



green energy uk



Vol.1 No.5

May 2006

shareholder newsletter

## INSIDE...

Company news p.2

Electricity from manure p.2

Give us your computer p.2

Our latest affiliations p.3

Week in the life p.4

Recommend a friend p.5

Take the energy challenge p.6

Our customers p.7

Keep in touch p.8

Support the Woodland Trust p.8

# What a difference six months make!

When we last wrote we had no idea that life would get as hectic as it has. In the second week of November gas prices, fuelled by political uncertainty in Russia and storage issues here in Britain, spiralled out of control and pushed electricity prices up three to fourfold for certain periods during that month.

The result was a number of smaller electricity players were forced out of business. This caused us to look closely at our own partnerships and set in place some strategic changes.

We wrote to advise that we were changing our supplier of billing and settlements services to a better partner in January. The switchover has now been completed but we underestimated the internal disruption it would cause. There were a few issues which are mostly resolved. I apologise personally to the few who have suffered some inconvenience.

### Saving Energy

Those gas issues are still with us and we have the added 'political premium', as I heard it referred to on the radio the other day, of the Iran nuclear issue which has pushed oil prices to record levels. This has the effect of making the price of all electricity increase and the end of the first quarter saw everyone having responded with price rises.

Sensitive to these increasing costs, we have included in this issue some more tips on how you can save energy without major shifts in lifestyle. You have probably heard several of them before, but when we put some into practice in our offices, we managed to reduce our consumption by 10% over a measured period. I reckoned we were pretty good at not wasting energy, but clearly we weren't as good as we thought!

The climate is getting a lot of press this year as the media continue to bring climate change to the wider public's attention. We have included a piece about the Green Party initiative to get two million households onto green tariffs. They suggest

if everyone currently on a green tariff recruited 12 friends they would achieve their target. If you are interested, don't forget our Ambassador share scheme, which is also featured in this issue.

### Spreading the word

Enclosed you'll find a questionnaire that asks for information on your reasons for choosing green energy uk and how you would feel most comfortable passing the message onto others. We have also asked for your opinion on how the government should be promoting renewable energy and what types of power you support. In this way we can add the voice of our customers to the energy debate in general. Please take the time to fill it in and post it back to us freepost. It will also be available on our website to download and email back to us.

The continuing importance of climate change both in the media and the political arena is we believe confirmation that you

**Can our way of living really save the planet?**

**Gas users 'face extra £10bn bill'**

**Bill to clean up nuclear sites rises by nearly £1bn**

**High energy costs may trigger inflation**

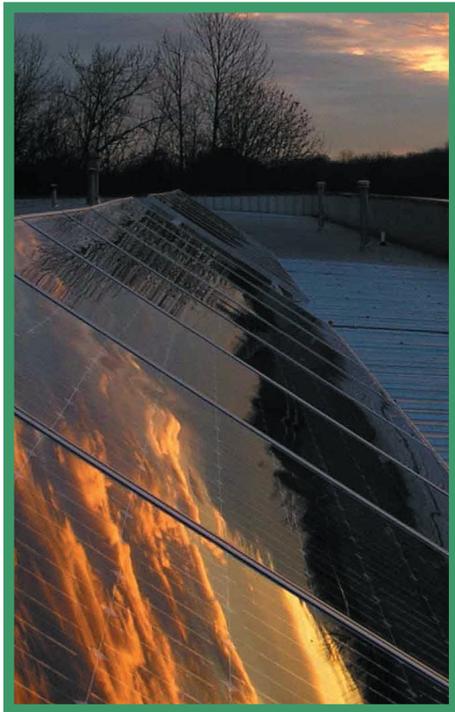
our customers are imaginative and far sighted. We will keep procuring new sources of energy for our steadily expanding customer base, and look forward to continuing to serve our loyal customer shareholders.

Douglas Stewart – CEO

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GREEN ENERGY UK LATEST NEWS

# Company update



At our last AGM we revealed that our turnover had reached £1.2m in the financial year to April 2005 and we showed a small profit for the first time. When we set up the business we had three main aims.

