



A NEW LOOK

Welcome to a new look **green energy uk** newsletter. We've given ourselves a bit of a facelift and now have a slightly more modern look and feel. Our leaf now reflects the pale and deep green energy that we buy. You'll also see some differences in our web site and watch out for our new customer area and our e billing service.

And we've removed one of the dots in our web address so that it now rolls off the tongue better. Our new address is www.greenenergyuk.com so it's easier to pass on. The old web address will continue to work but it would be useful if you started using the new one.

We have had a busy start to the year and it is great to see our new buying policy delivering tangible benefits to our customers. We were once again the last to raise prices and we calculate that the three month delay saved our customers around 5% on their annual bill. And an increasing percentage of our power is 'new generation' - see inside.

Recommendation continues to play an enormous part in our customer marketing and you will see inside that it also plays a part in setting up relationships with our generators. Please continue to recommend us to your friends and participate in our ambassador share scheme.

We hope you find the new web address and tariff names easy to remember and that you can mention them to your friends.

Doug Stewart CEO

As we told you last year we only buy and sell green electricity. That means we don't buy electricity that comes from traditional fossil fuelled power stations. We have now renamed our tariffs to correctly reflect that we are 100% green.

Deep Green  - 100% deep green renewable electricity. The very best you can do for the planet. The electricity is sourced from free falling water, wind, biomass, solar and the tides.

Pale Green  - 100% green electricity- competitively priced. This is cleaner greener electricity from OFGEM approved low impact combined heat and power.

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Welcome to our latest newsletter.

It is being e mailed to you as part of our policy to reduce printed materials.

If you would like a printed copy, perhaps to pass onto a friend, then please e mail us help@greenenergyuk.com



Our Generation

We source our energy from a wide range of technologies including solar, small scale hydro, energy crops and even make use of waste products. Here we feature a few of our suppliers to give you a flavour of the generators we deal with.

Supporting new green technologies we believe is the way forward to reduce our dependence on fossil fuels and to ultimately stabilise energy prices. Almost all the energy we sell under the Deep Green and Pale Green tariffs now comes from new generation - electricity that wasn't being produced when we started the company back in 2001. By switching to green energy uk you created a new generation of electricity customers who stimulate investment in new green technologies and give new generators a ready made market for their green electricity. Welcome to the New Generation!

Merton Abbey Mills

Our first investment project, a new generation wind turbine at Merton Abbey Mills, Wimbledon began generating this month. The turbine will be used to supply 100% renewable electricity to The Colour House Children's Theatre, making it the world's first theatre to be powered exclusively by renewable energy.

The aim of the project was to create a landmark piece of modern art with a purpose that benefits the community. The state of the art turbine made by Quietrevolution is a beautiful looking

creation and stands 20 metres high, making almost no noise or vibration as it works. The turbine is also being used by the theatre to teach local children about green electricity and the environment.

Director of The Colour House Children's Theatre, Peter Walder says: "It is fantastic news for the theatre. Electricity costs theatres a lot of money when you think of all the lighting effects and heating that go into productions, so thanks to green energy uk, who are co-sponsoring this, the electricity bill for us is now non-existent."

Longma vegetable oil processors

After you've had your chips what happens to the oil?

Vegetable oil that has been used in catering is a waste product. Longma in Hereford provides a free collection service for schools, colleges, universities, pubs and restaurants. The used oil is recycled into environmentally friendly biofuels for generating electricity in their own green electricity generators.

Marc Thomas from Longma says "Our unique business model is designed to make best environmental use of raw or waste materials. The fuel and electricity

we produce is then consumed locally. Apart from offering an efficient used oil collection service, by generating embedded renewable power we reduce the electricity Hereford must import, which saves on transmission losses and helps retain wealth locally."





