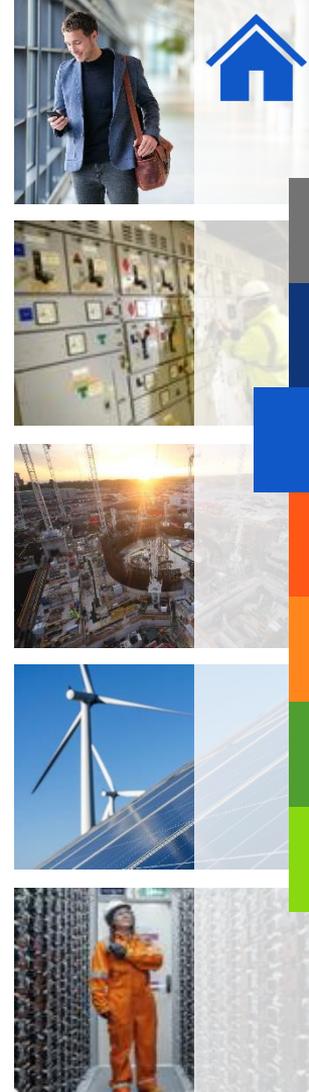
Sustainable working



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

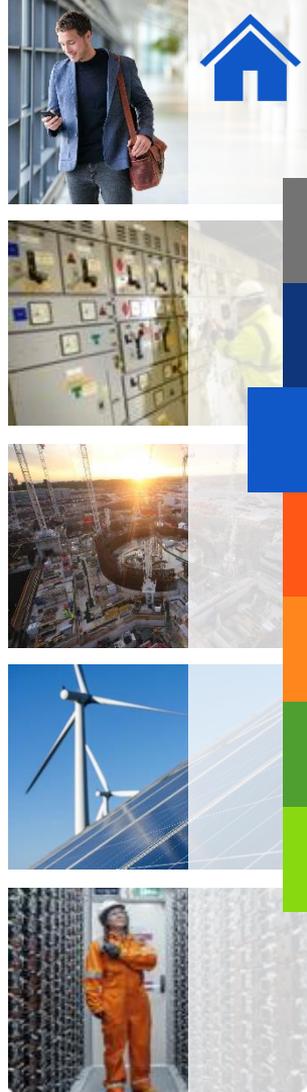
EDF Group's aim is to be the leading electricity company and global leader for low-carbon energy production.

EDF

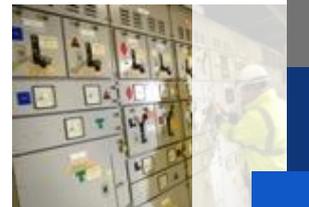
- A responsible, sustainable low carbon business
- Ambition to lead decarbonisation of the sector
- Moving from low to zero carbon
- Net Zero environmental impact

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

ubitrlicity

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

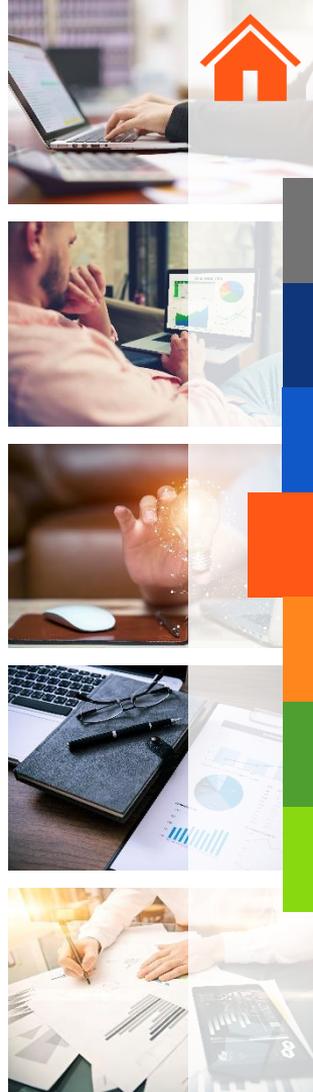
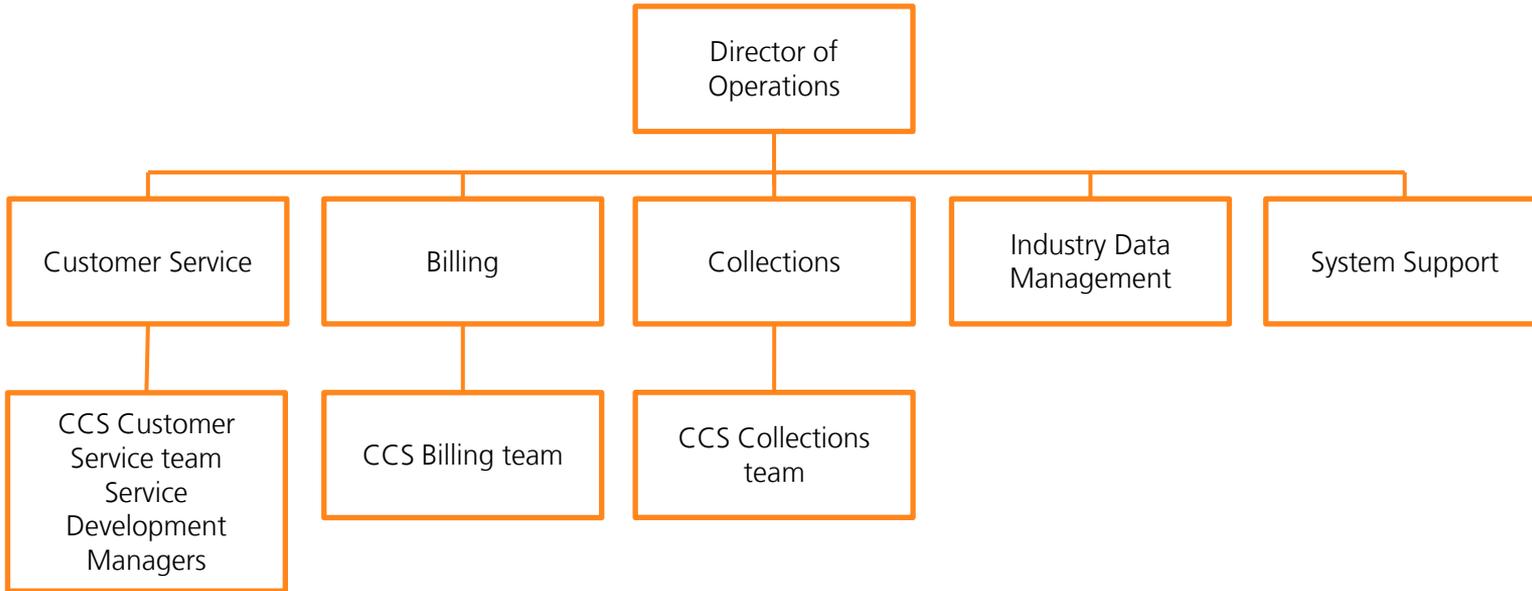