- ✓ Reduce carbon emissions  
To date our customers' use of renewable electricity has stopped more than 15,000 tonnes of CO<sub>2</sub> from entering the atmosphere.
- ✓ Shared ownership  
We want to be a business that is owned by its customers who share the company's aims and are involved with growing the business. Our word of mouth marketing strategy is working here as our customers continue to recommend us to their friends and our customer numbers are rising every month.
- ✓ More investment in renewable technology  
We have set out to encourage investment in the renewable market by investing up to 50% of our profits in new renewable generation projects. In 2006 we estimate that 70% of the energy we buy, on behalf of our customers, will come from newly commissioned facilities that were not in operation when we started the business in 2001. As the business grows we

need to make sure we can do two things extremely well. The first is to keep buying enough renewable electricity, and the second is to ensure our service delights our customers. We feel that we are on track to deliver on both of these and are planning to set new standards in customer service.

### Setting new standards

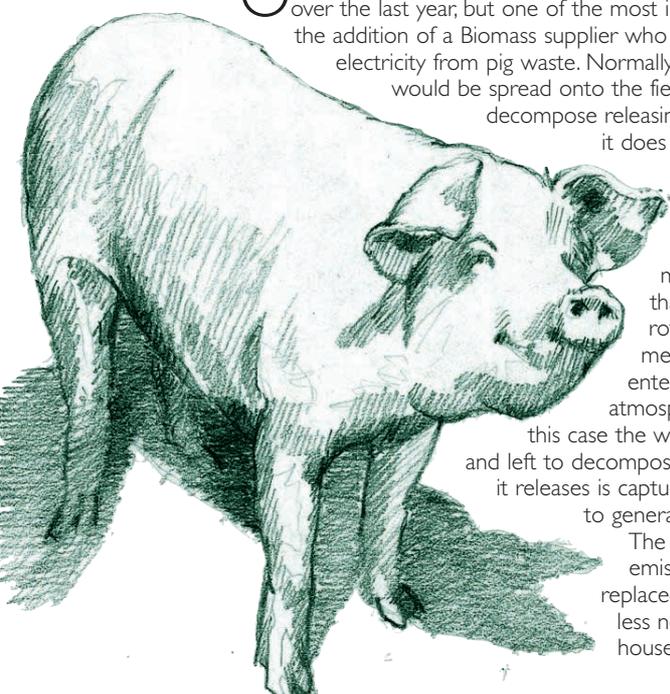
For some time now we have been working behind the scenes to find a new business partner with the ability to help us grow who could handle our billing and customer services. We have appointed Opus Energy to work with us and we envisage they have the capability to be our strategic partner for the next 10 years. All our customers were notified of the change in January and revised bills have been sent out. Technically nothing has changed and the only changes you should see should be positive ones. The transition should have been seamless with no changes to telephone number or email addresses. If this is not the case then please contact us by emailing to:

[changes@greenenergy.uk.com](mailto:changes@greenenergy.uk.com)

## SUPPLIER NEWS

# Electricity from manure

On the supply side we have added several new suppliers over the last year, but one of the most interesting is the addition of a Biomass supplier who generates electricity from pig waste. Normally the waste would be spread onto the fields and left to decompose releasing methane as it does so.



Methane is a potent greenhouse gas even more dangerous than CO<sub>2</sub>. Left to rot naturally the methane would enter the atmosphere, but in this case the waste is sealed and left to decompose. Then, the gas it releases is captured and burnt to generate electricity. The methane emissions are replaced with a much less noxious greenhouse gas, CO<sub>2</sub>.

## BBC CLIMATE CHANGE

# Give us your computer!

Well, not literally, of course. The BBC are asking its viewers to take part in the largest experiment on climate change ever. The experiment has been developed for the BBC by climate scientists, led by Oxford University, using the Met Office climate model. Because of the huge number of factors involved there are a huge number of calculations involved.

The best solution for the scientists to process the information is to use a technique known as distributed computing. This harnesses the power of thousands of PCs around the world. If 10,000 people sign up, it would be faster than the world's biggest computer. In the green energy uk office, we have all downloaded the software to use our computer's spare processing time. To find out more details and how to join the ongoing experiment visit the BBC's website.