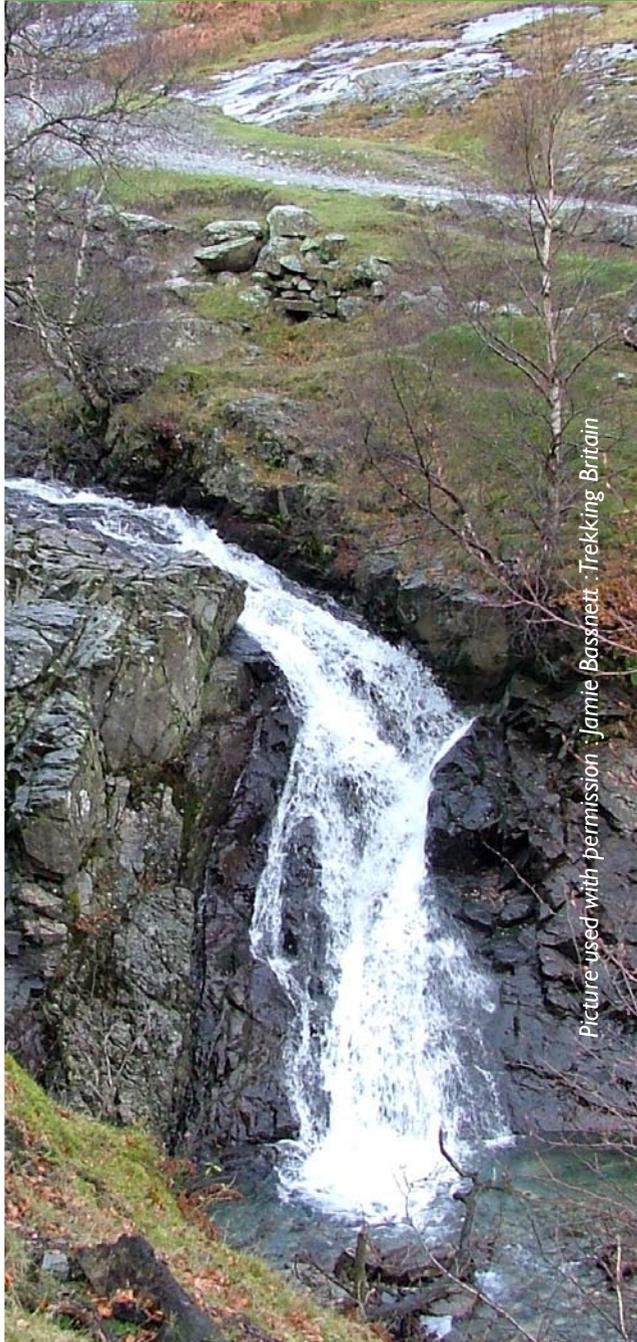
Coniston Hydro

In areas of the UK that are close to rivers and particularly water falls, small scale hydro is a great use of 'old fashioned' renewable technology that uses the flow of the water to turn the turbines and make electricity. In Cumbria, Church Beck, the river above Coniston has been used as a source of water power for many years; a water intake just upstream of Miners' Bridge was used for hydro-electric installations to provide power for Coniston from 1932 to the mid 1950's.

In 2003 Coniston Hydro Electric Power Co Ltd was formed and the pipeline was built in 2006.

The site sells its electricity to [green energy uk](#) and is linked to the National Grid. It provides renewable energy for around 260 - 300 houses.

Sue Hext, Director at the company says "green energy uk was recommended to us by another hydro generator. We are delighted that we are able to harness the power of running water above Coniston and sell it on to green energy uk."



Picture used with permission : jamie Bassnett : Trekking Britain

Saving Energy

It's not often that a company tries to sell you less of their product but at green energy uk we'd like to see energy being treated like a luxury not a commodity. Wouldn't it be great if wasting energy was seen as antisocial behaviour. We feature energy saving tips on our web site and encourage our customers to share their energy saving tips with us.

Two customers who recently shared their tips with us were awarded an eco kettle as a thank you.



David Farrar suggests "Only run your shower when you are actually showering"

He advises "Wet your skin and hair then switch the shower off while you rub in the soap and shampoo. Turn it back on again just to rinse off. This could save you around 35 gallons of water a day and up to £70 to heat the water saving you money as well as the water." On receiving his kettle he says, I'm very grateful for the kettle - it has already saved me even more water and energy than my economical showering technique.

Bob Millar said "Replace standard mechanical thermostats with 7-day programmable/Variable temperature thermostats"

He said "This allows me to set different temperatures at different times of day, and for weekdays / weekends. For example, you might be happy with 17 degrees when you are busy round the house during the day or only 14 degrees at night while you are snuggled up in bed - it will still come on if it gets really cold."



If you would like to submit an energy saving tip that we use in our newsletter or on our web site then you could win a solar charger that can be used for a mobile phone or to charge batteries. This has been donated to us by www.echarger.co.uk.

