

# A proactive approach to energy

With a wealth of experience and expertise



Our goal: to be the most reputable energy procurement and management company in the UK

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# Partnership, ownership and agility

## The right business energy partner, adding value at every step

At Control Energy Costs, we provide insight, expertise and support to help you compare the different options, so you can choose the best fit for your business.

Transparency is a fundamental part of the way we work – we are open about every aspect of what we do for you, including what and how we are paid.

Our focus is on building long-term relationships founded on trust and mutual confidence, staying accountable, taking ownership of problems, and giving specialist advice and long-term carbon reduction and energy cost management solutions.

With an eye always on the future, we are proactive in developing new services and helping your business prepare for changes to technology and legislation, especially during uncertainty.

**“For any energy related query, I will always get in touch with Control Energy Costs. We have worked with them now for over 26 years and we trust them to be honest, transparent, and so when I received this call it was no different, I knew they would know exactly what to do.”**

Day Aggregates



# | Services

We are energy and water consultants, providing businesses with bespoke utility management and procurement solutions. With sustainability at the heart of everything we do, we will guide you through renewable energy options and help you engage with employees to drive behavioural changes that will make a positive difference.

We offer six core services plus CECIL, our client portal, which empower our clients to

access energy data, reduce wastage, cut costs and achieve Net Zero goals.

- Carbon Solutions
- Energy Procurement – flexible and fixed
- Utilities Connections and Siteworks
- CEC Solutions
- Forensic Cost Recovery
- Invoice Resolution



Since 1981, we've been partnering with organisations across all sectors, nationwide.

Our business is to mitigate the uncertainty of fluctuating energy costs, help our clients achieve Net Zero, reduce carbon emissions, identify savings opportunities, manage consumption more effectively and advise on procurement strategies.

We partner with Auditel to provide carbon solutions to develop a renewable culture, obtain verification body specification for carbon neutrality and support your transition to Net Zero.

As one of the UK's foremost energy consultancies, we'll negotiate the best possible solution for you, taking into consideration variables such as your consumption and demand profile, together with any specific business requirements you might have.

We'll work with you to compare proposals from different providers on a like-for-like basis, making sure there aren't any hidden charges or terms which could be to your disadvantage.

**Our aim is to ensure you are aware of all options and that you're empowered to make informed decisions.**

With offices in Redhill and Worcester, our team has expanded, and in April 2023 we merged with Energy Connection Services (ECS). This strategic decision allows us to provide clients with a fully streamlined service and a 360 degree offering.

**2024**

Awarded Silver Investors in People accreditation. Launched new values: Partnership, Ownership and Agility

**2023**

Strategic merger with Energy Connection Services (ECS), giving us an office in Worcester. Multiple senior and strategic appointments

**2022**

Collaboration with Auditel on Carbon Services

**2021**

Celebrated our 40th Anniversary

**2020**

Gained Investors in People accreditation

**2018**

Client portal launched. Moved to Redhill

**2012**

In-house client CRM (CECIL) launched

**1984**

Royal Alfred Seafarers Society signed as a client – our longest standing client, still with us today!

**1981**

Incorporated

# | Meet our specialists

## **Phil Ager**

Managing Director



Phil is an accomplished energy director in B2B consultancy. Leading by example, he is passionate about helping clients make informed decisions in a sector full of so many complex options. As managing director, he is constantly thinking ahead of the game; driving forward-thinking solutions, including the latest technologies and most efficient processes, resulting in the best outcomes for clients.

## **Gareth Furlong**

Technical & Connections Director



Gareth is a utility industry expert in electricity, gas, water and telecoms, supporting clients in getting their utilities connected efficiently and in a timely manner. He's worked within energy suppliers in lead roles managing the interface with all parties including metering providers, distributors, network operators and customers. Gareth is regularly consulted as an independent expert by clients, designers and suppliers to advise on regulatory best practice.

## **Adriano Zucchelli**

Client Relationship Director



Adriano has extensive experience in the consultative and professional selling of business services and products to SME, blue chip, financial and public sector organisations. His commercial expertise and experience at a senior level mean he is comfortable working on complex, high-level projects in fast-paced industries. He is passionate about relationship-based selling and generating lasting business partnerships. He manages all our client services, ensuring consistent and quality service.

## **Nick Heng**

Head of Flexible Procurement & Risk



With a robust background in energy procurement, commodity risk management and project management, Nick leads our core offering of flexible procurement. Previously, he served as the Global Procurement Manager at Johnson Matthey, as a key driver of sustainability, delivering over £3m PPV savings in one year. Nick is a crucial contact for clients seeking risk management and sustainability guidance.

**Chris Ellis**

Compliance & Sustainability Director



As Compliance & Sustainability Director, Chris plays a crucial role in the company's commitment to carbon solutions and achieving Net Zero. His wealth of experience empowers clients to navigate complex environmental regulations, reduce their carbon footprint, ensure they meet compliance standards and achieve sustainability goals. Chris is an invaluable partner for businesses striving for both environmental and financial success.

**Dan Oman**

Operations Director



As Operations Director, Dan is responsible for the background operations of Control Energy Costs and the development of our IT systems. He manages CECIL, our client portal, and ensures that it's constantly evolving to keep up with clients' needs including the latest management information, and is user-friendly.

**Iain Daniels**

Head of Client Support Services



Iain heads up Client Support Services, managing a wonderful team and offers administrative support to clients and the company alike. He prides himself on having a keen eye for detail, going above and beyond to make sure client and company needs are met and always pushes his team to do the same.

