

Crown  
Commercial  
Service  
Supplier

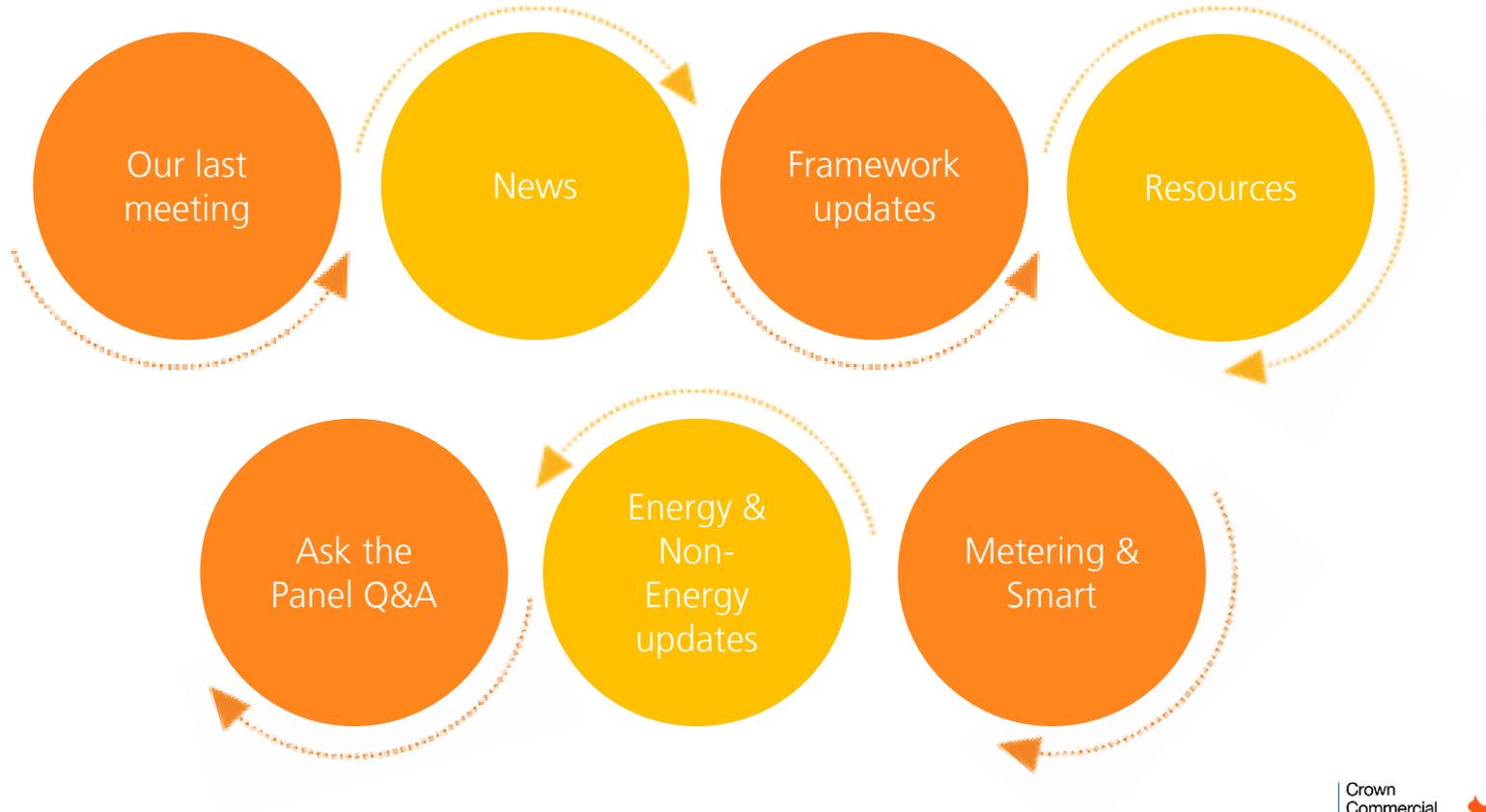


# What we will cover

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# On the agenda today...



Copies of today's slide pack will be available after the call

Questions?

Feel free to raise questions throughout today's webinar.  
Please write them in the chat or Q&A function.

