



Welcome to another shareholder newsletter published to coincide with our AGM where we cover further positive progress for the company.

When we started green energy uk, we were in a time of stable energy prices and we thought what could possibly go wrong.....

Well we've seen all sorts over the last couple of years but we have come through a stronger and better business as a result.

I seem to have talked a lot about price volatility recently but we are now seeing oil prices come down. Gas prices, have been slower, due to a pipeline problem in the North Sea which gave the markets the jitters over winter supply; but we think the end now seems in sight.

You may recall that I explained that we had bought forward to secure prices for the winter which is why there is a lag between wholesale prices coming down and electricity prices following. It's a bit like if you fill your petrol tank with fuel at £1.20 a gallon, you can't take advantage of 99p until you have used the fuel in the tank!

As well as stabilising prices looking after our customers is equally important to us. We continue to strive to offer high levels of customer service and work hard on our prevention rather than cure philosophy. If you have been called by our guys asking for a meter reading it's because we have identified a concern that might lead to inaccurate billing and we want to try to prevent you being charged incorrectly. If the numbers of customer queries we receive are any indication of success then we are making good progress.

If you have had cause to call us, I hope we have answered the phone promptly and courteously. Importantly, it would have been a human being that answered. Even when the office is closed you get someone on the end of the phone who'll take a message, you are never expected to talk on some automated machine.

In a world where we can all sometimes feel like a number I hope we make you feel like a valued customer.

Thanks once again for your continued support

Doug Stewart CEO

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Welcome to our latest newsletter which is printed on FSC approved paper using vegetable based inks.

If you prefer to receive this newsletter electronically then e mail us with your address.

[nohardcopynewsletter@
greenenergyuk.com](mailto:nohardcopynewsletter@greenenergyuk.com)



What is cleaner, greener CHP?

At green energy uk we offer customers two choices:

- 100% green electricity or 100% renewable electricity.

In fact we don't sell any brown electricity at all. However, it's not always easy to know what is meant by green and renewable. Ask people to picture renewable electricity and what they might not say is solar, hydro or biomass. All of these are completely renewable as only nature's power is used. This is what we offer under our Deep Green tariff and we call it the very best you can do for the planet.

There is a premium for this deep green electricity which will lessen over time as new technologies make it more cost competitive. But right now if everyone in the UK suddenly decided to go 100% renewable there simply wouldn't be enough renewable electricity to match demand,

Inefficient fossil fuelled power stations

The UK's fossil fuelled power stations are becoming obsolete and new power stations are being built across the



country. To produce electricity from fossil fuels like coal or gas they are burnt but the excess heat is simply released into the atmosphere as steam.

According to Greenpeace "On average,

our large, centralised power stations throw away two thirds of the energy they generate.... Combined Heat and Power (CHP) is the most efficient way possible to burn both fossil fuels (usually natural gas) and renewable fuels (including biomass and biogas)."

And it's that efficiency that we harvest in our Pale Green tariff where all of the electricity comes from what is called cleaner, greener CHP.

CHP and Housing

In previous newsletters we have talked about how by using combined heat and power units to heat greenhouses for growing tomatoes, electricity is produced as a by product and sold back to us. The same principle is being used in some forward thinking housing developments which install their own CHP units. They use the heat to heat homes and businesses close to the plant and the electricity generated is sold back to us and fed into the National Grid.



As they get both heat and electricity from the same input of fossil fuel this virtually halves their overall carbon emissions.

A great example of this is the Seaton Energy Centre in Aberdeenshire. Heat and hot water will be supplied to up to 503 flats, YES 503 flats, to a sports changing facility, and to the Council owned ballroom, leisure centre and ice-rink.

The CHP plant is located in a new building which also accommodates

the changing facilities for the football pitches. (Pictured left).

They also plan to install a second gas powered generator which will be twice the size and will also be dual fuel so it can eventually use biomass rather than natural gas which makes it totally renewable.

When you look at the size of the plant that's very impressive. You can just see where the changing rooms and power plant are in the middle of the blocks of flats (below).

This small power station can heat all the surrounding buildings.



We are delighted to be involved with so many different technologies in sourcing our green electricity. In fact we estimate that by the end of this year almost all our energy will come from generators that simply weren't in operation when we began the business in 2001. We are keen to educate the public at large that green energy isn't just about wind. We feature many of the stories on our web site and every new customer gets a pack of postcards with some of our generator stories on them to give to their friends. If you would like a pack of these postcards please e mail us help@greenenergyuk.com. Or you could always send a virtual postcard using the recommend a friend page on our web site.

Just a reminder under our ambassador scheme you can earn 1,000 additional shares if 5 of your contacts sign up to us.

Our Customers

We like to feature a few of our customers that are supporting us or who are taking those extra steps to become as green as they can. In this issue we feature businesses and domestic customers. If you would like a mention then drop us a line with your story help@greenenergyuk.com



RE:SOURCE

...everything deserves a second chance...