**Cory Winstanley**

HR Director



Cory is an HR professional who thrives on challenge. He likes to put people at the heart of the business, and create opportunity and development, whilst navigating the evolving employment law and compliance environment we operate in. A strong believer in Control Energy Costs' values of Partnership, Ownership and Agility, he ensures that the employee life cycle is robust, employing the right people who align with these values, creating a team synergy and understanding that ultimately results in increased efficiency and client satisfaction.

**Patrick Shuker**

Chief Technology Officer



Patrick is an experienced CTO / CIO with 25 years' experience across financial, property and energy sectors. He previously grew a software start-up over nine years to a multi-million-pound exit in 2012. He has also invested in several technology start-ups in recent years. His breadth of experience helps companies direct their technology investment to maximise returns whilst minimising the many technology risks faced.

# Carbon solutions to reduce emissions and costs



In the current challenging economic climate, organisations are juggling the desire to drive growth and profitability, whilst investing in low-carbon emitting technologies to reduce their carbon footprint and speed up their journey to achieving Net Zero.

## What is Net Zero?

Net Zero refers to the balance between the volume of greenhouse gas produced and the amount removed from the atmosphere. Greenhouse gases come from almost everything we do, both as businesses and consumers.

This balance – or Net Zero – will happen when the amount of carbon we add to the

atmosphere is no more than the amount removed. Put simply, this means reducing the UK's emissions by 100% from 1990 levels.

## Why is Net Zero important?

Achieving Net Zero is necessary to arrest global warming at 1.5 degrees Celsius. In December 2019, the UN announced that going beyond that temperature would most certainly lead to a catastrophic disaster. Net Zero means a fundamental change across the entire economy, decreasing our dependence on fossil fuels and reducing other sources of emissions wherever possible.

## How we can help you achieve verified carbon neutrality

Control Energy Costs, in partnership with carbon solutions specialists Auditel, streamlines the path to Net Zero for clients to:

- Achieve carbon neutrality
- Obtain verification body certification for carbon neutrality
- Offset carbon emissions
- Procure energy from verified renewable sources

Leveraging Auditel's expertise and our renewable energy procurement capabilities, we ensure that environmental improvements come with a robust and potentially self-funding or even profitable business case.

**We believe that achieving carbon neutrality shouldn't cost the earth.**

## Benefits of working with us for your carbon solutions

- No direct cost to your business – the fee is based on actual gains, not projections
- Reduce emissions and cut costs
- Improve cashflow, profitability and EBITDA
- Better efficiencies and processes
- Stronger negotiating position and supplier relationships
- Rebalancing your emissions whilst improving lives

**Delivering early Net Zero achievements will provide your business with a positive environmental story that you can share publicly.**

Offsetting your emissions through a recognised scheme gives you the direct benefit of accelerating your Pathway to Net Zero whilst also indirectly creating a positive impact on local environment, employment and health in the region where the offsets are implemented.



Control Energy Costs solar project for Kings School, Macclesfield

## Achieving verification body specification for carbon neutrality

With the UK Government's commitment to a low carbon world, the drive to carbon neutrality and achieving Net Zero is dominating organisations' future decision making.

However, many organisations believe the changes that they will have to make to achieve Net Zero will be time-consuming, costly and with all the conflicting information, daunting.

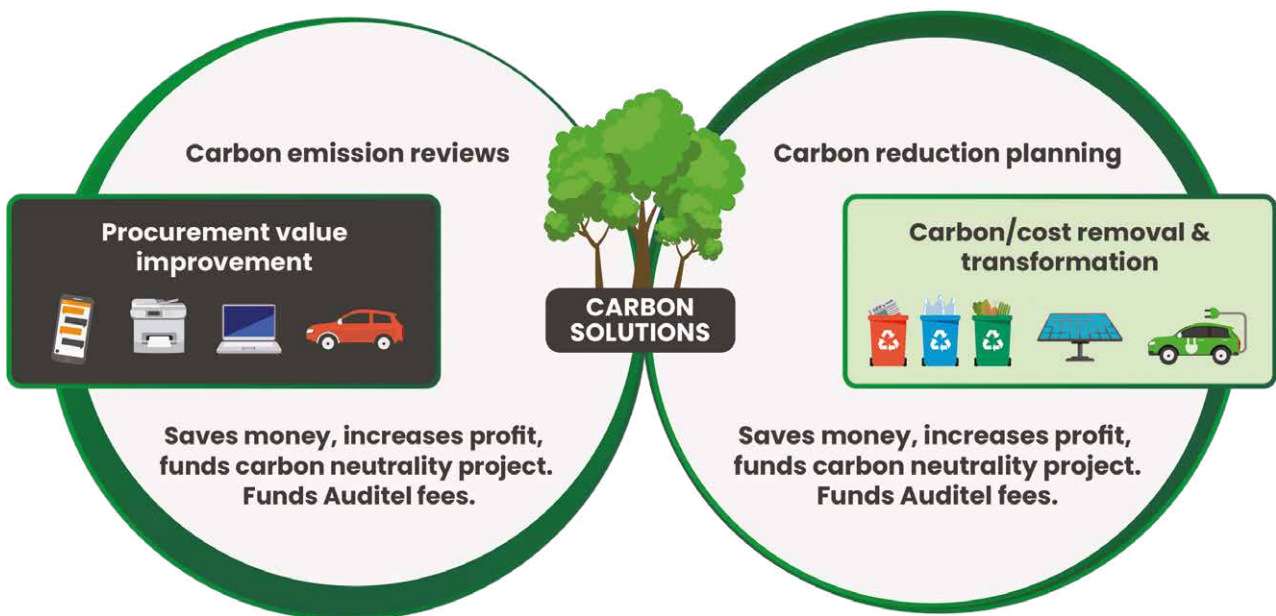
There are many incentives to help businesses become greener and leaner without costing the earth.

