



nepo®



## On today's agenda

**Our last meeting**

**News**

**Metering and SMART**

**Framework Updates**

**Additional Resources**

**Energy and non-energy updates**

**Ask the Panel Q&A**

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

# 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
- > Electric Vehicles
- > Metering Updates
- > Additional Resources
- > Your Prices





News



# What we have covered this week

So far we have spent some time looking at

Wholesale  
Markets

James Chaplin



Targeted  
Charging Review

Binoy Dharsi



Carbon Net Zero



# Account Management Updates



Pete Fear  
Senior Account Manager  
Framework Manager



Steve Spittle  
Account Manager  
Commercial Lead - Customers



Emlyn Newton  
Service Development Manager  
Operational Lead - Customers



What's been happening at EDF?

## 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 [here](#).



## Emmeline reaches full bore mode

33m beneath the seabed of the Bristol Channel, the second of Hinkley Point C's three tunnel boring machines, Emmeline, has reached full bore mode. [Read more](#).



## The end of an era.

EDF's last coal station West Burton A is to close in September 2022. Find out more [here](#).



## Hinkley Point C update

An exciting delivery has arrived at Hinkley Point C... the first six of 37 panels which will make up the dome of the first reactor. [Find out more](#).



# Industry news

What's been happening in the energy industry?

## The UK's ETS

With the UK's move out of the EU, organisations that were previously participants within the EU Emissions Trading System (EU ETS) will now be part of the UK Emissions Trading Scheme. Read more [here](#).



## Global wind power must triple to achieve Net Zero

A new report published by the Global Wind Energy Council (GWEC) warns that the world needs to install new wind power capacity three times faster over the next decade to achieve global climate targets. Read the full story [here](#).



## British Land announces ambitious science-based targets

British Land announces ambitious science-based targets for scope 1, 2 and 3 greenhouse gas emissions. Read more [here](#).



## Third of UK's largest businesses make net zero commitments

The government is calling on more companies to follow suit and make pledges to join the fight against climate change. Read more [here](#).



# NEPO News



What's been happening?



## Procurements

- NEPO311 Water – Commenced 01/04/21
- NEPO307 Fuel – ITT return date 01/06/21
- NEPO303 Meter Operator – ITT issue date 21/07/21

## Engagement

- Customer Survey – to be circulated May 21
- Schools support (SLA summary)
- Customer Webinars
- Service Review Calls

