

SP Framework Update & Panel Discussion



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

What's on the horizon?

SP Portal

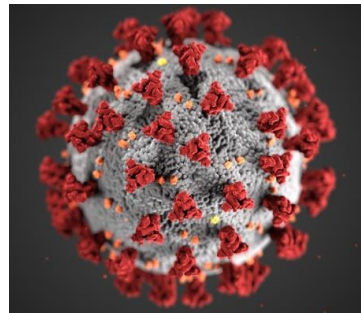
Ask the Panel Q&A

Our last meeting

Our last virtual event in June

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

- > Your EDF Team
- > Your Prices Explained
- > Service Delivery
- > MyBusiness
- > Savings Initiatives & Ancillary Services





News



What we have covered this morning

So far we have spent some time looking at

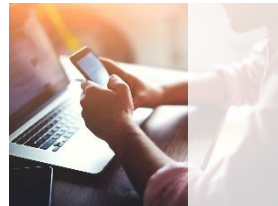
Wholesale Markets

- James Chaplin



Regulation and NEC's

- Binoy Dharsi



Your EDF Team

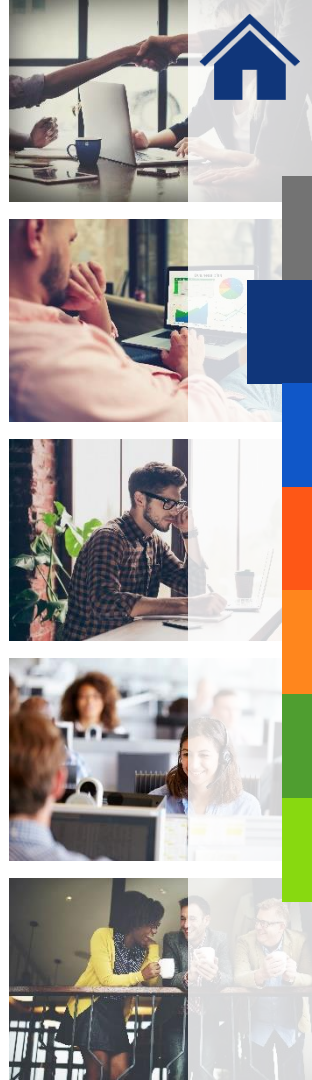
We know you're busy, so we want to make sure you get to the right team for your query first time.

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
- SP Portal



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

SP Mailbox

- ✓ 24 Hour turnaround
- ✓ SP@edfenergy.com

Phone Call

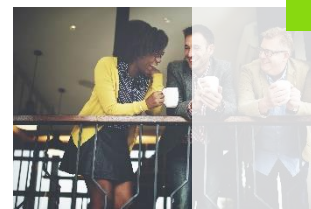
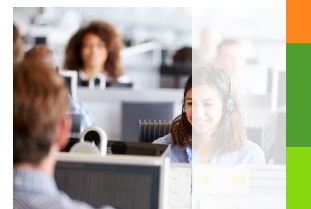
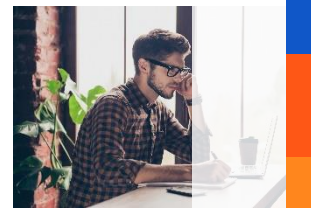
- ✓ For in depth discussions
- ✓ New routing system to specialist teams
- ✓ 0845 300 4817

Service Development Manager – Gemma Skett

- ✓ Escalations and complex queries
- ✓ Gemma.skett@edfenergy.com

Account Manager

- ✓ Call your dedicated Account Manager directly on 07875112491
- ✓ Mark.maclennan@edfenergy.com



Your EDF Team – add a face to the name



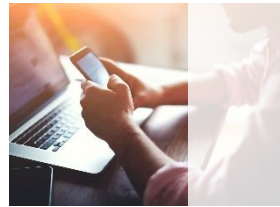
Sharon Sage
Manager of
Public Sector



**Mark
Maclennan**
Senior Account
Manager



Gemma Skett
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.

