

ESPO Energy Update - December 2014

Welcome, I would firstly like to introduce myself, my name is Sally-ann and I am your new Energy Customer Relationship Manager. I have in excess of 20 years' experience within the Energy industry and my role is to support customers who have joined or wish to join the ESPO Energy Frameworks.

As you are aware, your existing energy requirements are currently supplied through the ESPO Frameworks until April 2016 for Gas, and October 2016 for Electricity, I am pleased to announce that the 2016 awards will be announced in the near future at which point I will be in contact with you regarding joining the new Frameworks and how to continue making savings in the future. .

ESPO is a Not for Profit Local Government owned organisation, the ESPO Energy Procurement Frameworks provide peace of mind and are reviewed by a Governance Panel made up of customer representatives to ensure transparency and that customer views are represented. The process we undertake is fully EU compliant, removing the risk of a costly challenge, whilst utilising the powers of group purchasing guaranteeing a competitive market price over the full duration of the Framework and by removing price risk from your energy purchasing.

Within the Frameworks ESPO provides comprehensive added value support encompassing;

- Supply point administration – managing supply point transfers (in event of change in supplier) to ensure smooth transition and to minimise any exposure to 'out of contract' rates.
- Portfolio management and price validation – portfolio and data validation in conjunction with customers and suppliers to minimise costs e.g. through supply point aggregation
- queries/disputes
 - Electricity - in event of queries the first point of contact for electricity is the supplier, escalated to/through ESPO if responses are unsatisfactory.
 - Gas - where central billing and validation service is provided by ESPO, ESPO is the first point of contact and ESPO will manage the query with the supplier on behalf of the customer.
- New connections and disconnections - although ESPO does not project manage site works and do not provide technical/engineering advice we do facilitate the site works/connections process.
- General queries and advice related to the contract and supply
- Market intelligence
- Contract performance reviews

If you are approached by a 3rd party Broker / Consultant offering to identify savings please contact ESPO, we will be happy to assist you with any reviews as part of your ongoing Agreement, this will not involve any additional charges or sharing of savings identified.

Sally-ann Kempin – Customer Relationship Manager
email - s.kempin@espo.org telephone – 0116 294 4140