[www.bbc.co.uk/sn/hottopics/climatechange](http://www.bbc.co.uk/sn/hottopics/climatechange)

# Our latest affiliations

## The latest affiliations and initiatives we've organised in the first part of 2006



### New Consumer

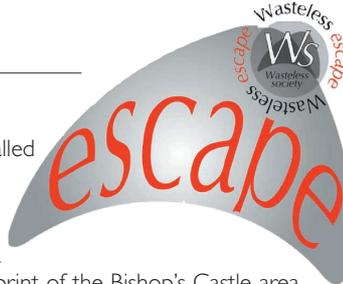
On the ethical shopping topic, [green energy uk](http://www.greenenergyuk.com) are now 'Friends of New Consumer magazine'. New Consumer is Britain's only fair trade magazine and features ethical companies and ethical living. We recently took part in a debate with the heads of two other renewable electricity suppliers which was featured in the January/February issue of the magazine. One question we were asked which we found quite interesting was, would we sell electricity to McDonalds?. A confidential office straw poll yielded a unanimous 'Yes'. Their sheer size would mean a massive reduction in carbon emissions, and we might be able to influence their performance in other areas. It could even be the first step in getting corporate America and the Bush

administration onto an environmental path.

### Wasteless Escape

We have for some time been involved with Marches Energy Agency who are based in Shropshire working on a project called Bishop's Castle To Active Decarbonisation (BC2AD). Bishop's Castle is a small town situated in the Marches, an unspoilt area of outstanding natural beauty on the borders of England and Wales. Marches Energy Agency are jointly involved with a local group, the Wasteless Society, to reduce the carbon footprint of the Bishop's Castle area by 85% by 2050. The initial survey revealed that the carbon footprint of the area to be approximately 22000 tonnes CO<sub>2</sub>/year. This includes business use, flights and products and services.

The first phase of the project is to tackle domestic emissions. An energy services club has been set up, called Wasteless Escape. Wasteless Escape is staffed and run by members of the community. It will assist householders to identify opportunities for saving energy and ultimately for generating energy. To do this a survey has been developed which will identify measures relevant to the house, and calculate the carbon and monetary savings. [green energy uk](http://www.greenenergyuk.com) has set up a dedicated telephone line to help householders switch and is supporting the project financially by paying a fee for each household that switches to help fund the project.



### Ethiscore

Green Energy (UK) plc received the maximum score possible on a website designed to help consumers make more ethical choices. [www.ethiscore.org](http://www.ethiscore.org) is designed to help users identify the best companies to support and rates all companies across variables including environmental reporting, pollution, nuclear power, irresponsible marketing and workers rights.

[www.ethiscore.org](http://www.ethiscore.org) is the website of the Ethical Consumer Research Association which is a not for profit cooperative.



## AFFILIATIONS NEWS

### Green Party

The Green Party have set an ambitious target of 2 million households and businesses signed up to green electricity by the end of 2006. We are one of just three recommended companies on [www.greenenergyworks.org.uk](http://www.greenenergyworks.org.uk).

To meet their target every person currently signed up to a renewable tariff needs to recruit 12 more households or businesses in order to send this important message to the government. Local Green Party branches have taken up the campaign and we are working with Lambeth Green Party to reward them with a fee for every member that signs up to [green energy uk](http://www.greenenergyuk.com).

### Climate Change Now

A new affiliation for us, [green energy uk](http://www.greenenergyuk.com) has recently joined up with Climate Change Now which has had some well publicised success in persuading MPs to switch to renewable electricity. Climate Change Now is a non-political & not-for-profit organisation offering the public solutions and engaging them in positive action to tackle climate change. The campaign's first target is to encourage one million European households to switch to electricity from a renewable source. Both the [green energy +10](http://www.greenenergyuk.com) and [green energy 100](http://www.greenenergyuk.com) tariffs are featured.

### Ludlow Green Festival

Ludlow Green Festival is another initiative in the Shropshire area which entails two weeks of activities during May. Two of our friends are speaking at the event – Linda Downey who is speaking about Shopping for the Planet which encourages individuals to choose more ethical companies in their day to day shopping and Richard Davies from Marches Energy Agency who is speaking on Energy and Climate Change.

We really value our partnerships and want to encourage more mutual cooperation. We're always ready to hear about organisations that might be interested in running a new scheme- possibly to raise money for a school, church or charity. If you'd like to find out more, email us at [affiliations@greenenergyuk.com](mailto:affiliations@greenenergyuk.com) or telephone us on 0845 456 9550.

