

SP Framework Event: 27 Oct



## On today's agenda

Day 2 / Recap  
of Day 1

Carbon Offsets

Ancillary  
Services

Framework  
update

Service news

Keeping up to  
date

Q and A

Throughout the webinar, please ask any questions in the chat function on Teams of “raise your hand”

# Event Overview

26 Oct

Network  
Charge Reform

Wholesale  
Market Update

Net Zero

Today

Ancillary  
Services

Framework &  
Service Update

MyBusiness

# Day 1 review

## 3 key takeaways

### Network charge reform

- 50% of red/amber/green charge will be a fixed charge from April 22
- Approx. 90% of TNUoS charge will be fixed likely from April 23
- If interested in DUoS cost tool please email [mark.maclennan@edfenergy.com](mailto:mark.maclennan@edfenergy.com)

### Wholesale Market

- Lots of influencing factors driving the current rise in prices
- Scottish Procurement trading energy 30 months in advance supports in reducing impact of changing market conditions

### Net Zero

- Good progress so far, primarily via change in way electricity is generated
- Significant opportunity for Public Sector to play leadership role in transition to Net Zero
- Significant amount of support available both via Framework and wider EDF group

# Carbon Offsets



## EDF Trading Carbon Update

27<sup>th</sup> October 2021

# EDF TRADING AT A GLANCE



## EDF Trading is a leading risk management and energy hedging services provider.

- Providing financial hedging services to support companies managing their energy price and volume risk.
- Offering cross-commodity risk management solutions including swaps, options and structured products.
- With over 20 years' experience in the energy markets, EDF Trading acts as a stable trading partner to over 1000 counterparties.
- Providing customised hedging solutions suited to each company's risk management approach and exposures, for instance commodity formulas in production processes and sales contracts.

## EDF Trading has over 15 years' experience operating in carbon markets and across renewable products and portfolios, providing access to:

- Compliance EUAs, UKAs & CERs
- Voluntary Carbon Credits, including those under the Gold Standard and VCS standards
- Renewable Certificates, including Guarantees of Origin, US RECs and I-RECs
- Renewable power for buyers with longer term aspirations



Active in all energy commodity and environmental products markets.



A 100% owned subsidiary of EDF S.A., the world's biggest electricity generator



Worldwide interests from Australia to China, France to, Japan, the UK, Canada and the US

## Introduction

# Climate Change is one of the biggest challenges that mankind has ever faced and requires immediate intervention to prevent catastrophic impacts



Although Greenhouse Gases (GHG) occur naturally in the atmosphere, their concentration (particularly CO<sub>2</sub>) has been increasing since the Industrial Revolution, consequently leading to an increase in the average global temperature on Earth at an alarming rate.

Governments have been trying to implement a global solution for climate change through international legislation with slow and limited success.

The **Paris Agreement** is the first universal, legally binding global climate change agreement that kicks off from 2021, but implementation of the market-based mechanisms are uncertain with the postponement of the **COP26** by a year to November 2021 as a result of the Covid-19 pandemic.

Due to the slow rate of progress on an intergovernmental level, the private sector has been taking the initiative in setting carbon neutrality goals in line with the Paris Agreement, particularly driven by shareholders and consumer pressure.

As a result, the voluntary carbon credits offsetting market has seen a resurgence over the past year.

# The Net Zero Journey

A wave of forward-thinking companies have set out on their journey to “**Net Zero**”. Net Zero is the ability of a company to demonstrate that it does not have a carbon additive impact upon the environment, by achieving an overall balance between emissions produced and emissions removed from the atmosphere.

Setting out such ambitious climate change strategy relies on three key steps:

- 1) CALCULATING and REPORTING – a corporate’s total carbon footprint to internationally recognised standards (e.g. **GHG Protocol**).
- 2) SETTING TARGETS – that have meaningful and credible impact, such as being aligned to the objectives of the Paris Agreement and validated by globally recognised initiatives (e.g. **Science-Based Target Initiative, SBTi**) to be achieved within a realistic timeframe.
- 3) MITIGATING – by implementing emission reduction measures for direct and indirect emissions within a corporate’s control, offsetting any unabated residual emissions by using **carbon credits** to achieve carbon neutrality in the short/medium term, with the ultimate goal of removing CO2 from the atmosphere to reach Net Zero.

“While the world will need to reach net zero, those of us who can afford to move faster and go further should do so....ambitious goal and a new plan to reduce and ultimately remove Microsoft’s carbon footprint”



has offset all the carbon it has ever produced since it first launched in 1998 and is aiming to run all of its campuses and data centres entirely on carbon-free energy by 2030

“Committed to building a sustainable business for our customers and the planet..... Commitment to be net zero carbon across our business by 2040”



“Our raison d’être is to build a net zero energy future with electricity and innovative solutions and services, to help save the planet and drive wellbeing and economic development.”

“Building on a decade of action, we will halve our greenhouse gas emissions by 2030, and reach net-zero by 2050.”



## **CALCULATING and REPORTING –**

A corporate's total carbon footprint to internationally recognised standards.