## Energy Team

- Vacant Procurement Officer position - recruitment ongoing

## News

- NEPO/EDF Zero carbon promotion
- PSDS funding awards
- Social value delivery

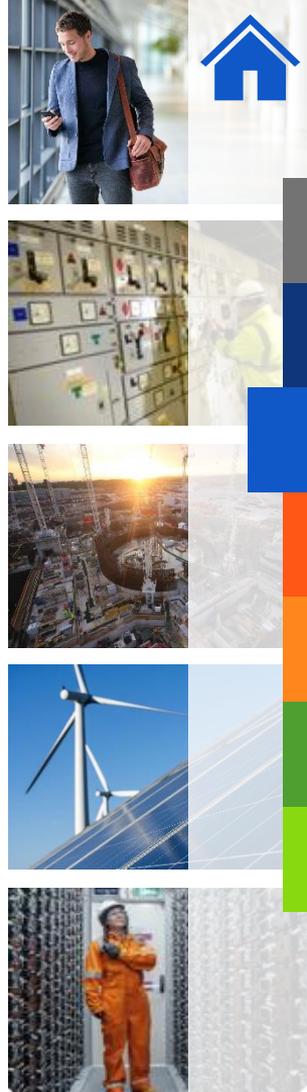
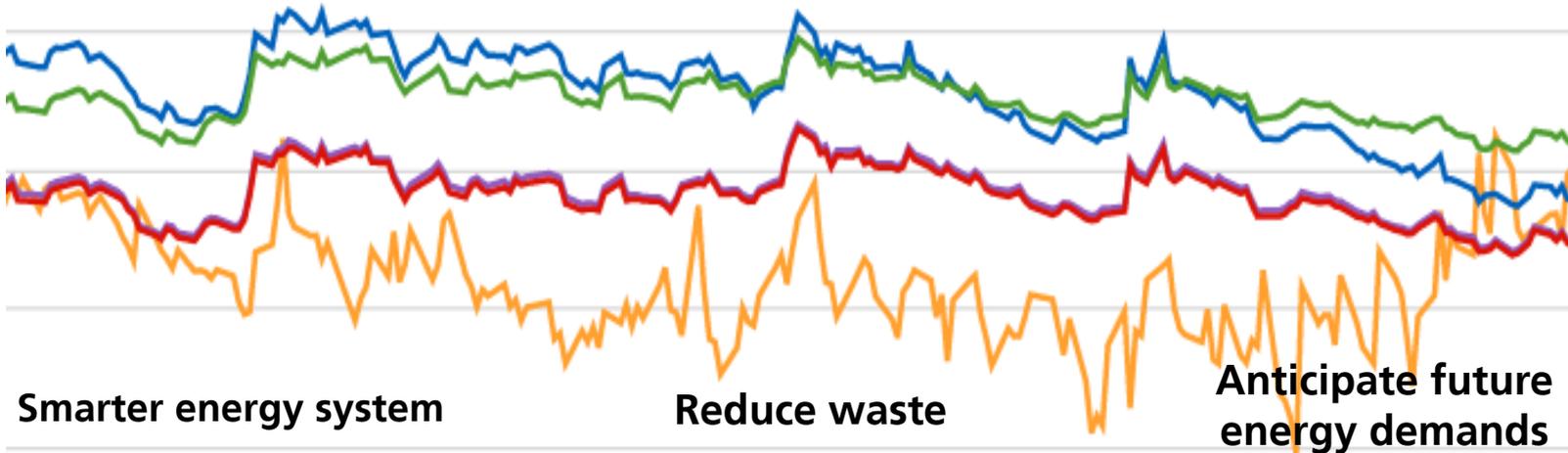


## Metering & SMART



# Lets get SMARTer about metering

- 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 will be writing to 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 the 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 MOP and 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?

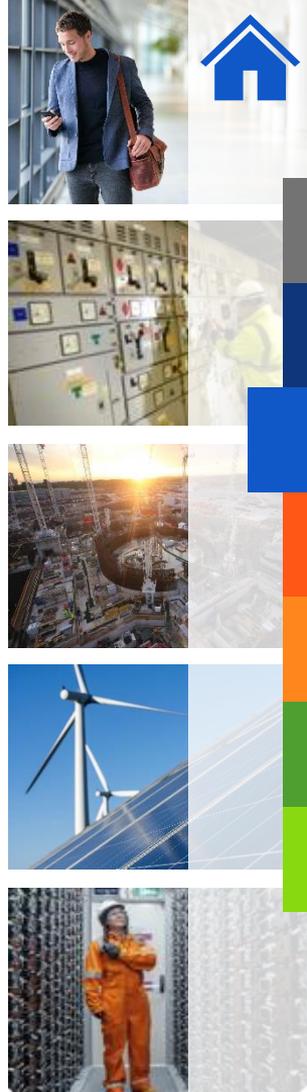
- ✓ No more meter readings or estimated bills
- ✓ Easier to monitor your energy
- ✓ **Gives you the knowledge** to make changes where you could:
  - ✓ use less energy
  - ✓ cut costs
- ✓ **Has a role to play** in large PS portfolios (l/ords lighting, small supplies)
- ✓ Where read data is important but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



# Who can have one?

There are some exceptions...

- DCC coverage
- Technical metering reasons
  - e.g. a legacy meter has 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 Energy 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 current costs and charges
- Not designed to support in-home displays in commercial settings





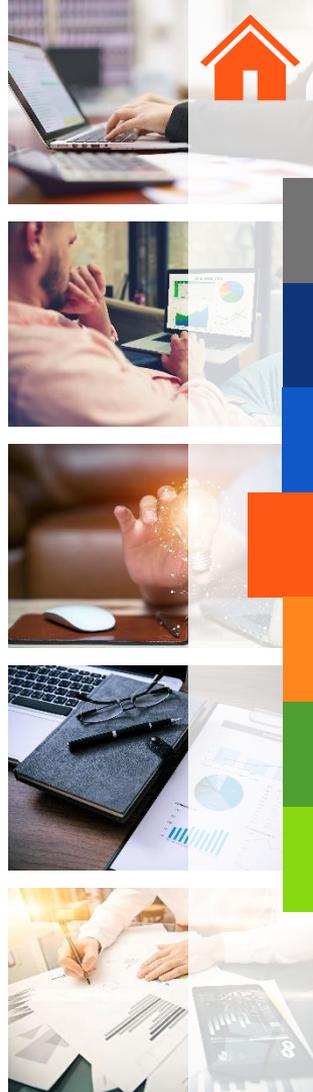
## Framework Updates



# Operational Performance

Over the last 12 months...