The Rising Price of Energy

Whether you believe the science is proven for global warming and climate change, the fact remains that energy costs and security is fast rising up the consumer agenda. Long before we were talking about carbon footprints and carbon trading we were talking about how long fossil fuels were going to last.

Without commenting on the issues or the politics surrounding the strikers at Grangemouth, it's a taste of things to come when oil begins to run out.

With something like 40% of Britain's oil and gas supplies being held back, for only a matter of days, panic buying created shortages at petrol stations and anxiety



amongst motorists and commuters. It provided a stark vision of what the future might be like. Whether we like it or not, if we want to maintain our freedom and mobility we need to start making a difference now - before it's too late and before real shortages occur.

Coming back to our own position in all this we've already said that the real question is, do consumers want to continue to pay ever increasing prices for oil or fossil based energy and then even higher prices when oil runs out and we scramble to generate power from green sources. Or do we pay a little more now in order to support the growth of a green economy that will ultimately provide stabilised pricing. As and when green generation becomes a significant part of the energy mix, so the effects of the oil price will diminish. You are part of that solution.

We have been working hard to make sure that we keep our prices as low as we can. We have always been the last to put up our prices and last year we were the first to bring them down. Not only is [green energy uk](http://greenenergyuk.com) the right environmental option, we feel it's an honest one too.

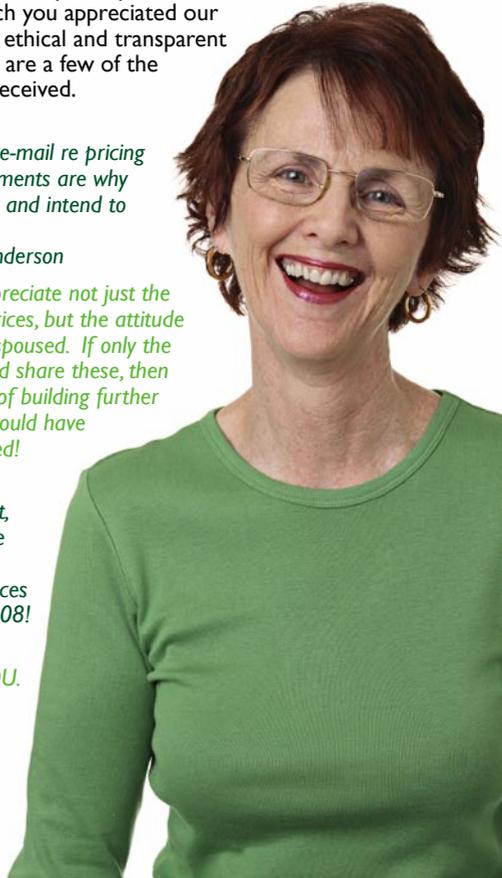
When we e mailed in January promising to hold our prices through the winter quarter a number of you replied saying how much you appreciated our efforts and our ethical and transparent approach. Here are a few of the responses we received.

*Hi Doug,
Thanks for your e-mail re pricing policy. Your comments are why I am a customer and intend to remain so.
Yours, Maggie Anderson*

*Thank you. I appreciate not just the no increase in prices, but the attitude and principles espoused. If only the government could share these, then maybe the idea of building further nuclear plants would have been reconsidered!
Athena*

*Dear Mr Stewart,
Really appreciate foresight and work to keep prices down. Happy 2008!
BW*

*WELL DONE YOU.
E*



Our Customers

Complete Wasters

Complete Wasters is a community-based environmental project who run a range of initiatives designed to help individuals and other organisations achieve a positive impact on the environment. These include recycling at events like festivals, tree planting, re-use PCs, office waste recycling, work experience & training.

Darren Potter from Complete wasters says *"The Green Place" eco centre is the home of Complete Wasters and provides an environmentally friendly gift and coffee shop set in a delightful wildlife garden. Greening our electricity is the latest step in turning The Green Place into an example of environmental good practice. 100% renewable electricity for the computer workshop, office and shop is now supplied by green energy uk."*

www.completewasters.co.uk

Bubbles Showers & Bathrooms

Bubbles bathrooms are a family owned business based in Saffron Walden. They have always been environmentally aware and are keen to reduce their carbon footprint. They install very high quality bathrooms and remove all existing bathroom furniture, recycling as much as possible. Their showroom is fitted with energy saving measures such as motion sensor lighting. Lennart Thilly from Bubbles says 'We were keen to make our operation as green as possible. Switching our energy supply to green energy uk was something we were very keen on doing. Now I want to let all our customers know that we have made this positive move and encourage them to do the same'.