Our collaborative approach ensures a straightforward process, starting with four easy steps that can lead to carbon neutrality certification within 12 months.

Upon completion and verification, businesses can brand their certified carbon-neutral status on all documentation and marketing materials.

Beyond the environmental benefits, this certification aids in meeting bid requirements, complying with regulations and supporting customers on their Net Zero journey.

We deliver expert guidance and resources so you can achieve a British Standards Institution (BSI) recognised specification for carbon neutrality as soon as possible, while you progress on the longer-term Net Zero journey.



## Carbon offsetting service

If you are a business taking the lead to reduce your impact on the planet and have started a journey to becoming carbon neutral, you can take steps to rebalance your emissions from energy contracts using carbon offsetting.

Emissions from past, present or future energy contracts can be offset using this service and certification will run in parallel to make them carbon neutral.

We advocate this as part of a wider agenda to reduce your energy use and using renewables wherever possible, offsetting to rebalancing your emissions as part of that journey.

### Our carbon offsetting service provides two routes to offsetting:

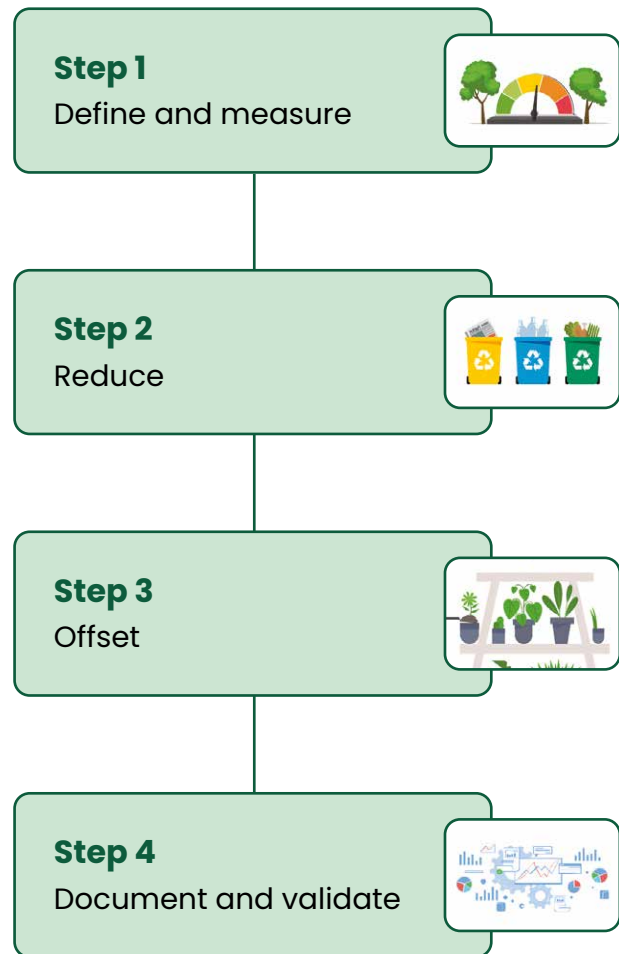
#### Route 1

Tree planting in the UK or overseas, which directly benefits the environment plus provides local employment, biodiversity, health improvement and other social benefits.

#### Route 2

Gold Standard project investment ('buddying') which allows you to invest in green projects in developing countries (such as clean stoves, wind farms, etc.) and claim a portion of the carbon reduction.

## 4-step process



# | Energy procurement

**“We have been working with Control Energy Costs for a significant period of time and we wouldn’t go anywhere else for energy advice. The team are trustworthy and professional and quick to respond to our queries. In the current climate we need to be making sure we do as much as we can to reduce ongoing costs and they have succeeded in doing this.”**

Foray Motor Group

## Clear pricing solutions

With utility expenditure high on the agenda and the potential complexity of energy procurement, we provide directly comparable third-party pricing, along with full transparency on our fees. Whether you opt for fixed price or flexible (wholesale) purchasing, our dedicated team of client relationship managers will work with you to secure the most advantageous option to suit your needs.

## Flexible purchasing: providing wholesale clarity

Flexible purchasing mitigates the risk of relying on internal resources for energy contract management, offering constant market monitoring. It also enables collective participation for businesses previously unable to engage individually

in the wholesale market, which was once reserved only for the largest organisations.

Clients on flexible procurement strategies can visualise their performance via their Wholesale Market Access (WMA) dashboard on our CECIL client portal.

Our flexible energy procurement specialists will work with you to determine your preferred strategy, whether that be based on budget assurance or appetite for risk, focussing on what your business needs – not just today but going forward.

We proactively manage your risk and ensure a more secure and optimised energy strategy by:

- Ascertaining your risk appetite and tailoring your energy commodity price risk management to your individual exposure and business goals
- Focussing on the contractual detail to ensure absolute transparency
- Providing you with a skilled, experienced and qualified energy procurement and risk management team who have hands-on experience in managing diverse energy portfolios
- Using specialist statistical and technical tools and strategies based on live market pricing to balance short-term and longer term risk management
- Keeping you informed about market trends and legislation through regular communication plus our daily market insight report, to support informed decision making
- Advising on renewable/green purchasing options where these are a requirement

## Fixed price purchasing

If you want to know what you will be paying in advance, our fixed-price purchasing options will provide the security of known costs for an agreed period.

Fixed price contracts are well served by our procurement team, focussing on suppliers that provide a fully transparent product, combined with secure billing processes and all your management information available on our client portal, CECIL.