# Our last event

## Our last event in September

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

Wholesale  
& Non-Energy  
Costs update

Your prices

Metering  
Updates

Electric  
Vehicles

Additional  
Resources



# Your CCS Team

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**Sharon Sage**  
Manager of  
Public Sector



**Pete Fear**  
Senior Account  
Manager

CCS Relationship  
Apr 21 Transfer



**Nick Mullett**  
Senior Account  
Manager

National  
Procurement Service



**Brian Landau**  
Account  
Manager

Central & Local  
Gov't



**Stuart Treloar**  
Service  
Development  
Manager

# Your CCS Energy Specialist Services Team

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**Tony Fahey**  
Category Manager  
- Energy



**Aisha Sanyal**  
Category Agreement  
Specialist



**Lauren Bailey**  
Customer Specialist  
Manager



**Samantha Turpin**  
Customer Specialist  
Manager

# Your EDF Experts

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**Kim Wilson**  
Senior Sustainability Lead

**Binoy Dharsi**  
Market Rules Adviser

**James Chaplin**  
Energy Trader



A woman with glasses and a light blue shirt is sitting in an office chair, working on a laptop. The scene is set in a bright office with large windows in the background. The image has a blue tint and is overlaid with a semi-transparent white box containing the word "News".

News



## Your birthday was the 45<sup>th</sup> greenest of 2020

62.6% of the electricity generated  
in the UK on that day came from  
zero carbon\* sources

[greenbirthday.edfenergy.com/](https://greenbirthday.edfenergy.com/)

### How green is your birthday?

Some days are greener than others.  
When you use our new tool  
and find out how green your birthday is,  
you realise how much progress  
needs to be made  
to achieve Net Zero by 2050.

Grab your birthday stats.  
Can you beat Pete?

A man in a dark blue suit, white shirt, and purple tie is seated at a table, gesturing with his hands as if in conversation. In front of him is a white coffee cup. The background is a blurred city street scene. The top of the image features a large orange and yellow diagonal graphic.

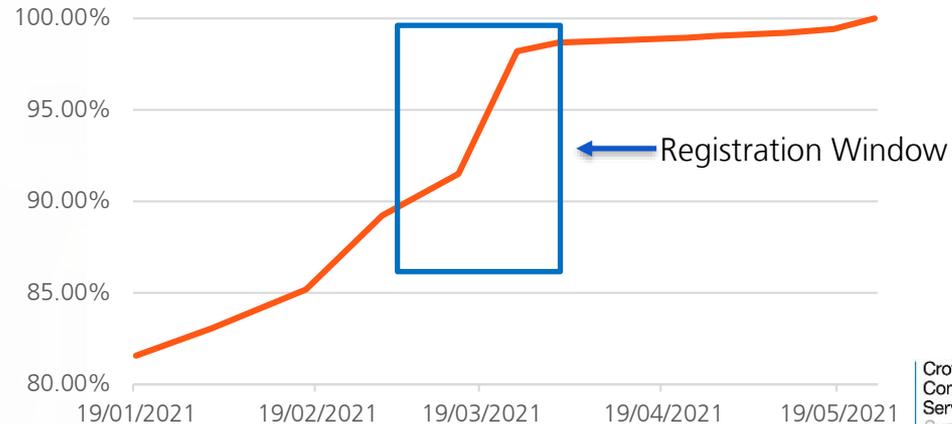
# Framework Updates

# Onboarding success

- April 2021 saw the NHH portfolio transition from BG to EDF
- This was a huge project, only made possible through close collaboration
- Success of the transfer far exceeded expectations, but was not without challenge
- Thank you to customers for your engagement, effort and time