Bubbles are using the green energy uk logo on all their emails and stationery. www.bubbles-bathrooms.co.uk



Complete Wasters



Making a difference

Increasingly the population is looking to buy goods and services from businesses who care about the impact they are having on the environment. We have produced a stamp which can be displayed on your web sites or other publicity materials to show that your organisation is using green energy. You can also include the fact that you use 100% green energy in your Environmental Policy. The stamp is shown to the left, but you can get an electronic copy by e mailing us Fiona@greenenergyuk.com. You can also link to our web site www.greenenergyuk.com.

Also available - a certificate for organisations to display where visitors, customers and staff can see it. This recognises that in 2007 they used 100% green electricity.



What's being said about us

You may have heard about us on the radio recently or read about us in the press. Before Christmas we were featured in a number of radio interviews about how to have a greener Christmas. Since then Doug Stewart our CEO has been interviewed on More 4 news discussing energy pricing and Director Ramsay Dunning was recently featured on BBC South discussing our recent partnership with Waitrose and the tomato grower. The story has also been featured in radio interviews and various publications.



Right: *Watford Observer*



Below: *Evening Standard*



Below: *John Lewis In-house magazine*

Red is the new green as electricity from tomato source powers branch

Waitrose Rickmansworth is the first Waitrose branch to be powered by tomatoes - honest! Bill Wright, the Partnership's Energy and Environment Manager, confirmed that this news was no joke, but the result of Waitrose and two of its suppliers joining forces with an electricity supplier called green energy uk.

The branch, which opened in November (Gazette, 23 November 2007), is powered by two tomato farms in Chichester and Stansted. The farms' combined heat and power units produce carbon dioxide to feed the tomatoes and generate heat as a byproduct. This warms the greenhouses and drives a turbine, creating electricity. That electricity is fully sustainable and meets all Waitrose Rickmansworth's electricity needs.

"All our branches source their electricity entirely from

renewable sources, but we felt that so-called 'tomato power' was an idea worth exploring," said Bill. "In addition to being environmentally sound, this surplus energy helps the farms generate additional income, so everyone benefits."

Philippe Baradeau, Rickmansworth's Branch Manager, is a fan of tomato power. "We've found no difference in our supply of electricity compared to conventional methods, but this is helping us to promote our 'green' credentials," he reported. "I've even heard on the tomato vine that our competitors are red with envy as they're having to play 'ketch-up' under their corporate social responsibility schemes."

Doug Stewart, green energy's chief executive, said: "It's great to work with Waitrose on a project like this" (despite the puns). He added: "It's an excellent piece of joined-up thinking."

Contact Us

Email help@greenenergyuk.com

We have recently simplified our contact details and only publicise one e mail address on our web site: help@greenenergyuk.com

Using e mail allows us to check the status of your account and we can call you back when we have the answers to any queries you might have at a convenient time for you. On the web site there is an e mail contact box with a drop down menu that allows you to specify the subject of your e mail and we will direct it to the correct person.

New Customer area

We have set up a new secure customer area in the web site which allows you to view your bills online. When you first enter the customer area you need to set a log in name and password. For security reasons we will then send you out a PIN code for you to use to authenticate your identity. You should only ever need to enter the pin code once and after that can access the customer area using your login name and password. In the customer area you can:

- enter a meter reading
- let us know you are moving
- sign up to e billing
- view your bills online.

Just part of our aim to be green in everything we do.



Customer Competition

Paradise Wildlife Park have been customers of [green energy uk](http://www.greenenergyuk.com) since 2002. The zoo, which is based in Hertfordshire has recently taken delivery of Humboldt penguins and is offering the children of [green energy uk](http://www.greenenergyuk.com) customers the chance to win VIP tickets for a family of 4 to visit the park and meet the penguins in person. Please colour the picture in and post to us with your name, age and address on a separate piece of paper to [green energy uk](http://www.greenenergyuk.com), colouring competition, 6 Peerglow Centre, Marsh Lane, Ware, Herts SG12 9QL. All entrants will receive a free ticket to the park. Closing date 31st July 2008. Full terms and conditions available from www.greenenergyuk.com.

One entry per household. Main prize includes tickets for 4 people to Paradise Wildlife Park and travelling expenses from a UK address. www.pwpark.com