## Fully renewable energy

If you want renewable energy, whichever purchasing option you choose, you can be assured that we offer authentic, fully renewable energy procurement and complete transparency to ensure your investment supports genuine green energy sources. Absolutely no greenwashing.

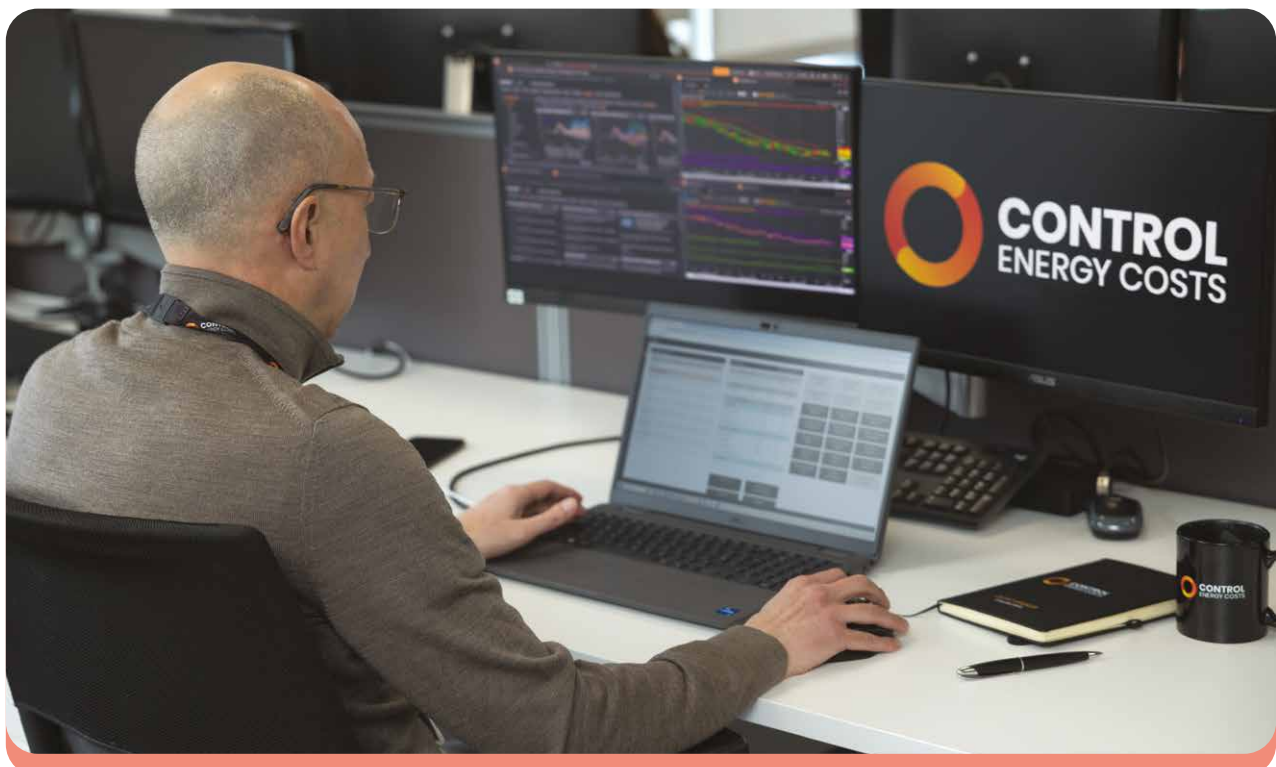
## Power Purchase Agreements

A PPA is a long-term contractual agreement between an energy buyer and an energy seller for the purchase of renewable energy.

There are two types of PPA:

- **Direct:** for the physical delivery of electricity to the corporate infrastructure which has significant electricity requirements. It is also known as a physical or sleeved PPA
- **Indirect:** where the buyer agrees to purchase power at an agreed price, over a fixed duration, without physical delivery of electricity to the corporate infrastructure.

PPAs are a reliable way for corporates and SMEs to decarbonise energy consumption, by reducing scope 2 emissions, and mitigate against market volatility by locking in pricing.



# Utilities connections and siteworks

## Efficient utility connections management

We specialise in managing business utility connections and metering for industrial, commercial and SME clients, with end-to-end project management of power, gas, water and telecoms connections.

- New connections, reconnections, disconnections and supply removals
- Design, installation and maintenance of Building Network Operator 'BNO' Networks
- Installation of Current Transformer 'CT' meters, Sub-metering, Smart and Automated Meter Reading 'AMR' Meters

Acquiring utilities can be costly, so we help you to identify what you have, what you need, both now and in the future, and remove any redundant, costly services that you don't need.



## Cost savings and expertise

From project design to installation and maintenance, we offer customisable services, identifying potential delays and cost-saving opportunities.

With our extensive industry knowledge, we streamline the communication process with utility providers, saving you time, money and frustration.

## Seamless premises transition

For those moving in or out of premises, we provide fully managed services, whether it's a Change of Tenancy 'COT' or Change of Occupancy 'COO'. We aim to expedite the process efficiently.

If you require meter upgrades or new services, we recommend assessing your needs early to avoid delays.

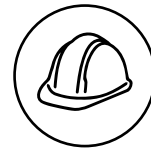
When moving out, we help to capture specific details including date, meter readings, new occupants and lease or transfer documents.

When moving in, we request date, lease or transfer documents, meter photographs, readings, current utility providers, previous occupant's details, site address and postcode. These all ensure a smooth transition between tenants and the utility suppliers involved.

## New sites and property development

From the moment you gain access to your site, we ascertain the existing services within that site, documenting the services above and below ground, confirming the status of all services and establishing the nearest point of infrastructure.