Registration Performance



## ONBOARDING IN NUMBERS

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>24,000  
meters  
moved

Over 200  
new  
customers to  
EDF

98.7% of  
sites  
registered  
for 01/Apr

Dedicated  
team of 6  
onboarding  
staff

>51,000  
meters now  
live

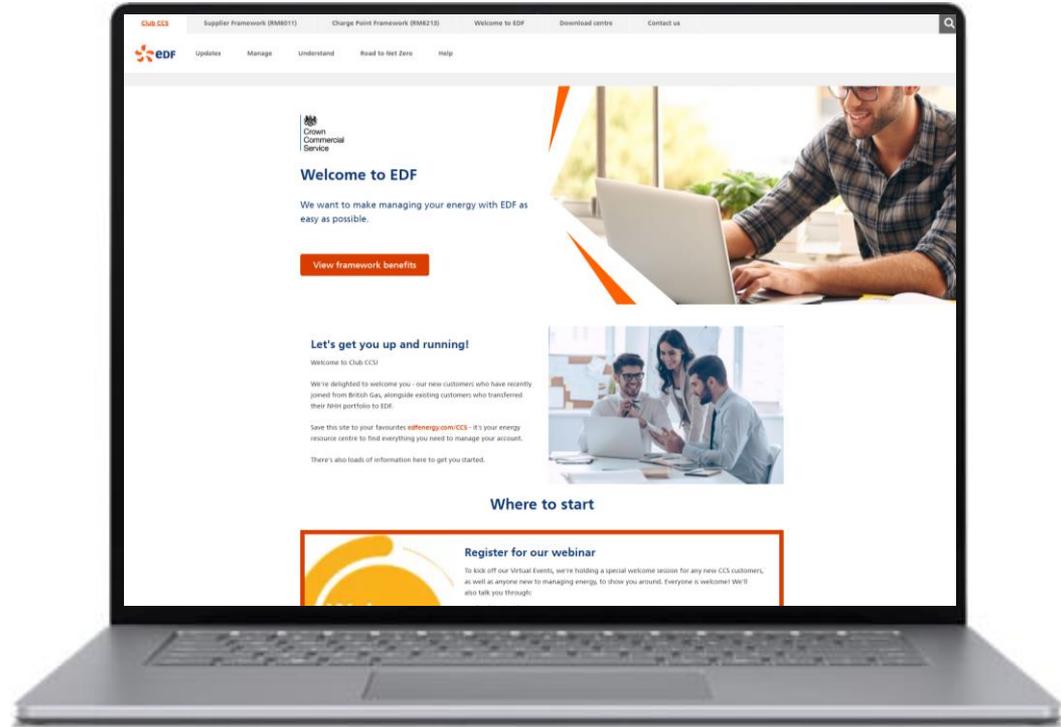
c. 500  
customers  
involved  
in transfer

100% of  
sites  
registered by  
27/May

>15,000 first  
bills issued

# Onboarding next steps

- An updated webpage to support you through;
  - Your first invoice
  - MyBusiness
  - Lifecycle account management
  - Club CCS
  - Monitor



[ccs.edfenergy.com/welcome](https://ccs.edfenergy.com/welcome)

The background image shows a large-scale renewable energy project. In the foreground, rows of solar panels are mounted on metal structures over a body of water. In the distance, several wind turbines are visible against a sky with soft, golden light, suggesting a sunrise or sunset. The entire scene is framed by a large, abstract graphic in the top right corner, composed of overlapping orange and yellow shapes.

# Additional Resources

# Your dedicated website [edfenergy.com/ccs](https://edfenergy.com/ccs)

## Updates

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

## Manage

- ✓ MyBusiness
- ✓ Billing & Payments
- ✓ New Connections
- ✓ Moving Location
- ✓ Capacity Review
- ✓ Triad alerts

## Road to Net Zero

- ✓ Zero Carbon Energy Sources
- ✓ Energy Saving Services
- ✓ Efficiency Case Studies
- ✓ Smart metering and AMR

## Understand

- ✓ Contract
- ✓ Prices
- ✓ NECs
- ✓ Metering & Data
- ✓ Generation





## IMMEDIATE ACCESS...

to your consumption data

- ✓ You can now produce reports immediately  
[More info](#) 
- ✓ Get Half Hourly consumption data up to the previous day - you don't have to wait for your bill
- ✓ Access to over 2 years consumption history with the ability to create reports  
[More info](#) 



## ADVANCED SEARCH...

- ✓ Free text search functionality means you can easily locate accounts, invoices, MPANs and much more



## ONLINE QUERY MANAGEMENT...

- ✓ Raise all your requests in one place from updating a contact to changing the billing address
- ✓ Track your query from initial contact to resolution with regular updates  
[More Info](#) 



## ELECTRONIC INVOICES...

- ✓ Easy access to view and download all your invoices
- ✓ Clear view on all billing activity (including re-bills and credit notes)  
[More Info](#) 



## ACCOUNT MANAGEMENT

- ✓ Submit single or multiple meter readings at one time
- ✓ Customisable dashboard – tailor your overview for quicker insights

# MyBusiness

Take control and discover easy ways to manage your energy account online.