RE:SOURCE is a purpose-built furniture re-use centre based in Bodmin, Cornwall. Donations of furniture and white goods are thoroughly cleaned, safety-tested, and if necessary repaired, before being resold at extremely affordable prices. They strive to have as positive an effect on the environment as possible, the purpose built showroom is part powered by solar technology, waste is diverted from landfill through re-sale of furniture and appliances and reclaimed furniture is used in the offices.

'Sustainability is one of our biggest concerns, so green energy uk was an obvious choice for us as an energy supplier and we hope to encourage our customers to consider green energy uk by putting postcards and leaflets on display in our showrooms. green energy uk have agreed to pay us a small fee for successful switches which will help us continue with our good work' **Rebecca Rapson Marketing manager RE:SOURCE**

If you would like us to set up a scheme whereby you could earn funds for your charity by recommending us then e mail us at help@greenenergyuk.com.



RE:SOURCE

...everything deserves a second chance...

At RE:SOURCE we don't like to see anything go to waste. Our electricity company even gets electricity from pig waste.

Normally pig manure would be left on the fields to decompose releasing potent methane which enters the atmosphere. Instead the waste is sealed and as the gas is released it is captured and burnt to generate electricity. This is bought by green energy uk and sold to organisations like RE:SOURCE.

greenenergyuk
A member of the green energy group

If you would like to display our postcards or leaflets in your business then please do get in touch and we can send you supplies in leaflet holders.

Commuting for the price of an Apple Renewable Electricity.

Simon Arundell from Stroud e mailed us and said that he was now commuting to work for the price of



an apple and we were interested in learning more. What a great story - Simon and Elaine used to share the commute to work but a change of jobs meant they were travelling in different directions and needed to either buy a second car or use very infrequent public transport. Simon a self confessed eco nag says 'I've never ridden a motorcycle before but when I saw the Vectrix Maxi-Scooter I quickly changed my mind. The Vectrix is a powerful all electric motorbike which a top speed of 62MPH I'm no boy racer, but that power is easily enough to cope with the local hills.

apple! - Powered by Deep

I park at the office and reach work in just 25 minutes. Overnight I plug the bike in to recharge the batteries although it can go 40 - 60 miles. It costs me just twenty pence per charge so my daily commute now costs me the price of an apple.

It's really easy to drive and when I want to slow down I can recharge the battery at the same time. Best of all, I'm running this bike on deep green energy from [green energy uk](#). I like to think I'm sailing to work. It certainly feels like it!

We aren't advocating that an electric

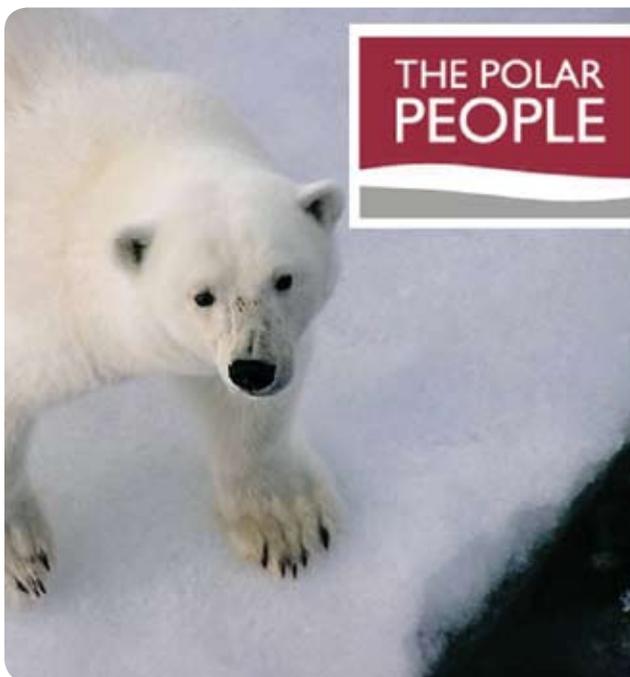


motor bike is suitable for everyone but the environmental benefits are clear. Financially you may also wish to know after the initial outlay of about £5,000 there is no road tax, no congestion charge, low service costs and there are more and more free recharging points springing up in London and elsewhere.

The Polar People

The Polar People operates hand-crafted Arctic and Antarctic holidays such as dog-sledging, skiing, walking and sailing or just sitting in a little red house and gazing at the northern lights.

They say 'Our love of the polar regions is what drives us to share it with other people but the effects of climate change are all too evident and we strive to minimise the effects of our journeys on these wonderful places - this means reducing our carbon footprint as much as possible and switching our office electricity supply to [green energy uk](#) is part of our solution.'



Paradise Wildlife Park



Isabella Lamberti (age 6) is seen below enjoying a VIP trip to Paradise Wildlife Park in Hertfordshire after winning the colouring competition in our last newsletter. Her winning entry is shown here.

Paradise Wildlife Park have a long association with **green energy uk** and we are sponsoring the new penguin enclosure with signs and leaflets.