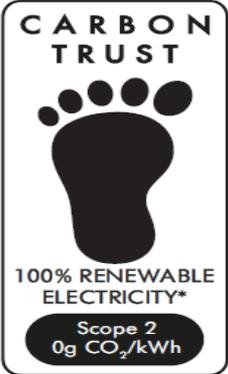
- 110 Service Review Calls Held
- Billing Performance above 97%
- 70,000 Invoices Produced
- 172 Site Additions Processed
- 350+ Queries Completed
- 120+ New Connections Actioned



# Low Carbon Framework



Supporting the North East  
Procurement Organisation  
achieve Net Zero



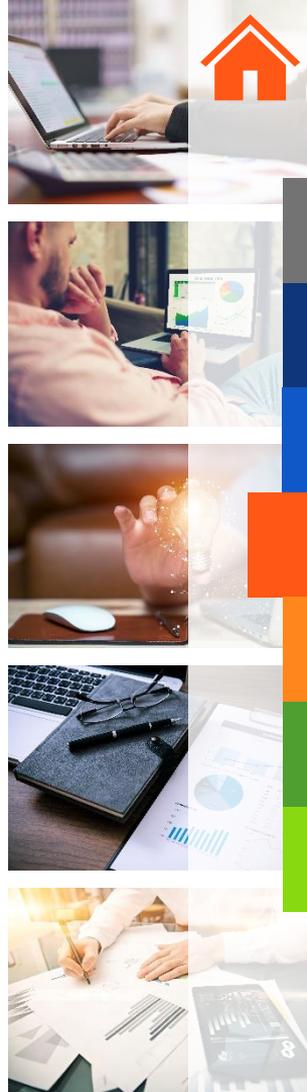
# Site Additions

## Areas of focus:

- > Eliminate missed additions
- > Reduce time to first bill
- > Billed to correct rates

## How you can help:

- > Ensure all data is provided
- > Don't leave to last minute
- > Continue to provide feedback



# UMS HH Upgrades

## Background

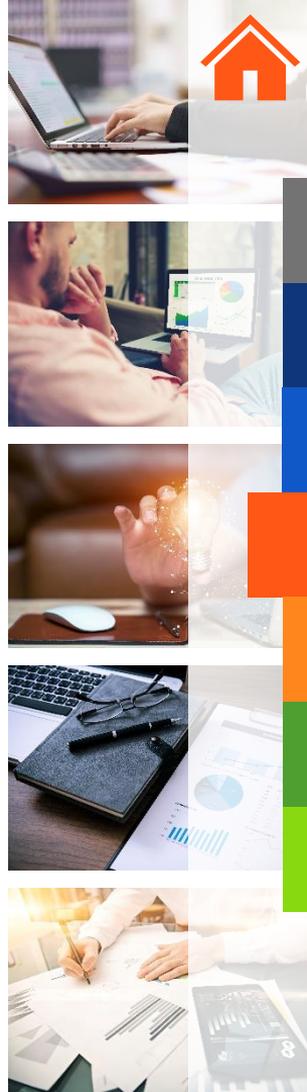
Elxon regulation for all NHH mpans consuming more than 876,000 kWh per annum, must be upgraded to HH by the 1<sup>st</sup> Apr 21.

## Progress to date

- > All NHH have been de-energised and accounts closed
- > All new HH mpans created and energised
- > New accounts created

## Next Steps

- > Pricing to be completed
- > Bill accounts

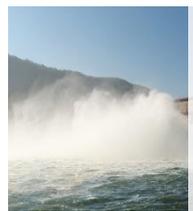




## Additional Resources



# Keeping up to date – [www.edfenergy.com/NEPO](http://www.edfenergy.com/NEPO)



## Helping our customers during Coronavirus (COVID-19)

We're taking a number of steps throughout our business to protect our staff's wellbeing and ensure we minimise disruption to the services we deliver to you during this challenging time.