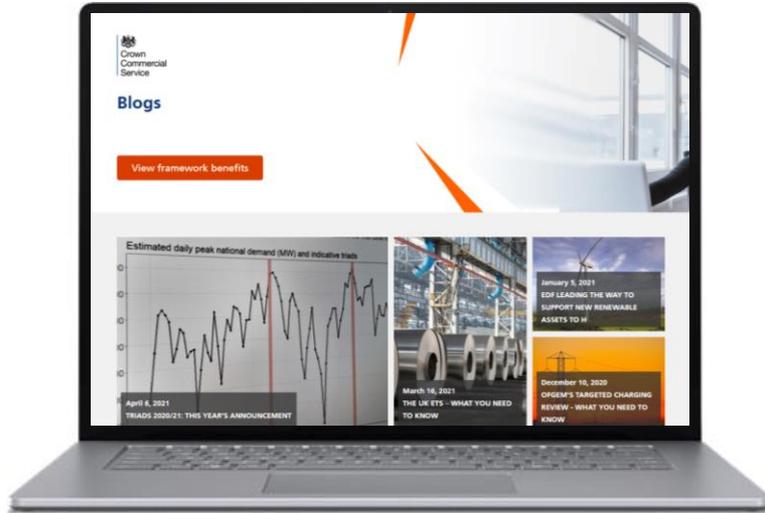
For more information, contact your account manager or visit: [edfenergy.com/large-business/mybusiness](http://edfenergy.com/large-business/mybusiness)



# Stay up to date: TalkPower

**At EDF, we want to keep you 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 customers are happiest when they have all of the information they need ready, available and in one place.



**That's where our TalkPower team come to offer you:**

- Expert analysis on the big energy issues facing British business.
- The opportunity to join one of our regional TalkPower 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.

[ccs.edfenergy.com/updates](https://ccs.edfenergy.com/updates)

# Your key contacts

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

## Live Chat

- ✓ For quick questions
- ✓ Same day response
- ✓ Available via MyBusiness

## Phone Call

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

## MyBusiness

- ✓ Online query reporting
- ✓ 48 hour turnaround



**EDF CCS RM**  
**Account Management Team**

email [edfenergyccsrm@edfenergy.com](mailto:edfenergyccsrm@edfenergy.com)

**CCS Customer Services**  
**Operational Support Team**

email [ccscustomerservices@edfenergy.com](mailto:ccscustomerservices@edfenergy.com)

If you can't find the answer to your questions on your **MyBusiness** portal or [edfenergy.com/CCS](https://www.edfenergy.com/CCS), we're happy to talk to you over the phone.

# CCS summary

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## WE'RE HERE FOR THE **LONG HAUL!**

- Customer engagement is key to this framework. Both **CCS and EDF are fully committed** to maintaining regular customer contact.
- We're here to help you. **This framework offers you full support.** You have our contact details, know who we are and how we can help you.
- The partnership between Customer, EDF and CCS is pivotal to the success of RM6011.  
**Please ask questions** and embrace the support available to you.
- We can help you to understand what a carbon neutral future means and **tackle carbon goals together.**
- Next events provisionally set for **October.**





## Metering & Smart



# Let's get **Smarter** about metering

Smarter  
energy  
system

Reduce  
waste

Anticipate  
future energy  
demands

- Conventional / manually read metering is on its way out
- The future will either be HH, AMR or Smart (excluding UMS)
- Priority area of focus for BEIS / Ofgem
- Specific interest in Public Sector
- EDF have been in contact with you (electronically) to register interest in Smart



# What are Smart meters?



Smart meters **can record more information** than standard (conventional) electricity and gas meters.

This consumption **data is automatically transmitted** to a central location managed by the Smart Data Communications Company (DCC)

To obtain this data, we must request it from the Smart DCC

It is our responsibility as your energy supplier to arrange for the replacement of Non Half-Hourly meters.

This is consistent across Residential, Small Business and Commercial installations

# What is the difference between an **AMR** and a **SMETS2**?



**AMR (advanced meter) and SMETS2 smart meters** record and store profile (Half Hourly) and polled (Monthly Read) data.



**With an AMR meter,** customers can choose their preferred Meter Operator (MOp) and Data Collector (DC), which allows them to agree how and when they receive profile data and negotiate agreed service levels.



**With a SMETS2 meter,** the polled data is provided as standard and used for billing, whereas profile data may be accessed on an ad hoc basis.