# CALCULATING AND REPORTING - Measuring a company's carbon footprint by using the Greenhouse Gas (GHG) Protocol



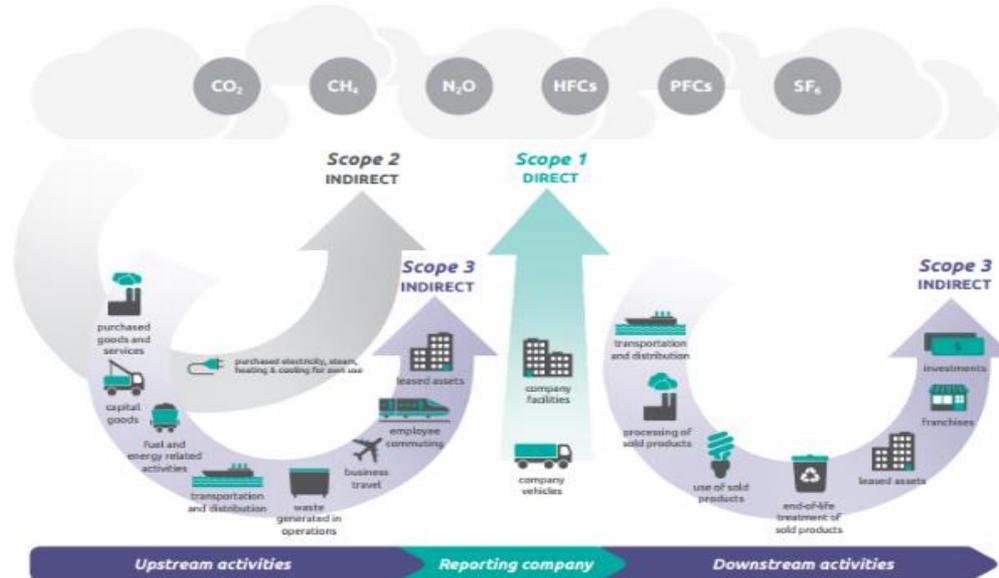
The first step in enacting an effective climate change strategy is to understand and report the company's carbon footprint. Companies widely use the GHG Protocol to measure their greenhouse gas emissions from their direct operations (Scopes 1 and 2) and their entire value chain (Scope 3).

Scope 1 = emissions from owned or operated assets (for example, the fumes from the tailpipes of a company's fleet of vehicles)

Scope 2 = emissions from purchased energy (electricity, steam, heating and cooling)

Scope 3 = emissions from everything else (suppliers, distributors, product use, etc.)\*

**\* Note Scope 3 is by far the most complex component to calculate and often makes up the bulk of total emissions (greater than 70% of carbon footprint)**



Measuring emissions across all scopes enables companies to understand their full value chain emissions and focus on setting targets, pathways and mitigation strategies based on where greatest GHG reduction opportunities lie.

These are all crucial to succeed in the future low carbon economy.



## **SETTING TARGETS –**

That have an impact, are validated by globally recognised initiatives, and can be achieved within a realistic timeframe.

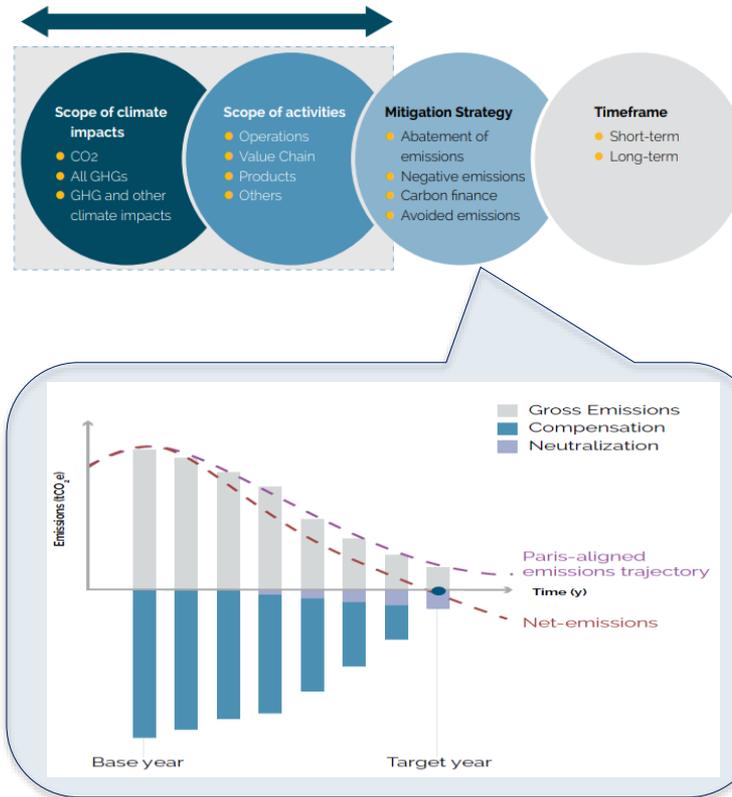
# SETTING TARGETS - Aligned to the Latest Science

To have a meaningful impact, a company's targets need to be aligned with the latest climate science to meet the goals of the Paris Agreement; i.e. *"to limit global warming to well below 2°C above pre-industrial levels and pursue efforts to limit warming to 1.5°C"*.

As a result, more than 1,800 companies have signed up to the **Science Based Targets Initiative (SBTi)** with over 750 companies having approved science-based targets (see [Annex](#)).