We will evaluate existing and any required new services to help you meet your site's immediate and future utility requirements.



All siteworks requirements are catered for by our specialist project team. We manage the connections to power, gas, water and telecoms across all industry sectors.

## Temporary builders' supplies

We can arrange all siteworks operations from the smallest requirement, such as a single site hut, to a large site operation – including cranes, lifting equipment and disruptive loads.

## Upgrades and new infrastructure

We can carry out an initial feasibility study and arrange for the necessary siteworks to be quoted for and, once accepted, carried out on your behalf. Our work will continue to ensure full works' completion, sign off and validation of first bill, to confirm all industry updates have been accurately implemented.



## Supply alterations

We can arrange alterations, including re-routing, with minimal disruption. Our work with multi-site retailers has given us vast experience of unit splitting: dividing a large retail space into smaller units, ensuring installations are fit for purpose and future-proof, to accommodate future demands of the space.

Whether your services need to be enhanced, reduced or relocated, we provide expert independent advice and coordination to deliver the utilities you require.

## Retail rollout service

The utility element of a retail rollout program can prove challenging, costly and time-consuming.

National restaurant and retail chains value us as partners, appreciating our ability to take away the stress and complexity of delivering utilities for their new stores.

We investigate which utilities are connected at the property and check with providers what additional capacity can be called upon, if required.

We then manage the end-to-end process for the utilities portion of key rollout programs, from design through to installation and maintenance, liaising with all parties involved.

We demonstrate the cost savings this delivers by preventing delays to the opening date.

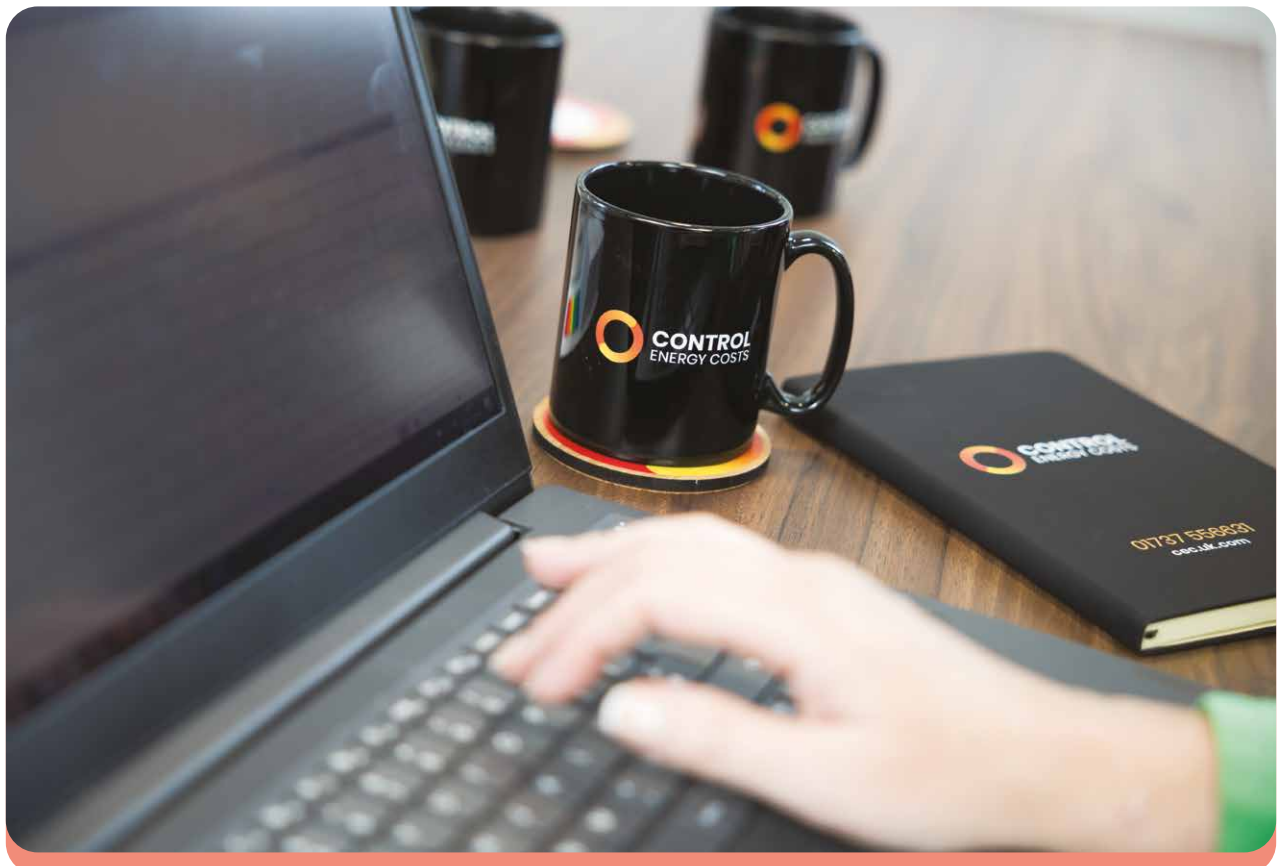
## Meter removals and disconnections

Due to the complex nature of disconnecting supplies (because the meter operator and supplier are different parties) it can be difficult to get supplies disconnected and the meter removed on schedule.

Control Energy Costs handles all of the necessary appointments and ensures the final meter reading is taken accurately for final billing.

## Sub metering

Sub metering can save you time and money and improve business efficiency via the installation of advanced meters in a single building or site. It provides a deeper understanding of energy usage beyond consumption, as well as enabling you to re-charge subtenants accurately.