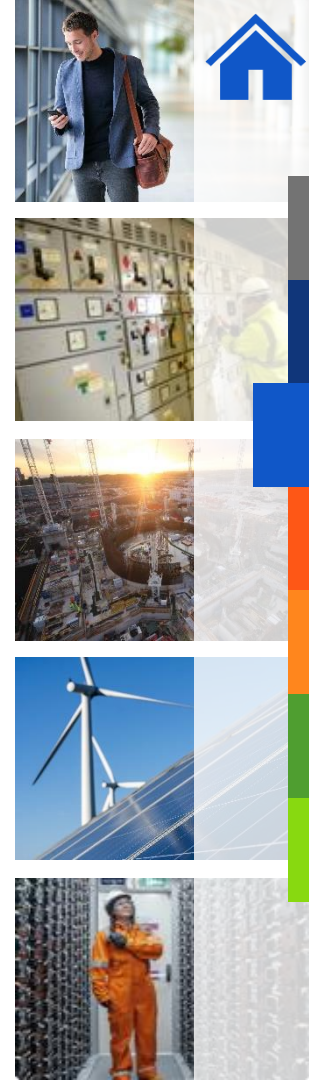
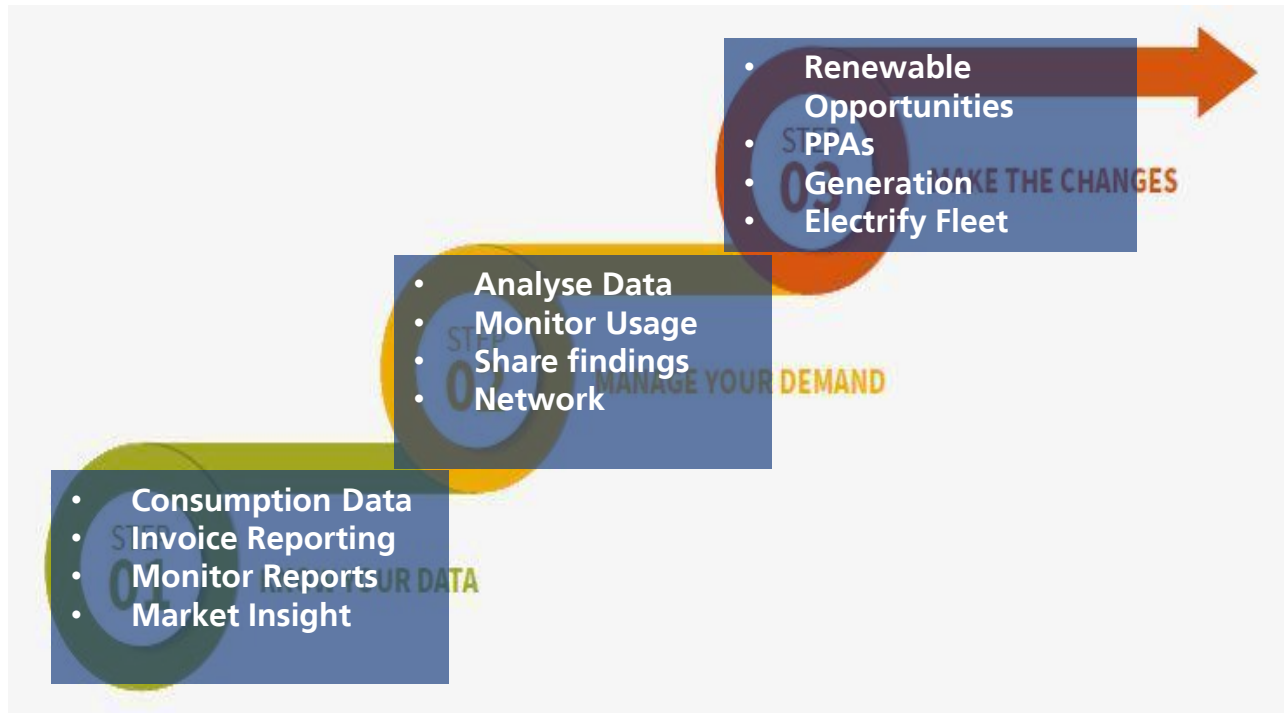
Sustainable living

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?

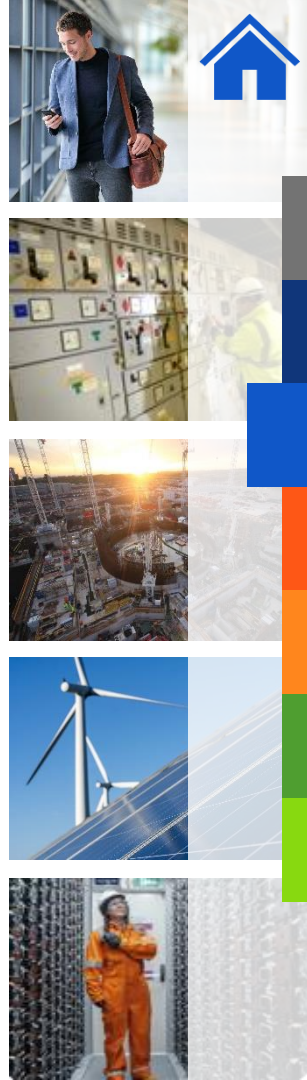


EDF – Working toward Net Zero

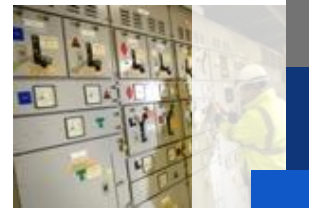
EDF Group's aim is to be the leading electricity company and global leader for low-carbon energy production.