The Net Zero pathway is the most prevalent mitigation strategy that is increasingly being adopted by companies globally. Taking this approach constitutes embarking on a long-term journey to reduce and remove emissions.

Carbon credits play a crucial role within the short and medium-term while companies transition towards a state of net zero emissions.



(Source: SBTi / CDP, September 2020)

## **MITIGATING –**

By implementing measures to (i) prevent, reduce, or eliminate emissions, (ii) offsetting any residual emissions by using carbon credits, with the ultimate goal of removing CO<sub>2</sub> from the atmosphere to reach Net Zero.

## MITIGATING – Using carbon credits on the path to Net Zero

Any mitigation strategy requires some level of offsetting at least in the short to medium term in a company's path to achieving Net Zero.

Companies have to take action to mitigate any residual emissions they have not managed to abate (**yet**) by purchasing carbon credits.

Carbon credits come from a myriad of project types located in different countries around the world.

Typical project types include:

### Renewable Energy

- Hydropower
- Geothermal energy
- Wind power
- Solar power
- Biomass

### Forestry

- Afforestation
- Reforestation
- Avoided deforestation
- Avoided forest degradation

### Household

- Water purification
- Efficient cook stoves
- Efficient light bulbs

### Industrial Processes

- Methane capture from landfills and conversion to electricity
- Anaerobic digestion of wastewater, coupled with electricity generation
- Methane capture from mines and conversion to electricity
- Cogeneration with biomass and biofuels
- Waste heat recovery
- Energy efficiency

**EDF Trading can help companies on their Net Zero journey by giving them access to a large portfolio of carbon credits to satisfy each individual client's aspirations.**

# MITIGATING – Purchasing carbon credits from projects certified in accordance with international standards

The main internationally recognized standards in the voluntary carbon markets are the **Clean Development Mechanism**, the **Gold Standard**, and **Verra's Verified Carbon Standard (VCS)**.

These standards assure that emission reductions are actually taking place. They also highlight individual project benefits whilst ensuring that the project is real, verified, permanent, and additional.

The carbon credits issued under these standards are called CERs or VERs.



**Clean Development Mechanism** (CDM) is a mechanism under the UNFCCC's Kyoto Protocol that allows projects to issue Certified Emission Reductions (CERs) which can be traded in both compliance and voluntary carbon markets.

**Gold Standard**

**The Gold Standard**, is a standard similar to CDM used exclusively in the voluntary market, and also has a stronger emphasis on the social, economic, and environmental impacts of the projects. The credits issued under the Gold Standard are called Gold Standard VERs (GS VERs). A CDM project can also be registered under the Gold Standard to issue higher quality CERs, called GS CERs.



The **VCS ("Verified Carbon Standard")** developed by Verra is the world's most widely-used voluntary carbon standard.



Often these projects are also linked to **UN Sustainable Development Goals**.

**EDF Trading's portfolio includes projects registered under the 3 main standards.**

## MITIGATING – More than just a carbon credit

There are many different types of carbon credits, all of which fulfil their primary goal – tradable certificates that represent the avoidance or removal of one tonne of CO<sub>2</sub> emissions from the atmosphere. However, as well as having a positive impact on carbon emissions, each carbon credit also supports a variety of other environmental and socioeconomic benefits in line with the **UN Sustainable Development Goals (SDGs)**.

Many companies align themselves with these **SDGs** in a way that is meaningful vis a vis their sustainability strategy.



**SUSTAINABLE DEVELOPMENT GOALS**

<b>1</b> NO POVERTY	<b>2</b> ZERO HUNGER	<b>3</b> GOOD HEALTH AND WELL-BEING	<b>4</b> QUALITY EDUCATION	<b>5</b> GENDER EQUALITY	<b>6</b> CLEAN WATER AND SANITATION
<b>7</b> AFFORDABLE AND CLEAN ENERGY	<b>8</b> DECENT WORK AND ECONOMIC GROWTH	<b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE	<b>10</b> REDUCED INEQUALITIES	<b>11</b> SUSTAINABLE CITIES AND COMMUNITIES	<b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION
<b>13</b> CLIMATE ACTION	<b>14</b> LIFE BELOW WATER	<b>15</b> LIFE ON LAND	<b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS	<b>17</b> PARTNERSHIPS FOR THE GOALS	<b>SUSTAINABLE DEVELOPMENT GOALS</b>

**For example, investing in a forest conservation project in Africa not only results in carbon credits from the prevention of deforestation, but also contributes to additional socioeconomic and environmental benefits, such as, job creation, investment in schooling for the employees family, habitat and species preservation.**

SDGs are a universal call to action to end poverty, protect the planet and improve the lives and prospects of everyone, everywhere. The 17 Goals were adopted by all UN Member States in 2015, as part of the 2030 Agenda for Sustainable Development which set out a 15-year plan to achieve the Goals.

For more information on the UN Sustainable Development Goals, please visit: <http://www.un.org/sustainabledevelopment/sustainable-development-goals>

## EDF Trading Carbon Credits Portfolio Offerings

# EDF Trading Carbon Credits Portfolio Offerings



EDF Trading offers carbon credits from a diverse portfolio of carbon projects across different **technologies**, **standards**, and **countries**, as well as supporting various **Sustainable Development Goals (SDGs)**.