# week in the life

## A look into the lives of the Green Energy UK team

Do you ever wonder what the Directors of **green energy uk** get up to? Who are they working with and how are they moving forward? From helping individual customers, to improving financial processes and increasing our exposure through shared marketing schemes, there's almost no end to the challenges and new ideas they're constantly taking on board. A quick glimpse at some entries of their diaries over the past couple of weeks will give you an idea of how varied life is at the offices of **green energy uk**.



**Doug Stewart | CEO**  
Also responsible for sales and marketing.



**Ramsay Dunning | Chief Financial Officer**  
Responsible for buying electricity as well as for ensuring finances run smoothly.

	<b>Doug Stewart   CEO</b> Also responsible for sales and marketing.	<b>Ramsay Dunning   Chief Financial Officer</b> Responsible for buying electricity as well as for ensuring finances run smoothly.
<b>MONDAY</b>	<b>9:00</b> Appointment with a Greek TV company looking to film a piece on climate change and the possible remedies or solutions. Arranged for them to film at RES, a state of the art building with its own wind turbine, combined heat and power plant, solar panels and even especially arranged trees to cool in summer and allow maximum light in winter.	Discussed a creative way for one of the UK's largest construction companies to buy renewable electricity direct from a subsidiary and reduce costs.
	<b>11:00</b>	Price reviews. Because electricity prices, on a short as well as long term basis, can change dramatically, I constantly review the dynamics in the market to keep our position sound.
	<b>15:00</b> Did an interview by phone with Radio Somerset. They wanted a spokesperson to discuss global warming and answer some difficult questions.	Purchase contract review with new and existing suppliers – spoke to a potential new supplier who is installing a Biomass plant capable of burning wood or energy crops like rapeseed oil.
<b>TUESDAY</b>	<b>10:00</b> Had a meeting with a customer that runs a company producing energy control systems; an important area to establish common ground.	Meeting with our printer to consider waterless offset printing as this would reduce the environmental impact of all our printed materials.
	<b>13:00</b> Meeting with a potential supplier building a wind turbine. He wants to look whether we could offer a special local tariff to supply renewable power to the people in the immediate vicinity of the wind turbine.	Focused on business planning. I have to complete a new cash flow and profit forecast in order to prepare for the board meeting.
<b>WEDNESDAY</b>	<b>10:00</b> Appointment with the MD of New World Music, a supporter who already recommends us to their customers. We're looking at the success of our current affiliation scheme and exploring potential joint marketing plans.	Spent the day with Opus Energy, our suppliers, to discuss credit control. We want to get our money in more quickly and ensure we pay our bills on time.
	<b>15:00</b> Met with a large property developer that builds both houses and commercial properties. We've put together a proposal to become the nominated energy supplier for their new builds.	
<b>THURSDAY</b>	<b>9:00</b> Organised a new night-only meter for a customer who was using humidifiers at night and wanted to reduce costs.	Regulatory submissions including VAT returns. I also need to finish Climate Change Levy for Customs and Excise.
	<b>14:00</b> Wrote to local council about the wind turbines planned for their office building. We'd like to buy their surplus energy, so we included company information and marketing materials.	Prepared for a conference where we will be contributing our experiences with micro generation and discussing our involvement with community projects. We also need to attend workshops and stay up to date with the latest technologies.

FRIDAY

- 9:00** Completed a series of quotes for potential new business customers.
- 11:00** Talked to a potential customer that expressed concerns about our investment in the renewable market – he subsequently signed up!
- 14:00** Wrote to *Which?* magazine in order to update some of our pricing information.

Discussed steps to take for **green energy uk** to get our own licence to buy and sell electricity. We want to be fully transparent about the electricity we are buying and where it comes from. Currently, we buy through a third party that also buys 'brown' energy for other customers. Our current mix of electricity makes it look as if we are buying less renewable energy than we are.

## RECOMMEND A FRIEND PROGRAMME

**A**s a small company operating in an industry dominated by powerful multinational energy companies, we knew that we would never be able to compete on a pound for pound basis. We said right from the start that we would never employ sales teams who cold call either by phone or on the doorstep. Instead we have implemented a word of mouth strategy, believing that our customers would be happy to pass on the message to their friends, relatives and colleagues. Indeed, so successful has this strategy been that we have had organisations asking us if they can recommend us to their members and many suggestions from eager advocates about ways that we can make it easier for you to recommend us.

Robert Nadler has been a customer since the early days of the business and is one of our most active ambassadors taking every opportunity to recommend the company to friends, acquaintances and business associates. In a recent interview we asked him why.