EDF

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



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

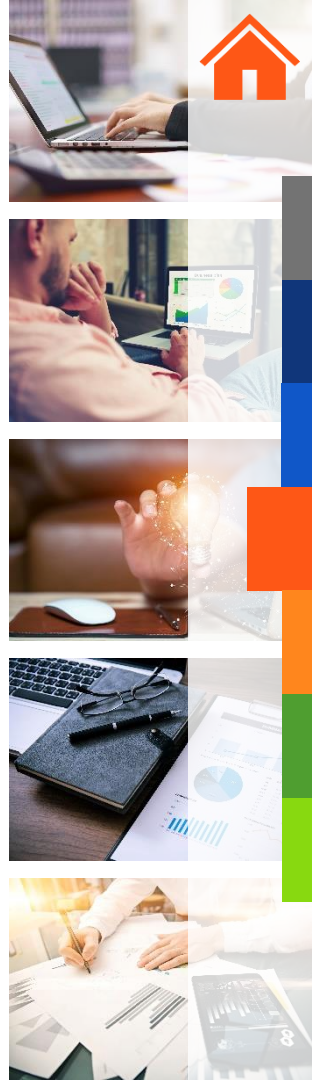
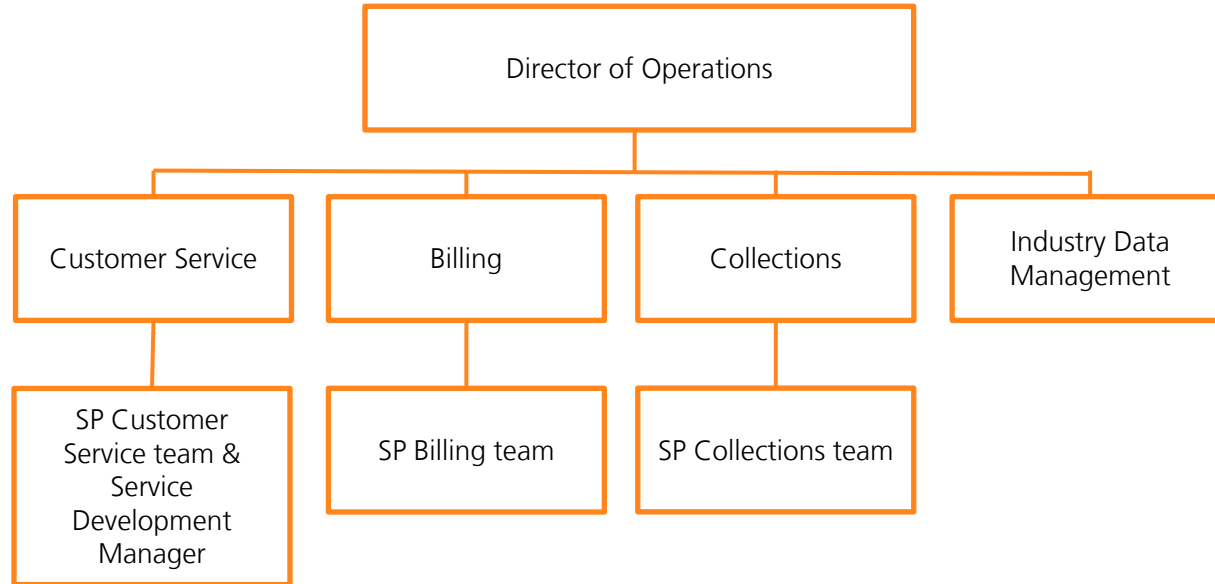


Your account performance



I&C Operations Update

Our Structure - a reminder



Your Account Performance

Your update - 2020 so far

Customer Service

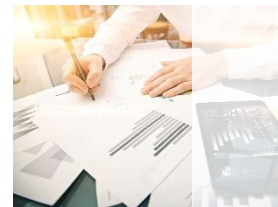
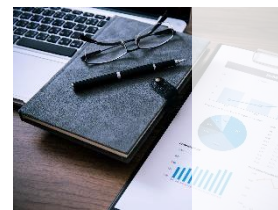
- So far in 2020 we have received 5,709 queries by email, phone and MyBusiness
- 97% of emails have been responded to within 1 day
- 98% of phone calls have been answered within 60 seconds
- The common themes were:
 - Invoice queries
 - Balance / Payment queries

Billing

- In 2020 we have sent 99% of your Half Hourly bills on time.
- We have sent 98% of your Non Half Hourly invoices on time
- Number of MPAN's - 28,750

Debt

- Aged debt across the framework sits at £1.8m
- A £1.6m debt reduction has been achieved since the start of 2020
- Payment performance has been consistent, despite Covid19



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, straight 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 horizontal band is overlaid across the middle of the image, containing the text.