Below is a snapshot of our current portfolio:

Project Type*	Standard	Linked SDGs
<b>Forestry Projects – Prices range between €6.50 and €20. Below is a sample of these project types in our portfolio:</b>		
Forest Conservation in Zimbabwe, Africa	VCS-CCBS	1, 2, 3, 4, 6, 8, 9, 13, 15, 17
Forest Conservation in DR Congo, Africa	VCS-CCBS	3, 4, 8, 9, 12, 13, 15, 17
Forest Conservation in Indonesia, Asia	VCS-CCBS-SD VISTA	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17
Forest Conservation in Cambodia, Asia	VCS-CCBS-SD VISTA	1, 2, 3, 4, 5, 6, 8, 9, 10, 11, 12, 13, 15, 16, 17
<b>Biogas/Biomethane/WWT/Energy Efficiency Projects – Prices range between €2.50 and €6. Below is a sample of these project types in our portfolio:</b>		
Landfill Gas Recovery in Chile, South America	CER	4, 7, 8, 9, 13
Methane Recovery from Livestock in Brazil, South America	CER	3, 8, 13, 15
Municipal Solid Waste Treatment Plant in Vietnam, Asia	GS CER	2, 8, 11, 13
Installation of Low Emitting Rolling Stock in India, Asia	GS CER	3, 7, 12, 13
<b>Household Projects – Prices range between €6 and €13. Below is a sample of these project types in our portfolio:</b>		
Cookstoves in Zambia, Africa	GS VER	1, 3, 7, 8, 12, 13
Solar Cookers in China, Asia	GS VER	7, 8, 13
<b>Renewable Generation Projects – Prices range between €2.50 and €9. Below is a sample of these project types in our portfolio:</b>		
Wind Energy in Mexico, North America	CER	7, 9, 13
Wind Energy in China, Asia	VER	7, 13
Wind Energy in South Africa, Africa	VCS	7, 9, 13
Solar Energy in Namibia, Africa	VCS	7, 9, 13
Hydropower in Indonesia, Asia	VCS	7, 8, 9, 12, 13, 15
Hydropower in Laos, Asia	GS CER	6, 7, 13
Wind Energy in Taiwan, Asia	GS VER	7, 8, 13

\* For a detailed project description of any of the listed projects, please [contact us](#).



## Contact Details

Your points of contact into EDFT for further information and discussion

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# Ancillary Services

# Ancillary Services

The below demonstrates the Energy Consumption Products included in the Framework.

Energy Consumption Products Included in your Framework	Cost associated with Ancillary Service
HH Data Service	Free – half hourly data available via MyBusiness
MIC Reporting	Free – historic Maximum Import Capacity data report available
Triad Alerts Service	Free – triad warning service available via Market Insight
Siteworks & Installation	Cost dependent upon customer requirements
AMR/MOP Services	Up front meter purchase and rental options available
Billing Optimisation	Free
Annual Capacity Review	Free – historic Maximum Import Capacity data report available
Time Banding Analysis	Free
Export PPAs	Cost dependent upon customer requirements
Technical Advice	Cost dependent upon customer requirements
Community Energy Project Support	Cost dependent upon customer requirements

# Ancillary Services

The below demonstrates the Energy Solutions Products included in the Framework.

Energy Solutions Products included in your Framework	Cost associated with Ancillary Service
Flexibility Services (Inc DSR, FFR, CM)	Cost dependent upon customer requirements
MIC Advisory (including analysis & delivery)	Cost dependent upon customer requirements
Energy Analytics	Cost dependent upon customer requirements
Energy Monitoring	Cost dependent upon customer requirements
Bespoke Consumption Analysis	Cost dependent upon customer requirements
Carbon Offsets	Cost dependent upon customer requirements

## Framework news

# Your framework news

## Site List Validation

Site list validation exercise will be undertaken in November

Confirmation required on aspects such as payment terms/method and energy type

Please also highlight and sites to be removed/added as well as any significant volume changes

## Triad season almost upon us

For half hourly supplies your Triad charge for the year is determined by your demand in three half hourly periods across Nov-Feb

Communication to be issued shortly outlining the process as well as detailing what you can do to try to influence this cost

Triad warning service available to assist

## Client Welcome Pack

Clear view of Ancillary Services available under the Framework to be distributed shortly

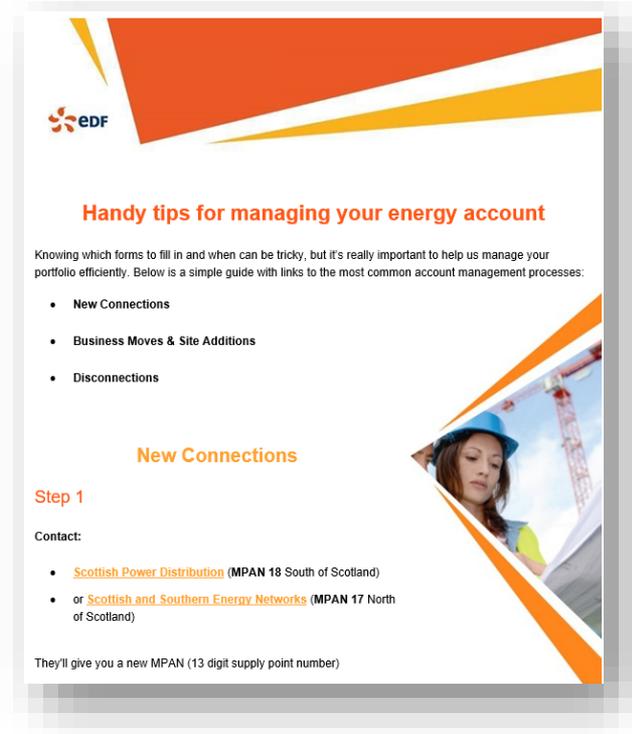
Client Welcome Pack to be updated to reflect Ancillary Services position