Our NEPO account management team are still available to answer your questions, but the time it takes to answer your query may be impacted. Instead of calling our office number:

- **Email** - You can email us your query or if you'd like us to call you please provide a telephone number and we'll contact you as soon as we can.
- **MyBusiness** - The quickest and easiest way to get the information you need is to self-serve by visiting [edfenergy.com/mybusiness](http://edfenergy.com/mybusiness) here you can download copy invoices, submit meter readings and report consumption data 24 hours a day. To support you, we've made a series of how-to videos.
- **Live Chat** - We're also on hand to answer your query online via Live Chat by clicking the Green 'Chat' button on your MyBusiness homepage.

## Welcome to your NEPO energy centre

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

Here you'll find links to our the latest guides, webinars and events to help you set up and manage your account. We'll also keep you updated on energy industry news so you can 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.

[Email Pete](#)



## Have you had your welcome guide?

Your welcome guide includes information about your invoicing options, your supply choice and energy solutions. We've sent these out to customers, but if you think you haven't received this - please contact your Senior Account Manager Pete Fear at [pete.fear@edfenergy.com](mailto:pete.fear@edfenergy.com)

## Useful links

[Billing and payments](#)  
[VAT](#)

[Selling or generating energy](#)

[Moving Location](#)  
[New Connections](#)

[Market insight](#)

[Give a meter reading](#)  
[MyBusiness](#)  
[Contact us](#)

[How to prevent phishing](#)

## Non-energy costs: An update

Mark Rogers  
Head of Customer Cost Management



## An update on non-energy costs

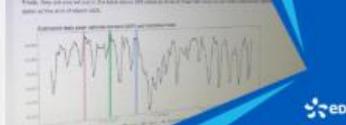
We know it can be hard to keep track of ever changing non-energy costs and keep on top of what this could mean for your business, but we're here to help. We'll provide you with recent updates and the effects of COVID-19 could have on those non-energy costs that make up roughly 62% of your energy bill.

Watch our on-demand webinar to get our experts view on non-energy costs and how they could be changing.

[Watch the webinar](#)

## Triads

The 2019/2020 Triad season recorded results not seen in recent history, further highlighting the difficulties businesses face in predicting when the peaks will be. Read as our experts break down what Triads are, what they mean for business, and how EDF's own forecasting can help you to avoid the peaks.



## Triads: this year's announcement and what it means for your organisation

The 2019/2020 Triad season recorded results not seen in recent history, further highlighting the difficulties businesses face in predicting when the peaks will be. Read as our experts break down what Triads are, what they mean for business, and how EDF's own forecasting can help you to avoid the peaks.

[Read more](#)



## The Direction of Energy

Angela Hepworth, EDF Energy's Director of Energy Policy and Regulation, helps you make sense of the big changes in the UK's energy policy and regulation landscape to help you plot your path to success in 2020.

[Watch the webinar](#)



## Targeted Charging Review update

Big changes have been announced to the way businesses are charged for the cost of maintaining the UK electricity network. To help you make sense of them, Peter Cork, one of our industry experts here at EDF Energy, talks through the changes and what they could mean for you.



## Biogas and Biomass

Here's an inspirational partnership between R&D Biomethan and Future Biogas for generators looking to sell their power without subsidies.

[Find out more about PPAs](#)

# MyBusiness

Easily manage all your accounts in one place



The graphic is a semi-circular infographic divided into five colored segments: green, blue, dark blue, orange, and light orange. Each segment contains a feature name, a list of benefits, and a 'More info' link with a play button icon. The center features the 'MyBusiness' logo, a central message, a 'log in or register now' button, and icons for various devices. The EDF logo is in the bottom right corner.