# What are the **benefits** of having one?



- ✓ No more meter readings or estimated bills
- ✓ Easier to monitor your energy
- ✓ **Gives you the knowledge** to make changes where you could:
  - ✓ use less energy
  - ✓ cut costs
- ✓ **Has a role to play** in large PS portfolios (landlords lighting, small supplies)
- ✓ Where read data is important but **not interval level / HH granularity**



# Who can have one?



## There are some exceptions...

- DCC coverage
- Technical metering reasons
- e.g. a legacy meter has a meter setting for which a new smart asset is still in development such as 3 Phase meters.
- Customers who only have HH meters will not be offered a smart meter.
- Customers who already have some AMR meters will be offered a Smart meter too for their remaining legacy meter portfolio.
- Currently, the site must have EDF Field Services appointed as MOp in order to qualify for a Smart meter

# Important things to know about Smart meters



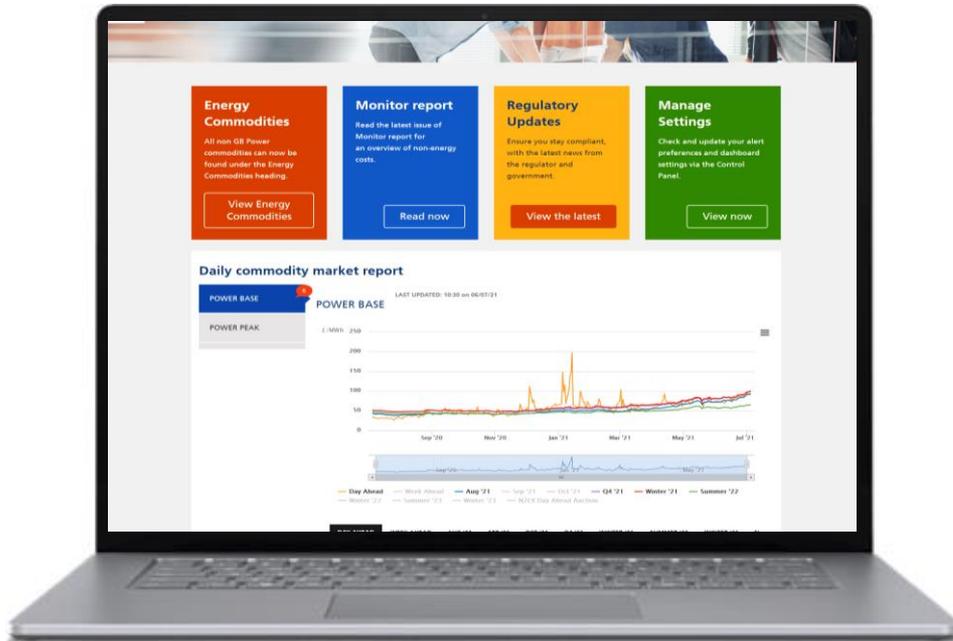
- No upfront installation cost for businesses
- Annual meter charge will be updated to £65
- Pass-through of costs cover;
  - The cost of the SMETS2 meter itself
  - The cost of the communications hub equipment
  - The cost of the installation by a meter installer
  - The cost of the communications with the smart meter (through DCC, the Data Communications Company)
- Replaces charges for manual meter reads and conventional metering costs (inc. DC)
- No certainty on the future of costs and charges
- Not designed to support in-home displays in commercial settings

# Energy & Non-Energy Updates



# Stay up to date: Market Insight

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:



[edfenergy.com/marketinsight](https://edfenergy.com/marketinsight)

## 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.

Simplified navigation and awesome dynamic graphing.

# Stay up to date: Market Insight



## Weather Outlook

Your morning forecast of the day's weather from the Met Office including changes to minimum and maximum temperatures for the day.



## Spectrometer

A round-up of the previous day's closing prices by MarexSpectron, covering the UK and key European markets for power, gas, coal and emissions.



## Wholesale Price Updates

A twice-daily update of the latest wholesale prices with insight and analysis from EDF Energy market experts.



## Commodity Report

A dashboard charting the changes to the power and commodity market prices over time, on a daily and weekly basis, with commentary from EDF Energy market experts.



## Market Pulse

An independent fortnightly briefing including price trends and analysis of the key energy and commodity markets.