Your account performance



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

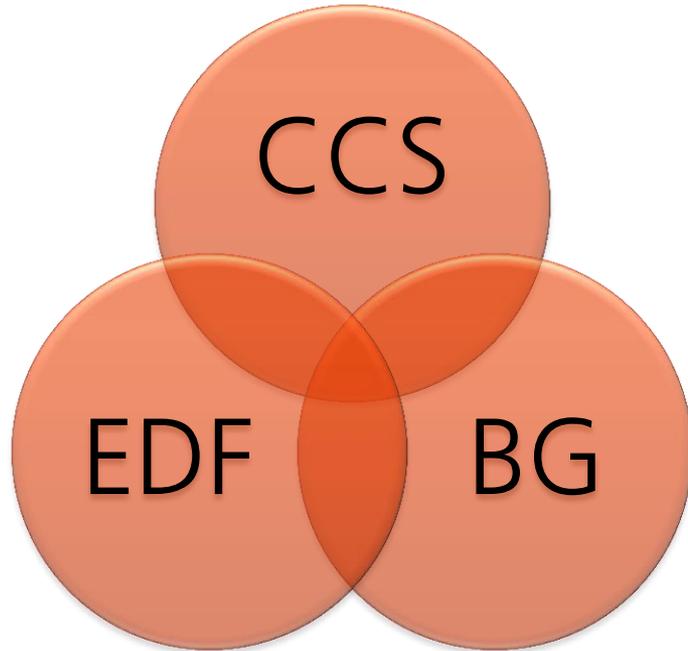
- CCSCustomerServices@edfenergy.com is your direct route into our CS team by email
- You can raise queries or add meter readings via our portal- My Business
- Your escalation route for anything operational is your Service Development Manager
- If you have any feedback in relation to Service, Billing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



The background of the slide is a composite image. The top half shows a large wind turbine on the left and a sunset sky with scattered clouds. The bottom half shows a long row of solar panels mounted on a wooden pier over a body of water, with the sun's reflection visible on the water's surface. A semi-transparent white banner is overlaid across the middle of the image.