## EV charging solutions

We provide an end-to-end project management service for your electric vehicle charging solution, whether new or retrofit. We can advise on Government incentive schemes, capex for smaller projects and investment solutions for larger ones.

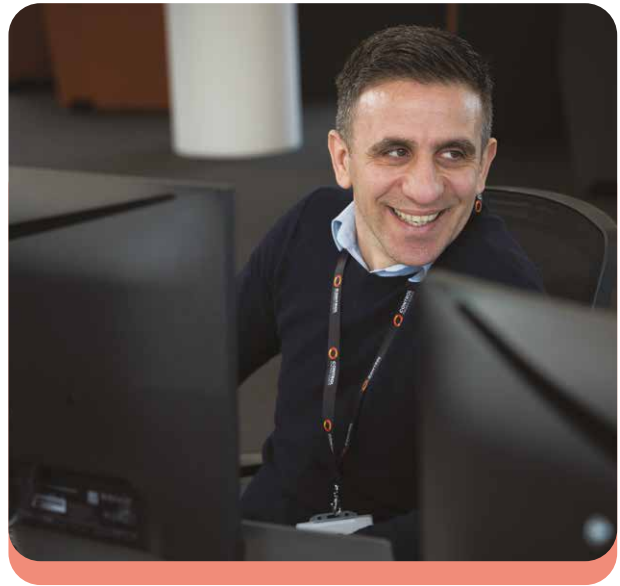
## Building Network Operator (BNO)

We specialise in assisting businesses in buildings where their electricity is supplied by a BNO arrangement, managing the complexities of electricity distribution within multiple occupancy buildings.

Acting as a liaison between building owners and independent utility connection specialists, we help identify BNO status and associated responsibilities, often overlooked due to industry knowledge gaps.

Our services ensure regulatory compliance, addressing safety concerns and minimising legal exposure. By navigating the BNO design standard, we offer flexibility and risk management, allowing businesses autonomy in configuring internal installations.

With our consultations, we alleviate legal and safety risks, allowing BNOs to concentrate on core business operations while we handle the intricacies of the BNO process. BNOs of multi-occupied buildings are responsible for CT equipment.



## CT chambers and CT metering

CT (current transformer) metering is suitable for premises with higher energy supply and is required for anticipated loads greater than 100Amp/70kVA, where the supply requires a CT chamber, cut-out and wiring to the CT metering point. Only a proportion of the power passes through the CT chamber, so power is not lost.

We advise you on whether you need CT metering. If you do, we provide tailored design and project support and deliver guaranteed industry compliant CT solutions, through to successful installation and ongoing maintenance.

# **CEC Solutions**

## **We focus on more than just energy**

We also provide a full range of energy related services to support our clients with energy conservation projects, compliance and legislation work, as well as any site-specific projects that may be required.

## **If you have a specific requirement, we can help you**

We regularly manage solar, LED lighting, combined heat and power, battery storage and car charging point installations, but our CEC Solutions team can provide help and support with almost any energy or water related project.

## **Cost savings projects**

- Automated meter reading (AMR)
- Metering and data collection
- Consumption reporting
- Maximum import capacity reviews
- Power factor correction
- Energy intensive industries (EII) exemption

## **Legislation change impact**

Our experts can also help you to understand and minimise the impact of legislation on your business such as Distribution and Transmission charge changes and levies:

- Electricity distribution charges
- Green taxes and levies
- Ofgem targeted charging review

## **Ensuring your business complies**

- ESOS
- SECR
- OJEU



For project work, cost savings and compliance.

## Landlord billing solutions

Manually collecting and inputting meter readings to generate tenant bills is a laborious and time-consuming task. This often results in infrequent meter readings and accumulating tenant debts.

Our solution simplifies this process by automating meter data collection and integration into the billing system, ensuring accurate and up-to-date information for every billing cycle.

Our system comprises sub-meter points linked to an incoming supply point, each assignable to specific tenants. You can configure individual billing tariffs and start dates for each meter point.

When it's time to bill a tenant, simply initiate a billing run in the system. The generated bills can be printed, emailed, or integrated into your existing billing system.

### Our system offers flexibility to:

- Set custom rates for each tenant
- Choose billing frequencies
- Seamlessly transition from one tenant to another and bill to the exact handover date
- Generate reports by building or tenant and monitor usage
- Adjust re-sale charges in response to incoming price changes

Comprehensive meter readings and tenant usage history are securely stored in your database, enabling the reconciliation of incoming meter data with network consumption to track system losses.



## Billing solutions

We offer flexible billing solutions for landlords and third parties, with the option to manage monthly site billing in-house or opt for our Control Energy Costs landlord billing solutions tailored to your specific project needs.

### Option 1: Billing data provision

- We provide landlord/third-party monthly data only – no billing solutions

### Option 2: Billing data plus email billing

- We provide landlord/third-party monthly data and monthly tenant billing – PDF/ email billing format

### Option 3: Billing data plus paper billing

- We provide landlord/third-party monthly data and monthly tenant billing – paper/ postal billing format

# | Forensic cost recovery

Our Forensic Cost Recovery (FCR) service enables us to give our clients peace of mind. Our industry FCR specialists will carry out an in-depth analysis of your utility spend from the past six years to identify billing errors.

If there has been an error, you will receive a backdated refund. If not, you can be assured that everything is in order.

Once we have completed our in-depth analysis and discovered errors, Control Energy Costs will negotiate with the relevant utility suppliers to recover any costs due from overpayments and, where possible, correct any false or inaccurate information to help prevent future billing errors.