### GEUK: What makes you want to recommend us to others?

Robert Nadler (RN): I feel that anything an individual can do to assist the problems of global warming should be acted on – particularly when it's something that is easy to do and won't cost you anything. Many of the steps we can take to reduce carbon emissions are quite onerous like sorting out the rubbish for recycling or reducing energy use. Switching to **green energy uk** only takes a phone call and often costs you nothing more. Why wouldn't you?

### GEUK: Do you feel embarrassed bringing the subject up?

RN: Not at all. In fact I feel that I am doing people a favour as many are still unaware what a positive contribution they can make to reducing carbon emissions. Most people feel that the problem is too great for them to do anything about and yet this is one easy step they can take usually at no extra

cost. When environmental issues come up, I just mention my supplier is **green energy uk** and tell them to look on the website.

### GEUK: Who do you recommend to?

RN: Anybody and everybody; friends and relatives of course, particularly anyone with children. As I work in the property investment market, any business contact that may be able to influence the electricity supply in properties. I email people saying that this is the company I use and they might consider switching themselves.

### The Ambassador share scheme

Customers who successfully recommend us to at least five of their friends or relatives become eligible for an additional 1000 Ambassador shares. These are given under the terms of our original prospectus to those customers who help us to achieve scale and grow the business. The Green Party believe that if everyone on a green tariff recommends green tariffs to 12 friends that we would hit their target of 2,000,000 green electricity customers by 2007. Can you think of 12 friends who would care about the environment and be ready to do something about it?



### What does it mean to be a shareholder?

In our original prospectus we expressed our intention that up to 50% of the company will ultimately be owned by its customers. We are offering our first 100,000 customers the option to receive 400 fully paid-up shares. Customers that have been with us three years, have already received share certificates certifying that they are the Registered Holders of 400 ordinary shares of 0.1p each. While the shares are not currently listed on any exchange and there is no trading market for them, we aim to explore ways of making them tradable in the future.

## WAYS THAT YOU CAN BECOME AN AMBASSADOR

- ★ Send an electronic postcard via our website to as many addresses as you would like
- ★ Give them an actual postcard: these have energy saving facts on the front, with space for adding details and to request a full information pack
- ★ Send them an email yourself: we can provide a template if you ask at [info@greenenergy.uk.com](mailto:info@greenenergy.uk.com)
- ★ Give them this newsletter when you have finished with it and ask your friend to mention your name when they switch
- ★ Jot down a list of names and addresses and we will send them a letter and information pack. You can let us have the information:
  - ☎ Call us on 0845 456 9550 any time to leave your friend's details
  - ✉ Email [info@greenenergy.uk.com](mailto:info@greenenergy.uk.com)
  - @ Click on Tell A Friend on the home page at [www.greenenergy.uk.com](http://www.greenenergy.uk.com)

# Take the energy challenge

With the Save 20% campaign from the Energy Saving Trust and recent fuel price rises, what better time to actually put this into practice.

The Kyoto Treaty united 141 governments, including Britain's, in a global effort to cut greenhouse gases, including carbon dioxide (CO<sub>2</sub>). The average UK household creates an astonishing six tonnes a year of CO<sub>2</sub> emissions. That's enough to fill six hot air balloons and six times the volume of a household's waste that we send to landfill. Here are some new ways to reduce emissions – and your bills!

## In the kitchen

- Watch your kettle and only boil as much water as you need.
- Cover your pans. This can reduce the amount of energy needed to cook your food by up to 90%.
- Close that refrigerator. Avoid putting hot or warm food straight into the fridge by allowing it to cool first.
- Avoid using your tumble drier. Dry outside whenever possible. Cutting the number of times you use your tumble-drier by just one load a week will reduce CO<sub>2</sub> emissions by 91kg a year.

## Travel

- Take a look at [www.naturaldiscovery.co.uk](http://www.naturaldiscovery.co.uk) to book a holiday where you know the owners share your concerns for the environment. If you go abroad, be an environmentally-friendly traveller – look for companies who are members of Green Globe 21 and meet strict guidelines for sustainable travel.
- Many hotels abroad and in the UK will only automatically change your towels if you leave them in the bath. Just following this simple rule will save energy, water and potential pollution from detergents.



- If you leave a light on when you go away, make sure it's an energy efficient one – it could save you £78 over the lifetime of the bulb.