April 2021 – Supply Transfer

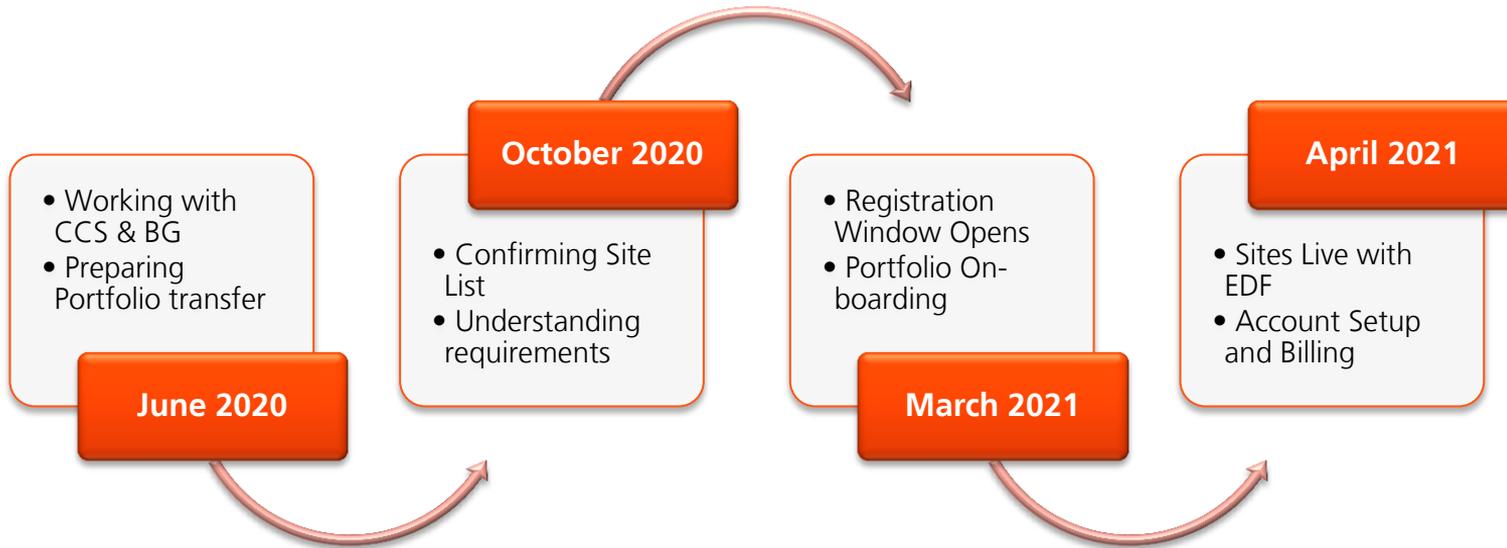
Approach to smooth transfer



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

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

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

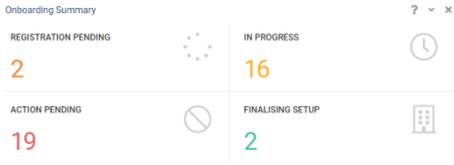


Digital support

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



Registrations



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





Club CCS



Your dedicated webpage www.edfenergy.com/ccs

Updates

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

Understand

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

Manage

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

Save

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



Stay up to date: TalkPower

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

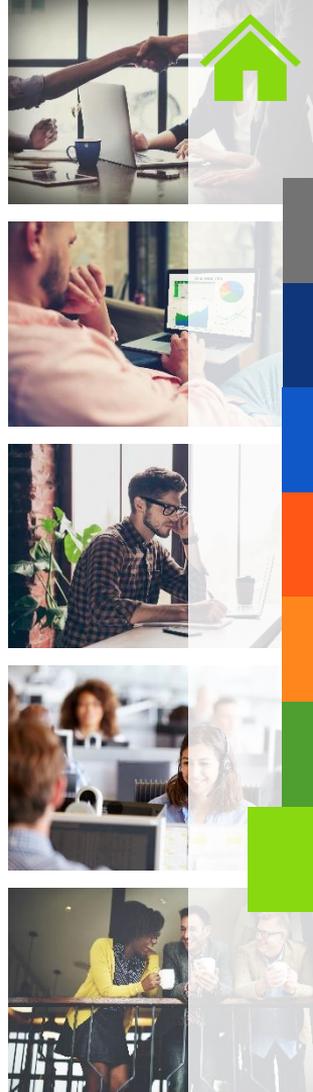
It's not always easy to keep on top of everything that's changing in energy. And, we know that our channel partners are happiest when they have all of the information they need to give the best options to their customers.

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.

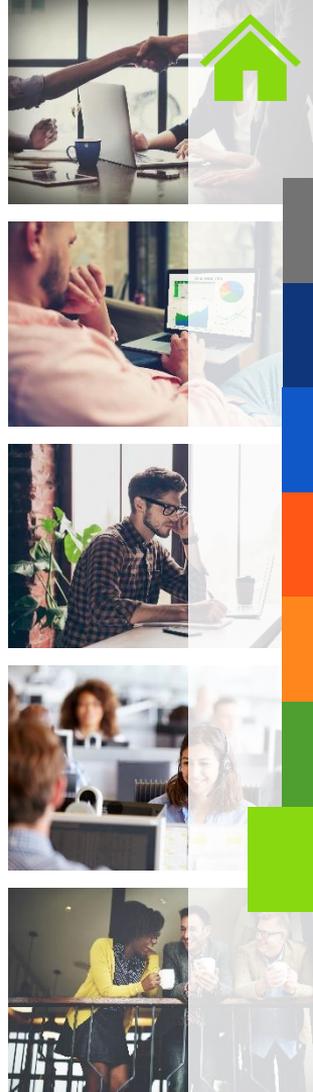
More alerts than ever:

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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Service
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