A woman with long brown hair and glasses, wearing a light blue button-down shirt and blue denim jeans with a tear at the knee, is sitting in a black office chair. She is looking at a silver laptop on her lap. The scene is set in a bright office with large windows in the background showing a view of trees. A semi-transparent white horizontal bar is overlaid across the middle of the image, containing the text 'Service news'.

## Service news

# Handy Tips For Managing Your Accounts

Following our event in May you should have all received the Handy tips for managing your energy account by email which outlines the New Connections, Disconnections, Change of Tenancy and Site Additions Processes.



The screenshot shows an email from EDF with the following content:

**Handy tips for managing your energy account**

Knowing which forms to fill in and when can be tricky, but it's really important to help us manage your portfolio efficiently. Below is a simple guide with links to the most common account management processes:

- **New Connections**
- **Business Moves & Site Additions**
- **Disconnections**

**New Connections**

**Step 1**

Contact:

- [Scottish Power Distribution](#) (MPAN 18 South of Scotland)
- or [Scottish and Southern Energy Networks](#) (MPAN 17 North of Scotland)

They'll give you a new MPAN (13 digit supply point number)

The email also features the EDF logo and a photograph of a woman wearing a blue hard hat and safety vest, looking at a document on a construction site.

# Handy tips for managing your accounts

## – New Connections

1

- Contact **Scottish Power Distribution** (MPAN 18 South of Scotland)  
**Scottish and Southern Energy Networks** (MPAN 17 North of Scotland)
- They will give you a new MPAN (13 digit supply point number)

2

- Complete the **New Connections Form**
- Make sure you list your preferred Meter Operator and Data Collector as well as contacting the metering agents to add the new MPAN onto your direct contract. If you do not have a preferred agent then EDF can offer these services via EDF Metering Services by emailing [HHMOPContractsAdministration@edfenergy.com](mailto:HHMOPContractsAdministration@edfenergy.com)
  - We will work with your preferred agent to register your new MPAN, install your new meter & create an EDF account
  - Contact details - Tel 0845 366 3664 option 2 or email [NewSupply@edfenergy.com](mailto:NewSupply@edfenergy.com)

3

- When the meter has been installed, complete a **Site Addition Form** (SAF)
- Send the SAF to [siteadditions@edfenergy.com](mailto:siteadditions@edfenergy.com)
  - We will raise a contract for your new supply
  - The contract rates will be applied from the start date of the new supply

# Handy tips for managing your accounts – taking over a site that's supplied by EDF

1

Complete the **EDF Business Moves Form**

- We will close the existing account and open a new account in your company name
- Contact details - Tel 0845 366 3664 option 3 or email [BusinessMoves@edfenergy.com](mailto:BusinessMoves@edfenergy.com)

2

Complete a **Site Addition Form** (SAF)

- Send the SAF to [siteadditions@edfenergy.com](mailto:siteadditions@edfenergy.com)
- We will raise a contract for your new site
- The contract rates will be applied from the date the Site Addition Form is received

# Handy tips for managing your accounts – taking over a site that's not supplied by EDF

1

Contact the existing Supplier

- Find out who the existing Supplier is by calling MPAS 0345 026 2554
- You need to follow their process to put the account into your company name

2

When the account is in your company name, complete a [Site Addition Form](#) (SAF)

- Send the SAF to [siteadditions@edfenergy.com](mailto:siteadditions@edfenergy.com)
- We will raise a contract for your new site
- The contract rates will be applied from the start date of the Change of Supplier

# Handy tips for managing your accounts – moving a site out of your responsibility

1

Complete the **[EDF Business Moves Form](#)**

- We will contact the incoming customer to confirm the dates
- We will close the existing account and open a new account in the new company name
- Contact details - Tel 0845 366 3664 option 3 or email [BusinessMoves@edfenergy.com](mailto:BusinessMoves@edfenergy.com)

# Handy tips for managing your accounts – disconnection services

1

Complete the **Termination of Supply Form**

- We will work with the Distribution Network Operator to arrange for your supply to be disconnected
- We will close the existing account once this we have received confirmation that the supply has been terminated
- Contact details - Tel 0845 366 3664 option 2 or email [ServiceRemovals@edfenergy.com](mailto:ServiceRemovals@edfenergy.com)

# MyBusiness – new features

**We've launched some new features & made improvements to make sure you can get the most out of MyBusiness...**

## **Improvements to registration**

We've made improvements to speed up the registration process. This way you will now be able to gain access to your online account faster and benefit from the platform sooner!

## **Unsubscribing from onboarding Notifications**

You can now opt out of receiving onboarding notifications and emails if requested.