## Water

- Saving water saves electricity since water is pumped to your home using electricity. Plus a soak in the tub uses 75 litres of water, but a quick shower needs just 30 litres.
- Fix your leaks – a dripping tap wastes enough water in a day to fill a bath.
- Put the plug in the sink – when you run the hot tap, or just use a bowl.

## Rubbish and recycling

- The average family in Britain throws out 521kg of rubbish a year. If every home recycled half of this, the UK's annual CO<sub>2</sub> emissions would fall by up to six million tonnes as we save the fuel used to transport the rubbish and the greenhouse gases the rubbish emits.
- People in the UK buy 12 billion drinks cans every year – enough to stretch to the moon and back – but only a quarter are recycled. The energy saved by recycling just one is enough to run a TV set for three hours.
- Recycling paper will help protect trees and, since they absorb CO<sub>2</sub>, that can only help. For every tonne we reuse, 17 trees will be spared.

## And the rest...

- Eat fruit and vegetables that are in season. Food imported by air is a huge contributor to global warming.
- Paint your home a dark colour on the outside – this helps to retain heat.
- Paint interior walls pale colours to make rooms brighter and reduce the need for light bulbs. Make sure your windows are clean too!

## ABOUT THAT CAR...



- If you're buying a new car you may want to consider some of the mainstream alternatives on offer. You can probably even convert your car to run on cleaner fuel such as liquefied petroleum gas. Manufacturers now sell cleaner cars such as petrol electric hybrids that can travel 55 miles or more on a gallon of petrol. Cleaner, low carbon cars qualify for reduced tax (Vehicle Excise Duty) and are exempt from the London Congestion Charge (worth up to £2,000 a year).
- Share your journeys. According to the National Statistics Office, if every person who regularly drives to work on their own were to get a lift with someone else just once a week, we would reduce traffic by 12%-15%. See [www.nationalcarshare.co.uk](http://www.nationalcarshare.co.uk), [www.freewheelers.co.uk](http://www.freewheelers.co.uk) and [www.mylifts.com](http://www.mylifts.com) sites.

- Plant a tree near your home to provide shade in the summer and reduce chilly winds in the winter. You could cut heating and air-conditioning bills by 25%.
- Close curtains at dusk to stop heat escaping through the windows.
- Generate your own electricity. Installing photovoltaic panels allows you to generate your own renewable electricity.

## HOW WELL DID WE DO?

We like to think of ourselves as being extremely energy aware, and to test that, we took a reading from our electricity meter on Monday and measured our weekly consumption. The following week we checked with our computer experts about what could and couldn't be switched off and tried extra hard to switch off everything possible. We managed to save 10% which over the course of a year will save us £200. Well worth the extra effort! If you decide to take the Energy Challenge we'd love to hear about what you managed to save and plan to feature a selection in our next newsletter.

# spotlighting our customers

Here are some of the new customers that have joined us in the last few months – but there’s always room for more.



## Lloyds Pharmacy

When it comes to the local and global environment, Lloydspharmacy is serious about its responsibilities to the communities it serves. The UK’s leading community pharmacy is taking action to both monitor and reduce the impact of its business activities on the environment. One issue being tackled is energy consumption. The Carbon Trust carried out an audit and highlighted opportunities to reduce consumption and become more energy efficient.

However, as a business Lloydspharmacy relies on energy to heat and light its pharmacies, so energy efficiency itself wasn’t enough. The obvious way for them to reduce carbon emissions was to switch to a renewable electricity supplier: We are pleased to now be the suppliers to Lloydspharmacy’s head office in Coventry and to their flagship pharmacy, John Bell & Croyden, in London.  
[www.lloydspharmacy.com](http://www.lloydspharmacy.com)

## Sunbeam Studios



Sunbeam Studios Ltd is a new photographic hire studio designed to meet the needs of the high end photo, fashion and music industries with clients including Vogue, Mario Testino, Elle McPherson and the Sugababes. It has been set up in the old Sunbeam-Talbot automobile factory, a stunning Grade 2 Listed building not far from Notting Hill, London. Adam Dawe of Sunbeam Studios says, ‘Our mission is to be excellent in every way and so we

take environmental issues extremely seriously, aiming to bring these to the notice of our clients through extensive waste recycling and provision of 100% renewable power for the shoots where many lights (some over 10kw each!) are used. With the help of green energy uk, we save more than a double decker bus full of CO<sub>2</sub> emissions every week!’  
[www.sunbeam-studios.co.uk](http://www.sunbeam-studios.co.uk)