The leaflet says 'The Penguins are keeping cool with **green energy uk**, the tarantulas are staying warm and the fish tanks are staying warm and the lights are on in the Reptile temple, the forest is staying damp and the coffee hot and the ice cream cold: in fact all the energy used at Paradise Wildlife Park is supplied by **green energy uk**.'

Paradise Wildlife Park is committed to conservation and limiting the impact the park has on the environment. **green energy uk** are supporting their work by donating funds to the Wildlife Heritage

Foundation for new customers that switch and quote Paradise Wildlife Park. Park Director Lynn Whitnall says

'This is an excellent way for **green energy uk** to target potential customers who are visiting the park. Paradise Wildlife Park are long standing **green energy uk** customers and we want to let our visitors know that we are already making a difference in reducing our carbon emissions. If they want to join us and do the same by switching to **green energy uk** then it's a simple choice to make'.



Oooh la la!

Doug Stewart **green energy uk**'s chief executive recently completed a gruelling 300 mile cycle ride to Paris raising a massive £30,000 for Great Ormond Street Hospital. He decided to undertake the ride as a thank you to the fantastic team at Parrot Ward that looked after his son who earlier this year was successfully treated for a brain tumour.

Doug says 'Great Ormond Street is the most fantastic place staffed by the most fantastic people. If you have to be ill as a child, it is the best place to be.'

Doug, who is more used to dealing with wind and hydro power, had to use his own pedal power and the thought of all the money he was going to raise to power him on.

'I want to thank the many customers and staff who sponsored me. I was amazed by people's generosity and this helped me over the finish line.'

Doug was accompanied by four fellow **green energy uk** customers. They are pictured here, from left to right Peter Hofer, Sam Broad, Doug Stewart, Carol and Paul Newland who all raised money for their own charities.

Energy Saving

Our view at green energy uk is that the greenest energy is the stuff you don't use. We try and encourage people to save energy at home and at work even if they are already on a green tariff. If you have tips to share we reward customers for the ones we print or use on our web site

Sarah Meyer, from our customer The Polar People, has won herself a solar charger which could reduce the electricity she needs to recharge her phone or ipod.



She says: Have an old-fashioned 'baking afternoon' when you do all the big cooking for the week - bread, cakes, quiche etc. etc. This means that you only have to heat up the oven once and make best use of power. And when you've finished, turn the oven off and put some meringues in, they'll cook as the oven cools down.

To top it all - put all of the food you won't eat straight away into the freezer - by filling the freezer to its capacity, it uses less energy!



If you have an energy saving tip to share then you could win an Owl wireless energy monitor if we publish your tip. Just mail them to us help@greenenergyuk.com

Customer offer

Saving energy is not just the right thing to do for the planet but in these days of ever increasing prices then reducing the energy that you use can help keep the impact of those price increases under control.

Reducing your electricity consumption involves monitoring which appliances have the heaviest load. We have an offer for green energy uk customers of an Owl wireless energy monitor that you attach to your mains supply, making it easy to check the cost of operating your electrical appliances.

Usually retailing for £34.95 you can buy one for just £29.99 with free postage and packing from www.theowl.com and quote I008GE to claim your discount.



The Choice is Yours

100% green or 100% renewable - the choice is yours

Since April 2002 all electricity companies have been obliged by government to supply an increasing amount of electricity from renewable sources. This figure was 7.9% for the period to March 2008 and the 08/09 figure is 9.1%. This can sometimes mean that whilst individuals sign up to a green tariff the company overall still only buys a very small amount of green or renewable electricity sticking with their existing portfolios of coal, gas or nuclear power stations. With **green energy uk** you get exactly what it says on the tin: green energy - in fact we don't sell any so called brown electricity at all!

Pale Green is sourced from cleaner, greener combined heat and power (see page 2 for more detail of a CHP generator).

**100%
green**

Environmental Impact

*CO2 emissions 190g per kWh,
Radioactive waste 0.00000g*

*National Grid average CO2 emissions
480g per kWh, Radioactive waste 0.009g.*

Deep Green is 100% renewable and we say it is the very best you can do for the planet. It is made up of: Hydro 45%, Wind 27%, Biomass 21% and Other 7%.

**100%
renewable**

Environmental Impact

*CO2 emissions NIL,
Radioactive waste 0.00000g*



National average fuel mix: Coal 33%, Natural gas 43.5%, Nuclear 16.1%, Renewables 5.5% Other 1.9%

Contact Us

Email help@greenenergyuk.com

Getting in touch with us is simple - e mail the help address and we will direct it to the right person.

On our web site we have drop down menus in the Contact us section that directs the e mail to the right department.

Sending us regular meter readings is the best way to make sure your bills are up to date and you don't end up paying too much or too little.

Our estimates are more accurate if we receive regular readings so feel free to send them to us as often as you like.

Telephone Customer Services 0800 783 8851

When you need to speak to someone we try and ensure that your call is answered by a real person! They will either answer your query there and then or take your details and call you back.