## **User Experience enhancements**

We're continue to make small improvements to MyBusiness to make using the platform as easy as possible.

## **We've updated all the How-to Videos & e-guide**

It's now even easier to get the help you need, visit: <https://www.edfenergy.com/mybusiness> to view the new help videos and e-guide

# Update to Site Additions Process

From 1<sup>st</sup> November the Site Addition Form is moving online. A comms with the link and more information, as well as an updated handy tips for managing your account will be issued via email.



## To complete the Site Addition form (below) you will need:

- ✔ **Your MPAN**  
This can be provided by your current supplier or the Distribution Network Operator. **A list of Distribution Network Operators can be found here.**
- ✔ **Estimated Annual Consumption (EAC) and KVA (KVA only applicable for HH supplies)**  
The size and the type of supply located at the site can be provided by your current supplier or the Distribution Network Operator.
- ✔ **Your details**  
We will need full details of the person completing the application form. If this is not a representative employed directly by the bill paying company, then the form will need to be accompanied by a letter of authority from the bill payer. You can upload a letter of authority in the below form.
- ✔ **Parent Account Number (if applicable)**  
You'll need to provide a parent account number if the MPAN is to be linked to a parent account or requires consolidated billing. This can be obtained by contacting our Customer Service Team on 0333 200 5103<sup>(1)</sup>.

## 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.

[log in or register now >](#)



## 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

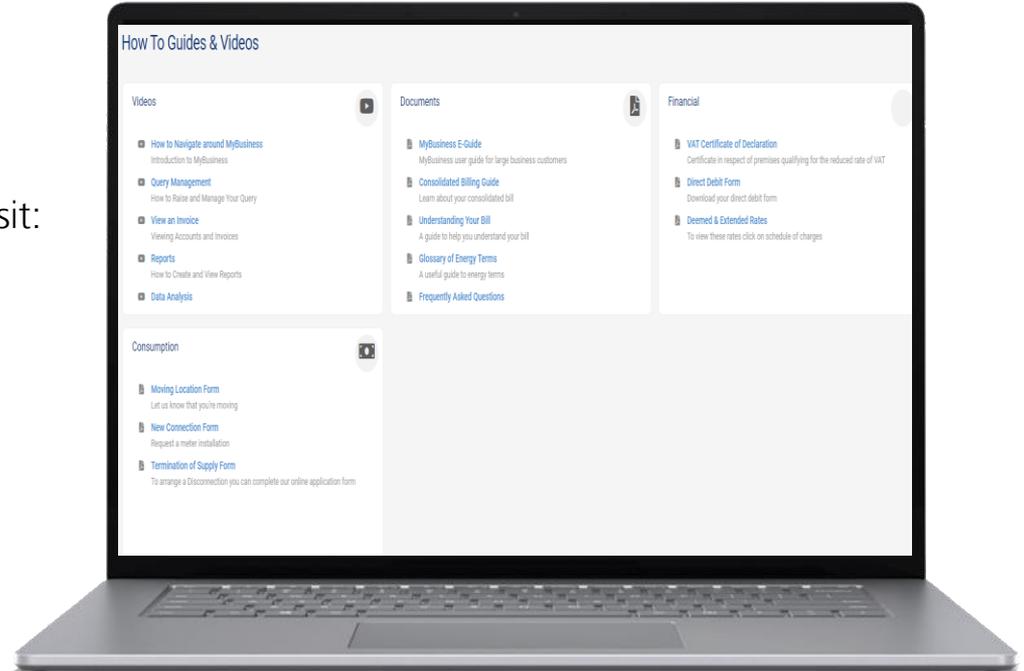
# MyBusiness – User Guides and Support

## We've updated all the How-to Videos & e-guide

It's now even easier to get the help you need, visit:

[www.edfenergy.com/mybusiness](http://www.edfenergy.com/mybusiness)

to view the new help videos and e-guide



# MyBusiness – New Features

**We've launched some new features & made improvements to make sure you can get the most out of MyBusiness...**

## **Page Support**

To make sure you've got the help needed, and in the right place, we'll have added support guides to your most frequently used pages. No need to visit the 'How-To' section, as support is now on hand where you need it.

## **Unsubscribing from Invoice and Onboarding Notifications**

You can now opt out of receiving invoice and onboarding notifications and emails if you do not require these.

Just let the Customer Services Team know to update your preferences.

## **MyBusiness Query Notifications**

You now receive the Account Number, Site Address, MPAN and Site Reference within the body of the email notification to help identify know what site each query it relates to.

# MyBusiness – Coming Soon....

New Features	What does this mean for me?
Statement of Account	In Q4 we are working on improving the Statement of Accounts you can view and download on the MyBusiness Portal.
Bulk Download of Invoices	You will soon be able to download all or either the last 6,12 or 18 months invoices in MyBusiness.
Query Management Enhancements	We are working on improving the information that is shown on queries raised in MyBusiness, this will make it easier to find manage and track site specific queries by including information such as the MPAN's and Site Addresses.
Meter Readings	We are working on updating the system to allow meter reads to be applied when the meter has clocked as long as these run in line with previous reads and consumption levels.