What's on the horizon?

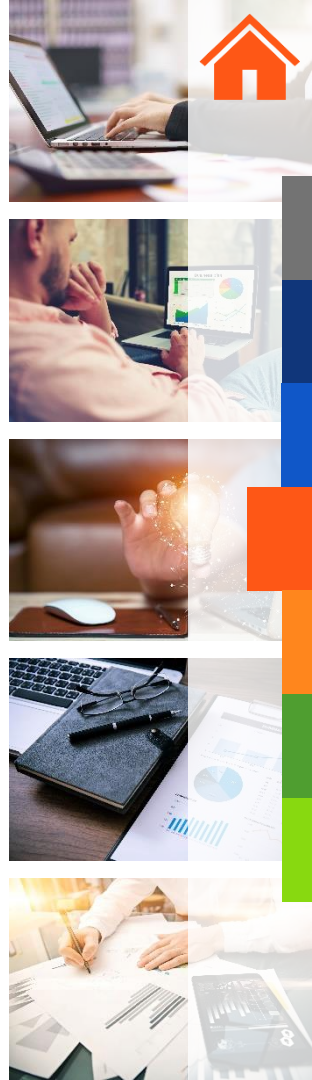
What's upcoming?

What's on the horizon?

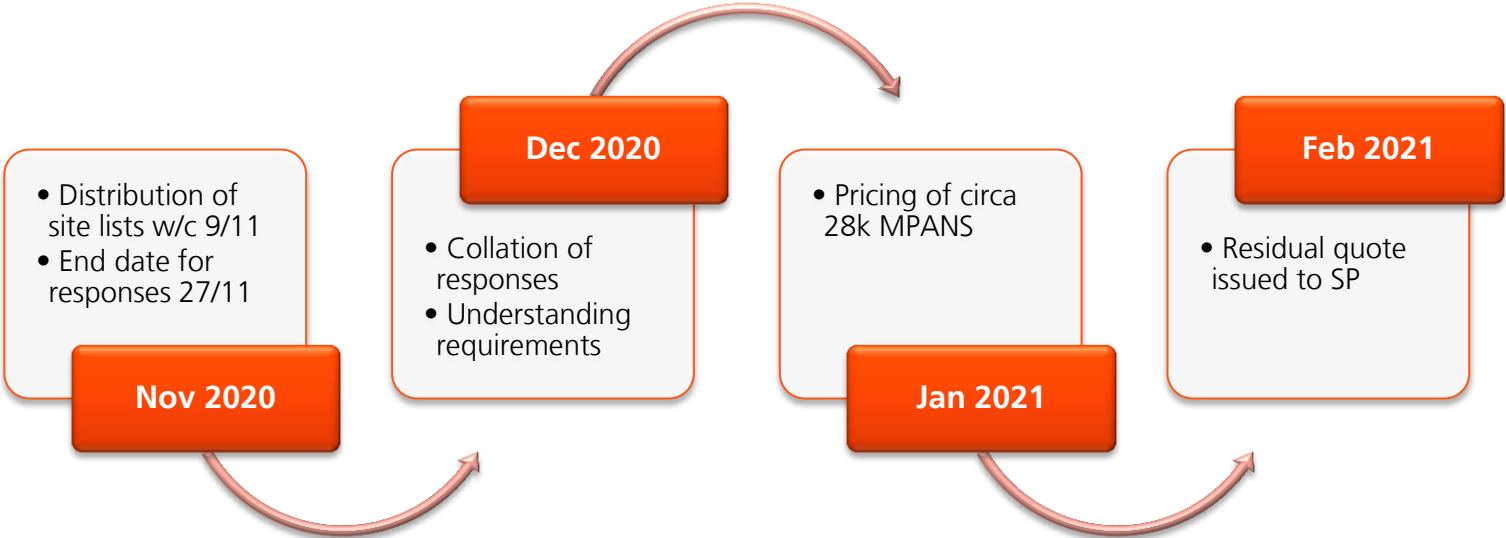
- Site List Validation - November 20
- Smart metering roll-out
- Continued home working for EDF staff

