



EDF Energy is the UK's largest supplier of electricity to British businesses. The company recognises it has a particular responsibility to take care of the environment and its Climate and Social Commitments represent the biggest package of environmental and social initiatives of any UK energy company. EDF Energy is the largest generator of low carbon electricity in Britain.



**Market**

EDF Energy operates in both the B2C and B2B energy supply markets and generates approximately one fifth of the nation's electricity from its nuclear, coal and gas power stations, as well as combined heat and power plants and wind farms. EDF Energy's diverse business customer base ranges from public sector organisations to high street retailers and 75 per cent of the top construction firms.

There are three key challenges facing the energy industry and its customers. Firstly, price volatility and affordability. The outlook for energy prices remains challenging. Particularly at this time of economic uncertainty, managing energy costs is crucial to the survival of many businesses and energy companies have a special duty to care for their most vulnerable domestic customers.



sustainability partner

Secondly, security of supply. The phasing out of fossil fuels and closure of many existing power stations has produced a growing need for new sources of energy, known as an 'energy gap'. In response, EDF Energy is supporting the Government's commitment to

develop a diverse energy mix, including low-carbon technologies such as nuclear and renewables.

Finally, climate change. Carbon reduction through energy efficiency is taking hold as consumers and businesses realise that saving energy is a highly cost effective way to substantially reduce their carbon footprint. Legislation and national targets are bringing this to media attention.

**Product**

EDF Energy believes that businesses have four main requirements from their energy supplier and has developed its products and services to answer them.

The company offers a range of knowledge and insight services to help its customers



better understand how the energy markets work, current wholesale energy prices and the regulations affecting their business.

Energy costs affect different organisations in different ways. EDF Energy provides its customers with a selection of energy supply contracts so they can manage their energy purchasing in a way that fits their in house skills and appetite for risk.

Administration can be tedious and costly, so EDF Energy helps its customers simplify their billing and payment arrangements and provides easy access to their account information.

EDF Energy also helps its business customers to save energy to reduce their costs and meet their carbon reduction targets. Services include its free Energy Efficiency Toolkit; Energy View to track energy use against targets online; and complete energy saving programmes designed by its Energy Services team.

**Achievements**

EDF Energy has achieved Platinum status in the Business in the Community (BITC) Corporate Responsibility (CR) Index. The company attained an overall score of 99 per cent, making it a sector leader in the CR Index.

The company was awarded the Green Apple Award for its Energy Efficiency Toolkit, an interactive resource pack that provides businesses with a step-by-step guide to developing an energy saving strategy and many of the tools required to implement it.



In 2009, EDF Energy was ranked as the number one electricity provider for major business energy users in an independent customer satisfaction survey conducted by Datamonitor. In the same year, it achieved the Carbon Trust Standard, a mark of excellence awarded to organisations for measuring, managing and reducing carbon emissions year-on-year. This recognised EDF Energy's achievement of reducing its own carbon emissions by 26 per cent since 2006.

**Recent Developments**

In its Climate Commitments, EDF Energy has committed to lower the carbon intensity of its legacy electricity generation by 60 per cent by 2020. It set up a joint venture with its French sister company, EDF Energies Nouvelles, to



create EDF Energy Renewables. This has seen the two companies combine their skills, expertise and resources in order to develop opportunities for renewables development in the UK.

It is building a highly-efficient combined cycle gas turbine (CCGT) power station in West Burton which is capable of producing 1.3 GW – enough electricity to supply approximately 1.5 million homes. EDF Energy has also announced longer term plans to build four new nuclear power stations – subject to the right investment framework – which will produce low carbon electricity on a large scale.

In 2009, EDF Energy merged with British Energy and became the largest UK generator of low carbon power.

**Promotion**

In 2008, EDF Energy launched a campaign to help businesses prepare for new government legislation related to reducing carbon emissions – the Carbon Reduction Commitment (CRC) Energy Efficiency Scheme.

The campaign's aims were to help educate customers about the scheme and build credibility for the energy supplier as a provider of energy saving services.

The campaign spoke about the new obligations businesses faced in a positive, enabling way,



contrasting the alarmist, scaremongering tactics employed by many others. Amongst other activities, EDF Energy ran workshops called Café Energy, in which its CRC experts explained the mechanics, risks and opportunities of the upcoming legislation. In just over a year nearly 1,000 business customers attended a workshop.

EDF Energy has since won contracts to deliver energy saving programmes for dozens of its larger business customers, many of whom are household names. A particular highlight was EDF Energy's inclusion in the Building Energy Efficiency Programme (BEEP) in December 2009. BEEP is designed to enable public sector organisations to retrofit buildings with energy conservation measures easily and quickly, and is supported by the Mayor of London.

**Brand Values**

EDF Energy's brand values, which it shares with the other members of the EDF group, are: respect for individuals, respect for the environment, excellent performance, social responsibility and integrity.

[edfenergy.com/business](http://edfenergy.com/business)

**Things you didn't know about EDF Energy**

Waste ash from its coal-fired power stations is processed to be reused by the cement and construction industry, preventing more than 200,000 tonnes of ash being sent to landfill.

'Team EDF' consists of 20 athletes who are training for the London 2012 Olympic and Paralympic Games. The athletes are all sponsored or employed by the EDF Group.

EDF Energy's chief executive, Vincent de Rivaz, was awarded the Prince of Wales Ambassador Award for 2009. This recognises individuals whose leadership and commitment to responsible business has driven change inside their own company and inspired other organisations to take action.

1990	1998 – 2002	2003	2006	2007	
The UK electricity market is privatised.	London Electricity, SWEB and SeeBoard are merged.	The EDF Energy brand is launched in the UK.	One Planet and One Community Ambassadors programmes – an EDF Energy employee champion scheme – are launched. EDF Energy becomes the first UK energy supplier to introduce a Social Tariff.	EDF Energy's Climate Commitments, the most significant package of environmental initiatives adopted by any major UK energy company, is launched.	EDF Energy becomes a sustainability partner of the London 2012 Olympic and Paralympic Games.

2008		2009	
The company's Social Commitments, a set of pledges focusing on safety, energy affordability,	security of supply, employee development and community investment, is launched.	EDF Energy merges with British Energy and becomes the largest UK generator of low carbon power.	EDF Energy launches Green Britain Day in partnership with London 2012, the Eden Project and Global Action Plan.