**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

**IMMEDIATE ACCESS...**  
to your consumption data

- ✓ You can now produce reports immediately
- ✓ 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

**MyBusiness**

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

log in or register now [▶](#)







# Stay up to date: TalkPower

**At EDF, we want to keep all of our customers 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 to stay up to date.

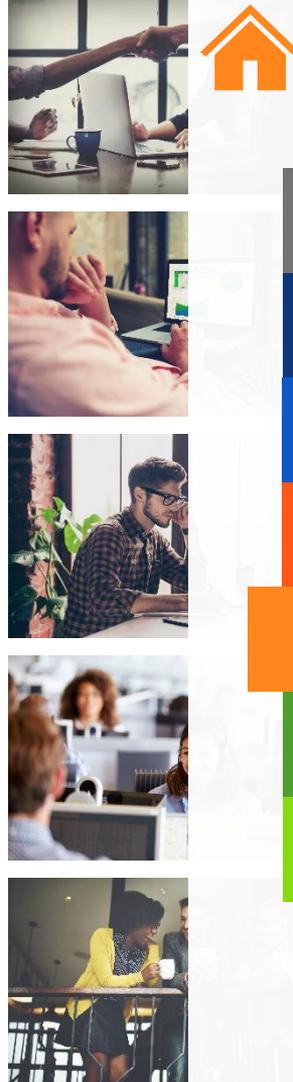
**That's where our Talk Power team come to offer you**

- Expert analysis on the big energy issues facing British business
- The opportunity watch back any of our Talk Power webinars
- To catch-up on the latest updates from your desk with our blogs

So, no matter how the UK's energy landscape changes, we'll help you to stay one step ahead.

Sign up today

The screenshot shows the EDF Talk Power website. At the top, there is a navigation bar with the EDF logo and links for 'Buying energy', 'Selling energy', 'Energy solutions', 'Existing customers', 'Help and support', and 'Talk Power'. The main header features the 'Talk Power' logo and a navigation menu. A prominent orange banner on the right contains the text: 'The UK's energy landscape is changing in yet face up to the challenges of a low carbon economy. That's where EDF Energy's Talk Power team can help. We provide expert analysis on the key issues facing British business.' Below this banner is a 'Check out our latest webinars' button. The main content area displays three featured webinar thumbnails: 'August 25, 2020 CAPACITY CONSTRAINTS AND HOW TO AVOID THEM', 'August 18, 2020 OREXIM EXTENDS AND MAKES CHANGES TO TEMPORARY BRISOL CAP', and 'July 3, 2020 FLEET ELECTRIFICATION: LESSONS FROM HAVESLY POINT C'. A 'Sign up today' button is visible in the bottom right corner of the page.



# Your Prices Explained

**YOUR NEW PRICES EXPLAINED**  
NEPO – basket cost breakdown  
April 2021

nepo energy

edf

helping you... Manage Understand Save  
www.edfenergy.com/NEPO

Benefit from the highly competitive price agreement between NEPO and EDF  
Key to this is understanding NECs  
In 17 years, NECs have increased from  
the cost of your bill.

Looking forward, that's why we've created  
with our latest forecasts specific  
you can use our tools and  
end and save.



## April 2021 - NEPO basket cost breakdown At a glance break down of your different costs

Here are the forecast costs that make up your total electricity price.  
From a budgetary perspective, it is important to understand that forecast costs are constantly evolving  
and prices do not mean actual prices, and that's where our Monitor report and monthly

Category	Forecast / APR 21 - MAR 22
REFERENCE	£52.06/mwh
CMSC*	£1.95/mwh
BSUoS	£5.58/mwh
CFD	£11.99/mwh
RO	£24.98/mwh
FIT	£6.79/mwh
Not included in your rates**	
TNUoS	5.3*
DUoS	17.1*

### Stay better informed...

Go to your NEPO energy centre to download your  
copy of our quarterly NEC Monitor publication and to  
register for one of our upcoming webinars.

Established as essential reading for anyone  
responsible for managing their organisation's energy  
budget, Monitor will keep you better informed of  
the NEC changes that impact your business.