We have recovered monies from organisations ranging from FTSE100 companies, local authorities, trade associations and individual local companies.

**In one 12-month period, our specialist team recovered, on behalf of our clients, in excess of £500,000 through retrospective billing errors by suppliers.**

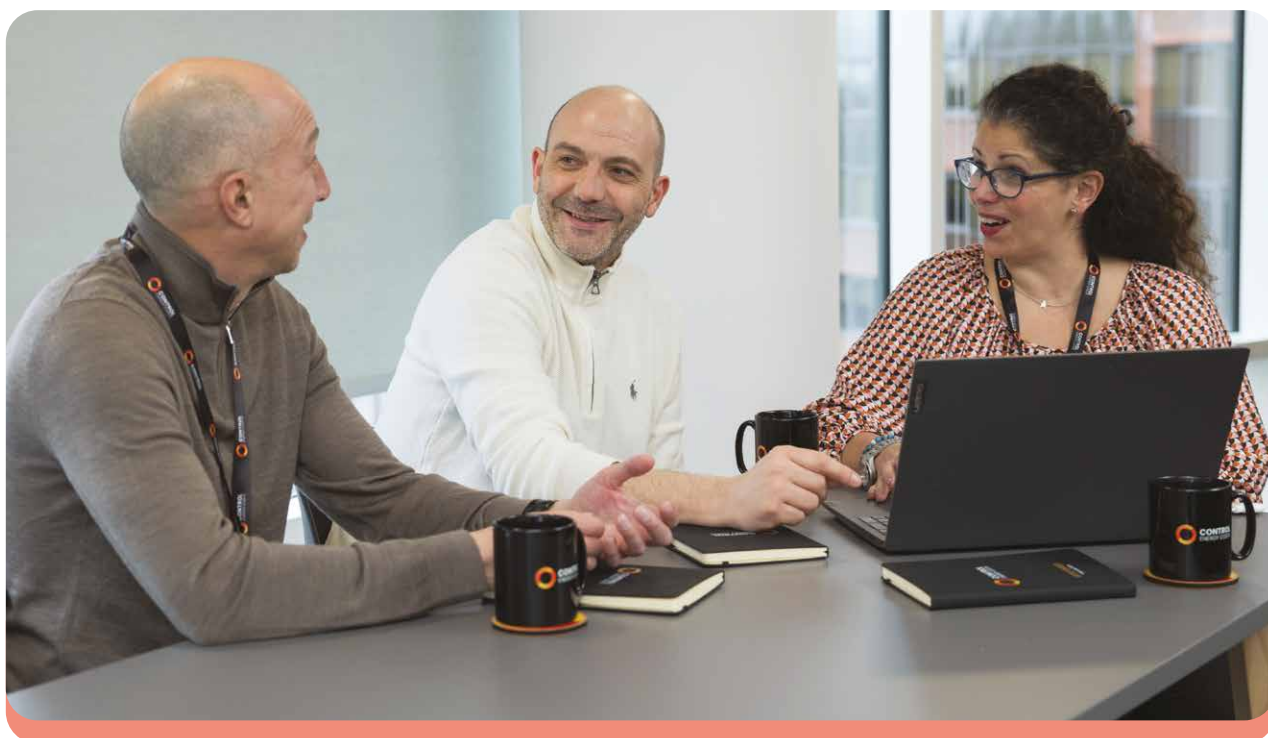
We've been working with energy and water suppliers since 1981, and our enviable reputation helps us achieve exceptionally high conversion rates for identifying errors and returning money quickly and efficiently to our clients.

## Investigation and analysis: driving ongoing cost savings

In reviewing billing, supplier switches and consumption data, our specialist team of analysts can make recommendations for future cost savings that provide an ongoing cost saving benefit for our clients.

**We are only remunerated against any money we recover on your behalf.**

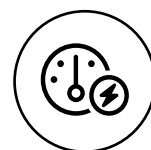




## Using our expertise and analytical approach to benefit your business

We keep the FCR process as simple as possible for our clients. We work with you and suppliers to source historical data, alongside your current arrangements with regards to existing contracts with your supplier or consultancy. Control Energy Costs will conduct all negotiations and transactions until all refunds and/or credits are successfully returned and fully documented in our final report.

- All our software is developed in-house and is unique to the energy market, providing us with a distinct advantage over the competition
- All clients are assigned a dedicated, experienced customer relationship manager
- We have a proven and demonstrable track record of success
- We provide full dashboard access to the project and progress reports



You shouldn't pay for something you haven't used. If you do get charged incorrectly for electricity, gas or water, Control Energy Costs can get that money back.

**"We have been impressed with their reporting and analysis tools and the fact that we could always reach someone who can answer any of our energy-related questions and queries. We have been delighted with the relationship, so much so we introduced them to our sister company who are now clients!"**

