



Case study

Ecotricity and Ecovision help a leading UK business to unlock an extra £570k from their solar portfolio.

Background

Changing your Feed-in Tariff (FiT) provider can be a daunting prospect. In theory, you should get the same payment no matter who you're with but the reality is very different. Accounts are often placed on-hold, stopping payments and causing significant problems for many companies.

In this case study, we show how Ecotricity take all the worry and hassle out of the process, working closely with Ecovision to reduce stopped payments by 81% – and easing the ongoing admin burden.

The client, referred to as 'Solar Investor' for the purposes of this case study, is a multinational company that's firmly established in rooftop solar. They are a large operator in this market and have several hundred million pounds invested in solar.

They are happy to speak to prospective clients about their experiences.

This can be arranged through Ecotricity and Ecovision.

Objectives

- 1 Release FiT payments for the 11% of the solar portfolio currently on hold
- 2 Reduce the admin burden by increasing the transparency and visibility of data
- 3 Improve cooperation with their O&M provider for better problem solving



Overview

The operations and maintenance (O&M) provider working for Solar Investor, a leading UK investor in rooftop solar photovoltaic (PV) sites, was struggling with the administrative burden of managing their Feed-in Tariff payments with the incumbent FiT licensee.

Over 10% of their sites had payments on hold for various reasons and the FiT provider was unable to provide the transparency and frequency of data they needed to fix these issues.

The rooftop solar O&M company, Ecovision Asset Management, partnered with Ecotricity – a leading Feed-in Tariff (FiT) licensee – to solve these problems, unlock cashflow, and bring market leading end-to-end rooftop solar operations, maintenance and FiT management services to the client.

The challenges

Solar Investor were struggling to get paid for their solar generation – 11% of the sites transferred to Ecotricity had payments on hold. The reasons for some of these on-hold payments were overdue inspections, particularly where access involved unboarded lofts.

Ecovision, the O&M provider, were also having difficulties in getting the information they needed to reconcile the accounts. A paper invoice system

meant they had to manually input hundreds of pages of information to check and audit their quarterly payments. This data transparency problem was exacerbated by the lack of a single point of contact with responsibility for the account at the FiT provider.

Ecovision already had good experience of resolving issues quickly and efficiently in tandem with Ecotricity. The lines of open

communication and dedication to fixing niggles before they become serious problems had been a potent combination.

Additionally, it was crucial to make the transfer process to Ecotricity as the new FiT provider as smooth as possible.



Problem solved!

81%

reduction in unpaid FiT payments

£570k

unlocked FiT income
(Feb 20 – May 21)

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We are very pleased with the outcome of switching our FiT provider to Ecotricity who have provided us with a greatly improved quality of service. The close working relationship between Ecotricity and our O&M provider Ecovision has led to a substantial reduction in sites on hold, unlocking around £570k of accrued income since the switch.

The results

The transition to Ecotricity resulted in an 81% reduction in on-hold FiT payments, unlocking £570k in extra income for Solar Investor between February 2020 and May 2021.

From the beginning, we put an emphasis on planning, accountability and transparency. We agreed regular milestones with Solar Investor and put in place a dedicated account manager with responsibility for hitting them. We made sure they knew what was happening at all stages of the transition; weekly updates with full figures made it easy for them to keep track of things right through to the final FiT switches.

All reporting is now regular, automatic and digital. This has dramatically reduced the amount of admin that needs to be done and means the data is fully auditable. Biennial inspections are managed by us – with unboarded lofts as part of the service – so that payments are not delayed.

Automatic data feeds between Ecotricity and Ecovision give our O&M management partner invaluable information, enabling them to act more quickly and enhance their service to Solar Investor. We also work closely together before the quarterly FiT submissions to fix any issues that would otherwise cause a solar site's payments to go on hold.

How can Ecotricity help you?

Get in touch with our business team for further information and advice.

Email
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Call
0345 600 1994

Visit
ecotricity.co.uk/business-energy