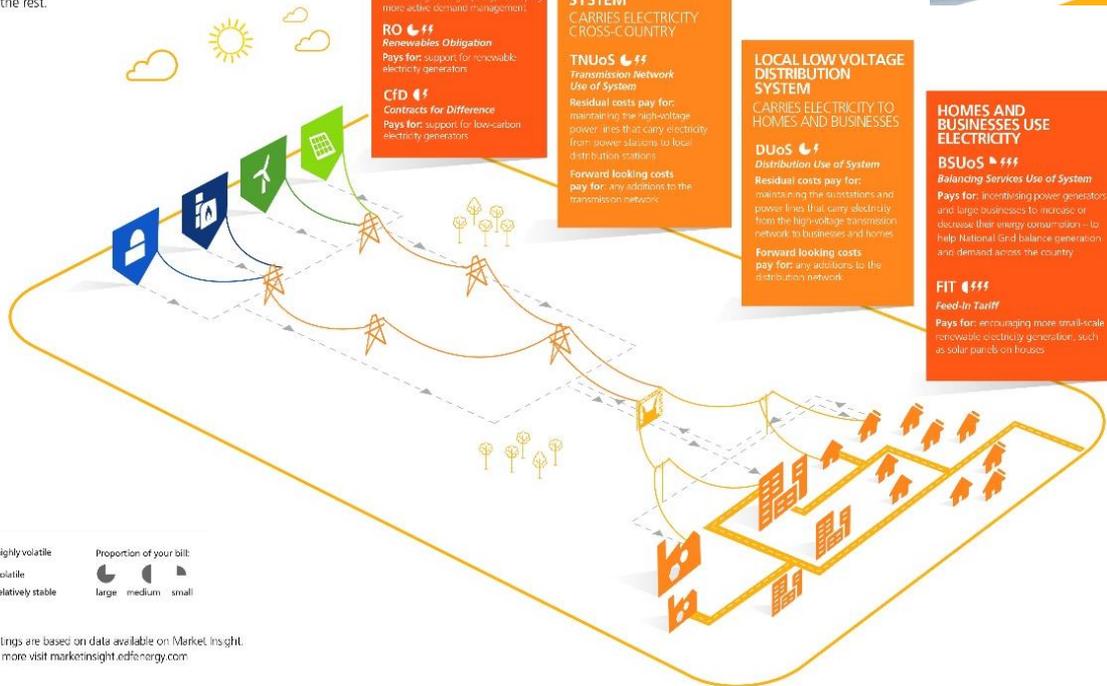
Visit [www.edfenergy.com/NEPO](http://www.edfenergy.com/NEPO)



# Non-energy costs

## NON-ENERGY COSTS AT A GLANCE...

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



**POWER STATIONS  
GENERATE ELECTRICITY**

**CMSC** ☹☹☹  
*Capacity Market Supplier Charge*  
Pays for investment in new capacity, maintaining existing capacity, developing more active demand management.

**RO** ☹☹☹  
*Renewables Obligation*  
Pays for support for renewable electricity generators.

**CFD** ☹☹  
*Contracts for Difference*  
Pays for support for low-carbon electricity generators.

**HIGH VOLTAGE  
TRANSMISSION  
SYSTEM**  
CARRIES ELECTRICITY  
CROSS-COUNTRY

**TNUoS** ☹☹☹  
*Transmission Network Use of System*

Residual costs pay for maintaining the high-voltage power lines that carry electricity from power stations to local distribution stations.

Forward looking costs pay for any additions to the transmission network.

**LOCAL LOW VOLTAGE  
DISTRIBUTION  
SYSTEM**  
CARRIES ELECTRICITY TO  
HOMES AND BUSINESSES

**DUoS** ☹☹  
*Distribution Use of System*

Residual costs pay for maintaining the distribution and power lines that carry electricity from the high-voltage transmission network to businesses and homes.

Forward looking costs pay for any additions to the distribution network.

**HOMES AND  
BUSINESSES USE  
ELECTRICITY**

**BSUoS** ☹☹☹  
*Balancing Services Use of System*

Pays for incentivising power generators and large businesses to increase or decrease their energy consumption – to help National Grid balance generation and demand across the country.

**FIT** ☹☹☹  
*Feed-In Tariff*

Pays for encouraging more small-scale renewable electricity generation, such as solar panels on houses.

☹☹☹ 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



# 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 My.Business

## Phone Call

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

## My.Business

- ✓ Online query reporting
- ✓ 48 hour turnaround

## NEPO Mailbox

- ✓ 48 Hour turnaround
- ✓ [NEPOCustomerServices@edfenergy.com](mailto:NEPOCustomerServices@edfenergy.com)

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.



**Steve Spittle**  
**Account Manager**

**T: 07875 113 347**

or email [steve.spittle@edfenergy.com](mailto:steve.spittle@edfenergy.com)



**Emlyn Newton**  
**Service Development Manager**

**T: 07875 115 282**

or email [emlyn.newton@edfenergy.com](mailto:emlyn.newton@edfenergy.com)



Thank you