Robinson Brothers

# | Invoice resolution

## Offering full oversight

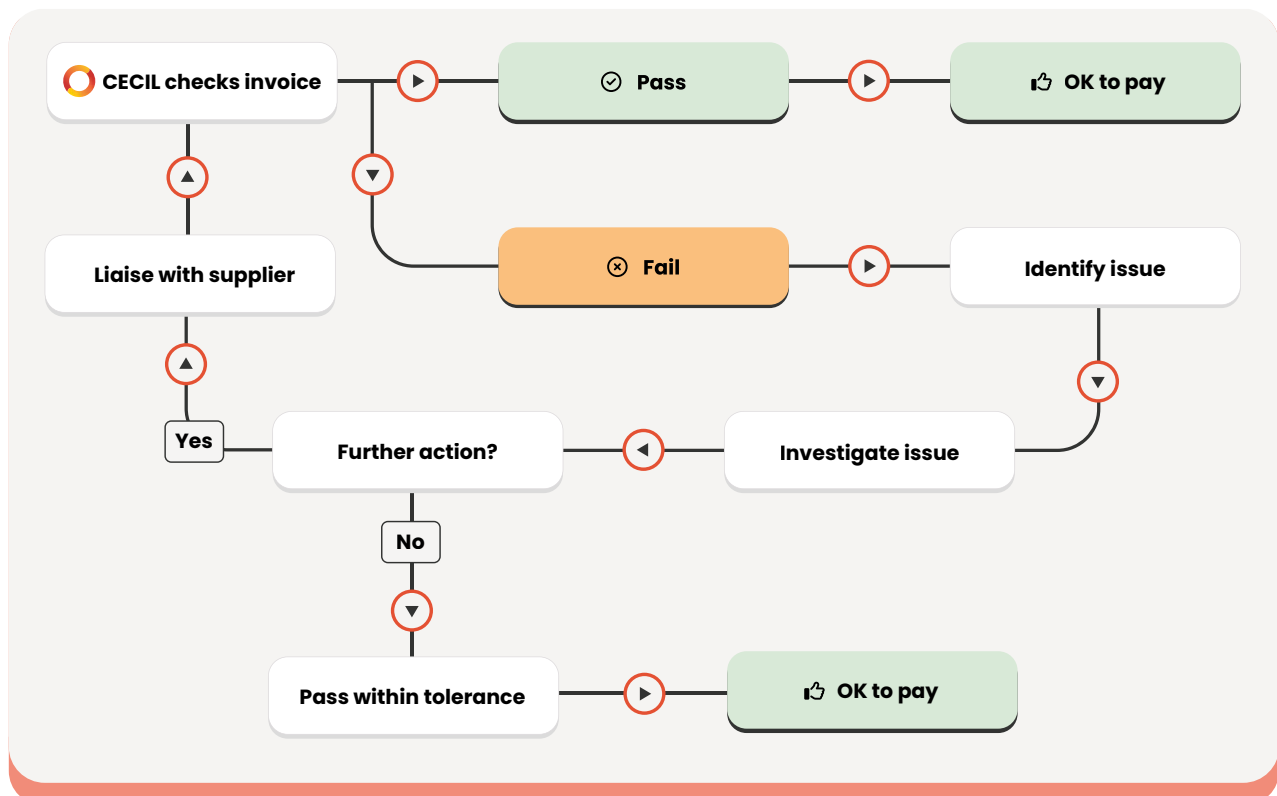
**This service provides a cost-effective solution for businesses seeking confidence in the accuracy and validity of their charges, ensuring that all invoiced amounts are correct.**

Using our bespoke systems, we collate all consumption data, and match it against your invoices and supply contracts using data from multiple sources, including network operators, suppliers and metering agents.

Where there are discrepancies, our expert validation team will work with key contacts in the supplier network to correct any billing issues and recover overpayments on your behalf.

## Key benefits

- Our invoice resolution team has the expertise to reduce your internal admin workload. They know where to go to get a problem solved
- Complete peace of mind when it comes to the business of invoice processing. You get invoice validation reports at a frequency to suit your business
- Cost avoidance: invoice resolution can save you money



# Client portal

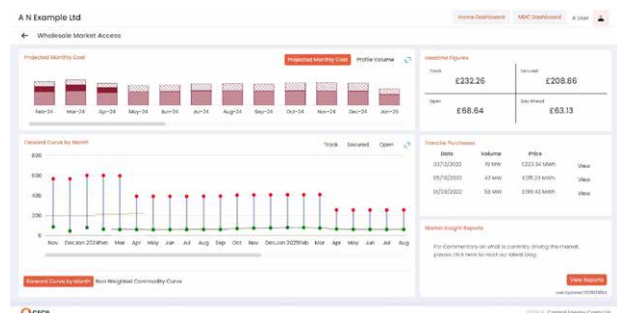
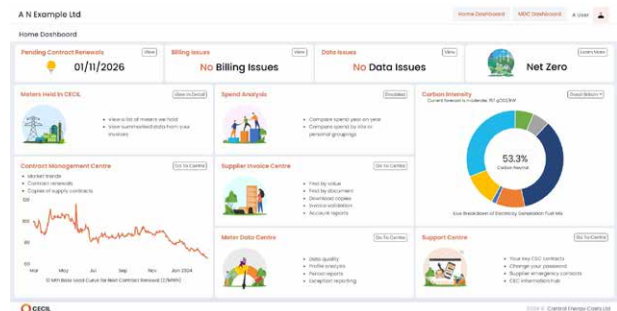


## Welcome to CECIL

CECIL is our client portal which provides our clients with full and detailed access to all energy data across electricity, gas and water, including contracts, billing and usage – all in one place.

## How CECIL supports your business

- Exception reporting and alerts so you can act quickly to address wastage and reduce your energy spend
- Invoice validation by us to check the accuracy of your bills and consumption data, and resolve any anomalies
- Customised reports to provide the management information in the format you need
- The ability to manage all your utilities at every level in one place, right from a helicopter view down to a single meter
- Support for your Net Zero journey through data and information



CECIL is available to all clients as part of our service.



## And breathe.



Visit our website to find out  
more about how we can help.  
**[cec.uk.com/services](https://cec.uk.com/services)**

Working in partnership with Women With Metal



Contact Nigel Addison-Evans on **07500 027 480**  
or by email at **[nigel.addison-evans@cec.uk.com](mailto:nigel.addison-evans@cec.uk.com)**

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