Other

- SP@edfenergy.com is your direct route into our CS team by email
- You can raise queries or add meter readings via our portal- MyBusiness
- 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



Site List Validation



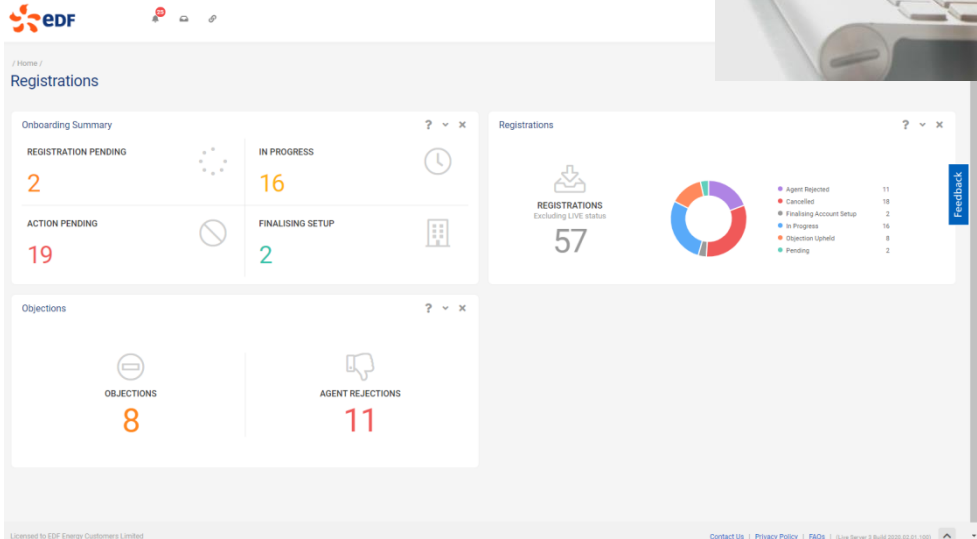
Things to start thinking about...

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?• 30 Days BACS is default option
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 or Renewable?



Digital support

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



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





SP Portal



Your dedicated webpage www.edfenergy.com/sp

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

Welcome to your Scottish Procurement energy centre

Save this page to your favourites - it's your energy centre to find everything you need to manage your account.

Are you being asked to do more with less? You're not alone. But don't worry we're here to help. Our dedicated Talk Power programme for Scottish Procurement customers is designed to educate and inform.

We'll keep this page regularly updated with the latest guides, webinars and events to help you keep ahead of the game in the energy market. Delivered by experts our interactive briefings will show you ways to save time, reduce costs and make your budget go further.

Useful Contacts

General Enquiries | Mark MacLennan | Gemma Skett

Useful links

- Contact us
- Give a meter reading
- Billing and payments
- VAT
- Selling or generating energy
- Moving Location
- Site Additions form **new**
- Market insight
- MyBusiness
- How to prevent phishing

General Enquires

If your enquiry is regarding your invoices, payments, metering appointments or any other service related activity, then please contact your dedicated customer services team.

MyBusiness: www.edfenergy.com/MyBusiness
Email: SP@edfenergy.com
Telephone: 0845 300 4817



Stay up to date: TalkPower

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

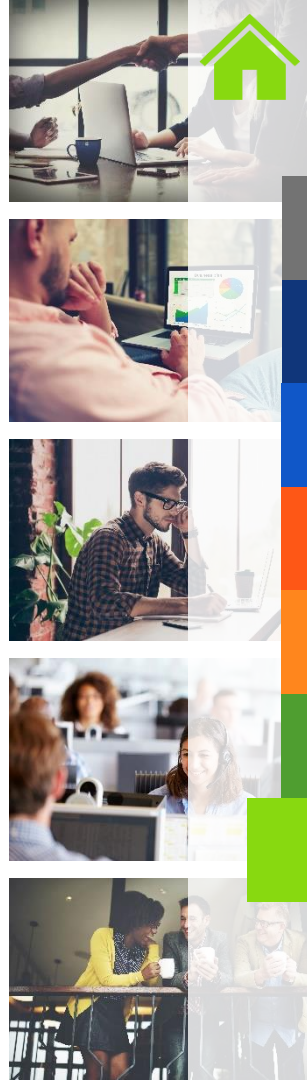
It's not always easy to keep on top of everything that's changing in energy. And, we know that our channel partners are happiest when they have all of the information they need to give the best options to their customers.

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.