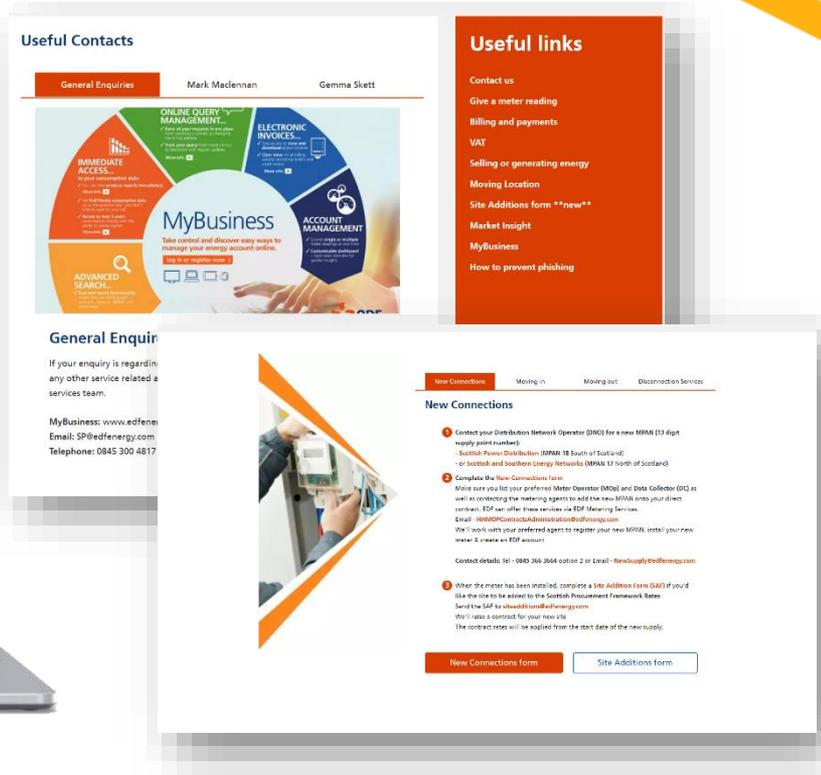
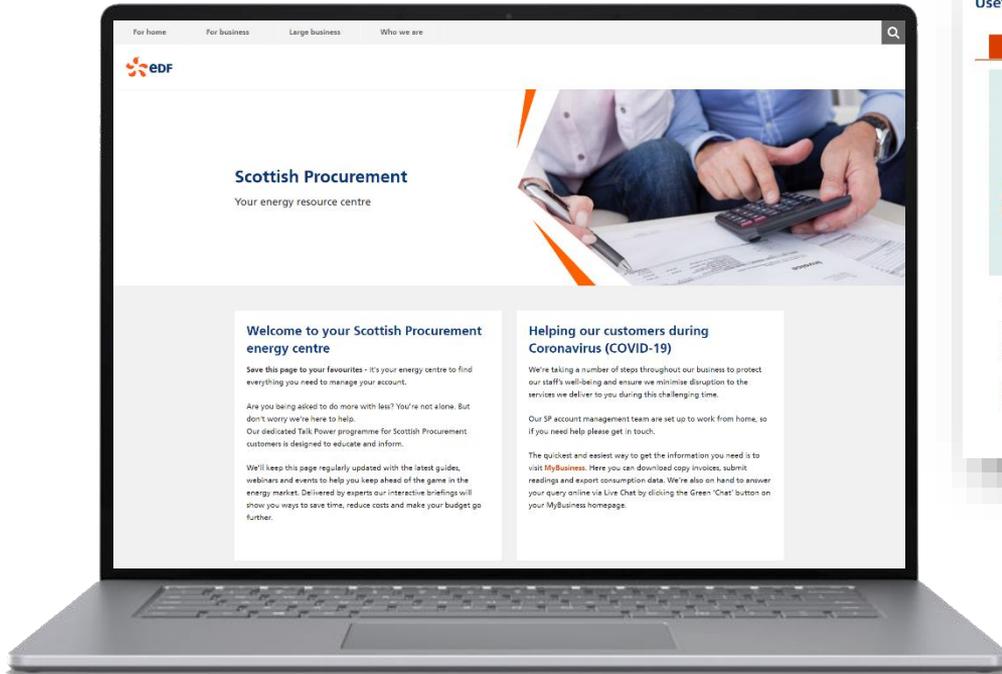
# Re-Billing

Re-billing of accounts often happens for reasons out of our control, we have to ensure your bills are accurate, below are some examples of what causes your accounts to re-bill.

- **HH Change in Consumption** – Sites may have estimated data due to an issue with the comms so the Data Collector may send someone to site to manually download the data which they then sent to us to re-bill. They will also notify the Meter Operator if a site investigation to fix or replace the comms is required
- **HH Change in DNO Data** – Where required The Distribution Network Operators sends us updates to the Red, Amber, Green Data and Availability Charges monthly that require re-billing
- **NHH Meter Reads** – When we receive a meter read from the Data Collector or a Customer we review this against the historical reads and if an account has been estimated previously we may need to amend these reads in line with the actuals to provide invoices in line with the actual consumption. The best time to provide us with meter reads is at the end or start of the month so these run in line with bill cycles
- **VAT Declarations** – If we receive a back dated VAT Declaration in order to amend the VAT charged historically we will credit and rebill your accounts
- **Account Set Up Changes** – If your account requires linking or de-linking to a consolidated account this will require us to cancel the original bills in order to change the account set up to the require method

Keeping up to date

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



# Monitor: Keeping you in touch with non-energy costs



## RENEWABLES OBLIGATION (RO)

### WHAT IT COVERS:

The RO is a financial obligation on Suppliers to support renewable electricity generators. The degree of support they must provide is set out by the government each year. The monies collected from the RO charge on energy users are ultimately distributed to large-scale renewable electricity projects and also certain small-scale projects. The RO scheme is due to close to new generators as of April 2017, however it will continue to provide support up until 2037 to generators that have joined the scheme. Generation capacity may only be supported under the RO or the CfD scheme, not both.