## Regulatory Report

Your monthly round up of the latest decisions and discussions driving energy regulations.



## Monitor Report

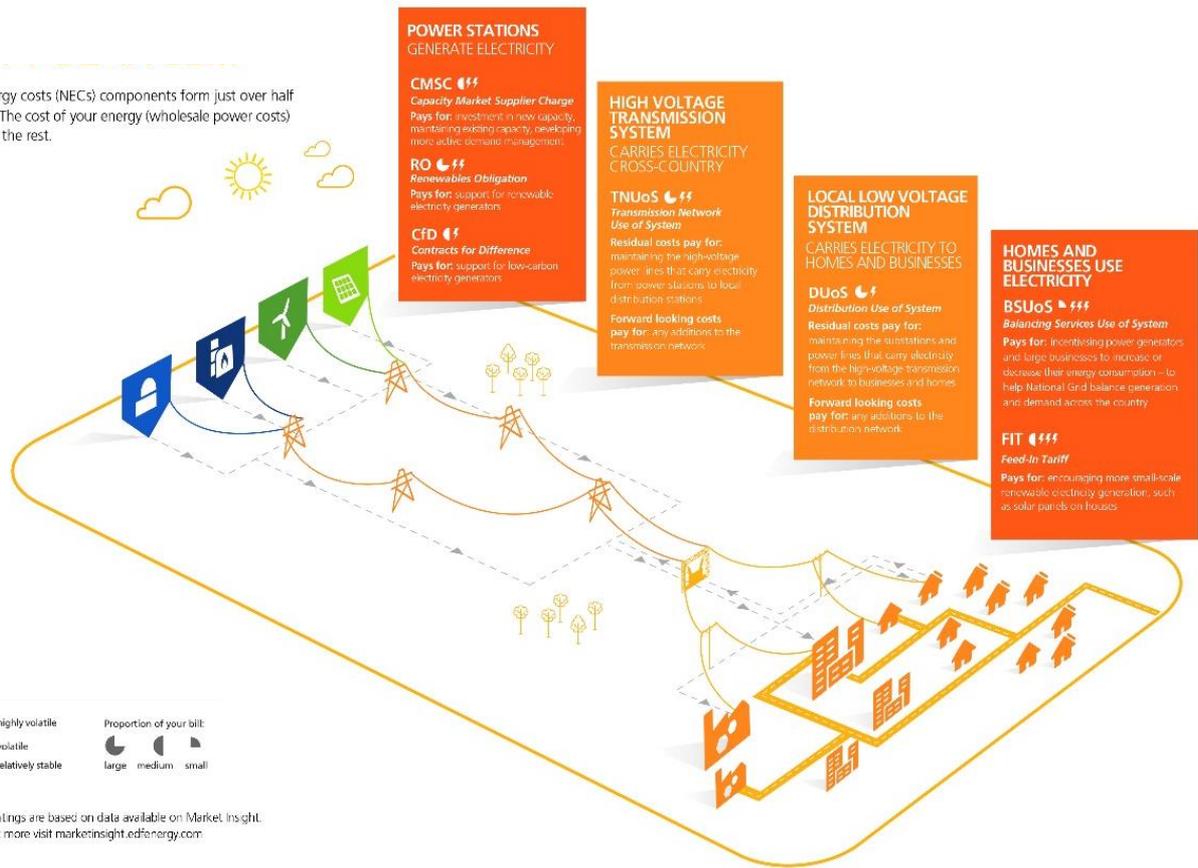
A quarterly magazine with our latest view and forecast for each individual Non-Energy Cost.

EDF Energy makes it easy for you to keep on top of changes in the energy market with our 24/7 Market Insight energy portal.

Whether you visit daily, drop in monthly or just take a quick look quarterly, you'll find up-to-the-minute insight that can help you track prices and get the story behind them from our trusted forecasting experts. So you can have more informed conversations and make better decisions about the energy you use, buy and recommend.

# Non-Energy Costs (NECs)

Non-energy costs (NECs) components form just over half your bill. The cost of your energy (wholesale power costs) make up the rest.