## Mark Prisk

Mark Prisk, MP for Hertford and Stortford, whose aim is to cut his own carbon emissions, has cited

green energy uk as one way in which he plans to do this. Mark Prisk, who was recently appointed Shadow Minister for Small Business and Enterprise, says that switching to renewable energy is easy and

“We all have the power to reduce our impact on our environment. By switching to renewable energy, I can help slow our climate changing. Green Energy is a great way to help save the planet.”

Mark Prisk, MP for Hertford and Stortford

makes sense for our environment.

Prisk says, “We all have the power to reduce our impact on our environment. By switching to renewable energy, I can help slow our climate changing. Green Energy is a great way to help save the planet.”

## CUMBRIA WIND FARMS

As a wind farm operator, Cumbria Wind Farms Ltd rightly decided that the time was right for them to switch to a green tariff at their head office. The wind farm installations currently under their control in Cumbria, Wales and Cornwall generate enough renewable electricity annually to supply the needs of more than 19,000 homes and prevent the release of 73,500 tonnes of CO<sub>2</sub> into the atmosphere. These figures will increase four-fold over the next 18 months as more installations reach completion. Angharad Rees explains their rationale for choosing us as their supplier, “We wanted to switch to a green tariff and were impressed by the service and competitive prices green energy uk offered.”



Llangwryfon Wind Farm, Ceredigion, Wales

# Keep in touch

## planning on moving house?



As a Green Energy (UK) plc customer and shareholder, we hope that you will continue to use us as the supplier in your new home. And equally we'd like the best chance possible to ensure we continue to supply the house you are leaving. We currently have a very low loss rate when people move out of a property as some of you are obviously passing the message on to the new occupiers.

We appreciate moving is a busy and stressful time and have a pack available to send you when you advise us of a move. It contains contracts for your new home, so we can start the changeover process. We'll also send a hand-over pack for the new occupiers which explains about green energy uk, the share scheme, the investment of profits and has contracts for them to sign. This provides the best possible chance that your existing home will continue to contribute to the reduction of CO<sub>2</sub> even after you move out. Visit our website where you will find a button on the home page called 'Moving House'.

**AND DON'T FORGET TO SEND US A METER READING UPON MOVING!**

## who should I contact and where?



Customer contact broadly breaks down into the categories shown below so we have given you the email addresses and telephone numbers for the most frequent customer queries. While there are clearly certain issues that require an urgent response using email may be a useful alternative if you do not need to speak to someone in person.

**WE AIM TO REPLY WITHIN 48 HOURS.**

## ESSENTIAL CONTACT DETAILS

Switching progress and status	0800 783 885	progressstatus@greenenergy.uk.com
New connections	0800 783 885	newconnections@greenenergy.uk.com
Billing	0800 783 885	billing@greenenergy.uk.com
General service enquiries	0800 783 885	customerservice@greenenergy.uk.com
Share information	0845 456 9550	shareholderservices@greenenergy.uk.com
Selling to us	0845 456 9550	sellusenergy@greenenergy.uk.com
Meter readings	0800 783 885	readings@greenenergy.uk.com
Transferring shares	0870 889 3101	sharetransfer@greenenergy.uk.com
Recommending a Friend	0845 456 9550	info@greenenergy.uk.com
Affiliations	0845 456 9550	affiliations@greenenergy.uk.com

## PLEA FOR HELP

**Our aim is to use email for routine correspondence and ultimately move to e-billing for customers who would like this. We are extremely good at communicating by email, but there are still around 300 customers on our database either without an email address or whose email has changed. Please help us by adding us to your address book and sending your email address to:**

**CUSTOMERSERVICE@GREENENERGY.UK.COM**

**Reducing the amount of correspondence we have to send out saves the paper, the inks, the energy used in printing, and the fuel and subsequent carbon emission to deliver it to you. In short, it helps save the planet.**

**Support the Woodland Trust**  
**For every customer that supplies us a new or updated email address we have committed to donate the cost of annual postage that we save to the Woodland Trust to plant trees on our behalf.**

**green energy uk | www.greenenergy.uk.com**