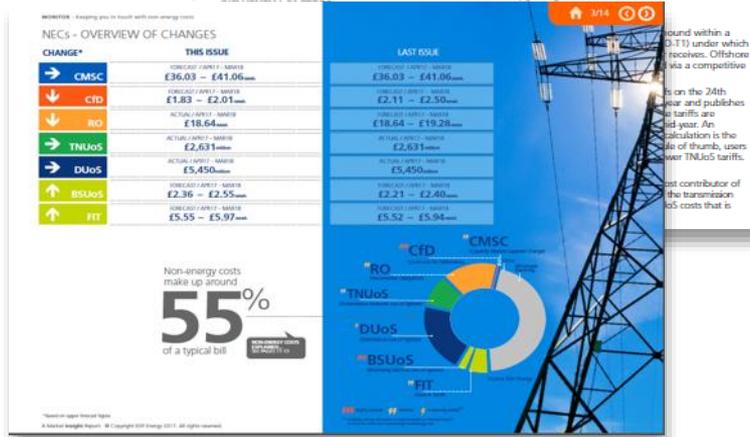
## TRANSMISSION NETWORK USE OF SYSTEM (TNUoS)

### WHAT IT COVERS:

TNUoS charges are levied by transmission companies to carry electricity from power stations through overhead high voltage lines to the local distribution networks. These charges are used to fund the maintenance and upgrading of the transmission network. TNUoS charges vary by region and are controlled through price controls administered by Ofgem.

### INFLUENTIAL FACTORS:

Mainly the scale of investment required to maintain the reliability of the network, by replacing aging equipment and upgrading the network to connect new sources of



## 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

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## ELECTRONIC INVOICES...

- ✓ Easy access to **view and download** all your invoices
- ✓ **Clear view** on all billing activity (including re-bills and credit notes)

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## ACCOUNT MANAGEMENT

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

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## IMMEDIATE ACCESS...

to your consumption data

- ✓ You can now **produce reports immediately**

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- ✓ 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

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## ADVANCED SEARCH...

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

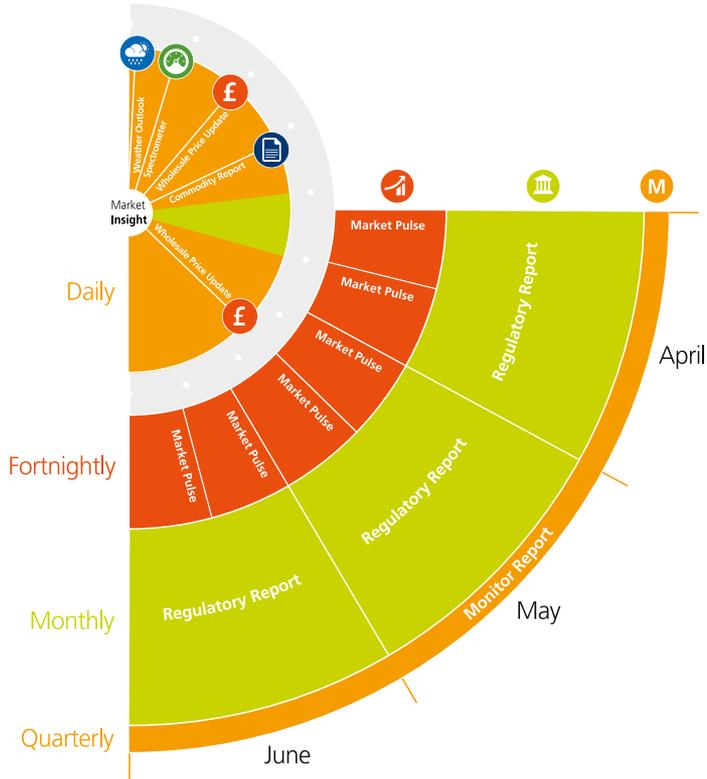
# Stay up to date: Market Insight

## How Market Insight can help you

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.

Click on any report to find out more about it and its value to you



### 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 MoxSpectrum, 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.

# Your EDF team

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](mailto:SP@edfenergy.com)

## Account Manager

- ✓ Call your dedicated Account Manager directly on 07875112491
- ✓ [Mark.maclennan@edfenergy.com](mailto:Mark.maclennan@edfenergy.com)

A group of five business professionals are seated around a large wooden table in a meeting room with a brick wall. They are engaged in a discussion, with one woman pointing at a tablet. On the table are various items including a laptop, a bar chart, a pair of glasses, and some papers. A semi-transparent white horizontal band is overlaid across the middle of the image, containing the text 'Q and A'.

## Q and A

Thank you