☞☞☞ highly volatile  
☞☞ volatile  
☞ relatively stable

Proportion of your bill:  
☞ large   ☞ medium   ☞ small

Volatility ratings are based on data available on Market Insight. To find out more visit [marketinsight.edfenergy.com](http://marketinsight.edfenergy.com)

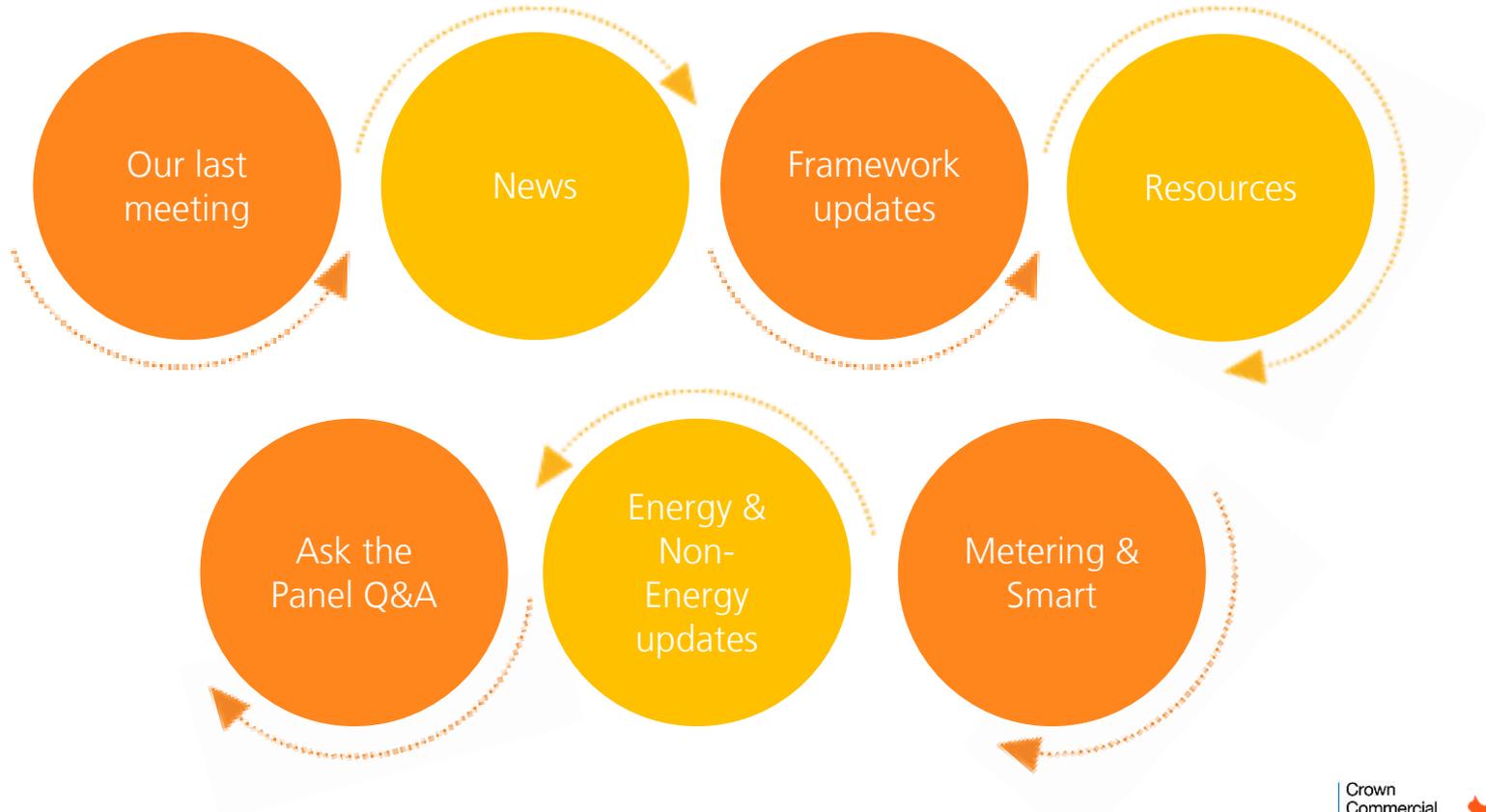


New issue of  
Monitor  
**OUT NOW!**



Ask the Panel Q&A

# Recap of this morning



Copies of today's slide pack will be available after the call

# Still time to register...



**Kim Wilson**  
Senior Sustainability Lead

**Binoy Dharsi**  
Market Rules Adviser

**James Chaplin**  
Energy Trader



[ccs.edfenergy.com/events](https://ccs.edfenergy.com/events)

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