

**POWER FOR OUR
PARTNERS**

CO-OP POWER ENERGY MANAGEMENT SERVICES

PRODUCTS AND SERVICES

**THANK YOU FOR YOUR INTEREST IN OUR PRODUCTS. READ
MORE TO FIND OUT ABOUT WHAT WE DO BRILLIANTLY.**



Energy Procurement

**Account
Management**

**Portfolio
Management**

**CPPA and
Consultancy
Services**

Water Services

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ENERGY PROCUREMENT

Ongoing market volatility due to fluctuating fuel prices, regulatory changes, and a varying demand pattern mean good energy procurement is essential to a business' success.

HOW WE CAN HELP

Flexible procurement offers the ability to spread price risk by making purchases over a chosen period.

As in an in-house Procurement function of the Co-operative Group, we are measured by robust policies to ensure our member owners get the best value for money.

With twenty years' of experience and having successfully weathered the energy crisis, we have a mature, focused hedging strategy which customers can also benefit from.

Our expertise in management of Power Purchase Agreements mean you can benefit from budget predictability and navigate through your Net Zero journey.

The Co-op Group have partnered with Smartest Energy and Corona as we believe they offer the latest market-leading product options along with a dynamic UK-based teams.

Our team will help you choose the right product for your business needs.



Spread the Risk

Full Transparency

Managed Strategy

Trusted Supplier

Risk Management



ENERGY PROCUREMENT

HOW IT WORKS

Following discussions with our Trading team we will agree your purchasing strategy.

Once agreed, we will guide you to the available products from either Smartest Energy or Corona.

Co-op Power will commence buying clips of energy in accordance with your strategy. This can be made up of day-ahead, months, quarters, and seasons.

Non-commodity costs are all the other charges that make up your final unit rate, for example industry costs and government levies.

There are options on how to treat your non-commodity costs, either having full pass-through with breakdown of individual costs, or to fix them for the contract period for each individual year.

Choose from:

- Full pass-through of charges.
- Fix the non-commodity charges annually or for the life of the contract (max 3yrs).

REPORTING

You will receive a position report detailing your current traded position and forecasted budget on a regular agreed basis.

VALUE ADDED SERVICES

Strategy setting - we have three recommended hedging policies for customers to choose from. If you require a bespoke strategy, we can consult and design a unique offering based on your business needs.

CPPA - we are experts in managing Corporate Power Purchase Agreements, having supported customers and our own Co-op Group with their assets. We will manage the suppliers through a robust supplier management framework to ensure volume is sleeved, apportioned and reported accurately.





ACCOUNT MANAGEMENT

In an industry as dynamic as Energy, maintaining strong customer relationships is key. You should feel confident that the management of your business' energy needs are taken of.

HOW WE CAN HELP

Our account management services are designed to help your business navigate this complex landscape with ease.

At Co-op Power, we understand the value of a successful partnership. Our Account Managers will support your business with the day-to-day operational needs and your transition to Net Zero.

Our Account Managers serve as your single point of contact, facilitating seamless interactions and ensuring that your account is in safe hands.

Data is key to a well managed supply contract. Your Account Manager will ensure your data is correct, and if not, arrange for it to be corrected in a timely manner. This will ensure your bills are correct, sites are set up correctly and queries successfully managed.

Leveraging years of industry expertise, our account managers provide valuable insights and recommendations that help you stay ahead of market trends and regulatory changes. This strategic guidance empowers you to make informed decisions and drive innovation.



Dedicated Account Manager

Industry Expertise

Tailored Reporting

Trusted Partnership

Market Insight



ACCOUNT MANAGEMENT

HOW IT WORKS

On agreeing your contract with Co-op Power an allocated Account Manager will be assigned to your account.

As part of our Onboarding program, you will meet with your Account Manager to establish a pattern of meetings to best suit your requirements.

We recommend your review meetings always include:

- A review of query logs
- Portfolio analysis including any sites which are due to transfer
- Consumption and meter reading analysis
- Industry and compliance updates
- Business updates

You will benefit from a single point of contact, however, when specialist support is required, your account manager can access the expertise within the team to make sure your business needs are met. This includes regular meetings with our Billing, Procurement and Supplier management teams.

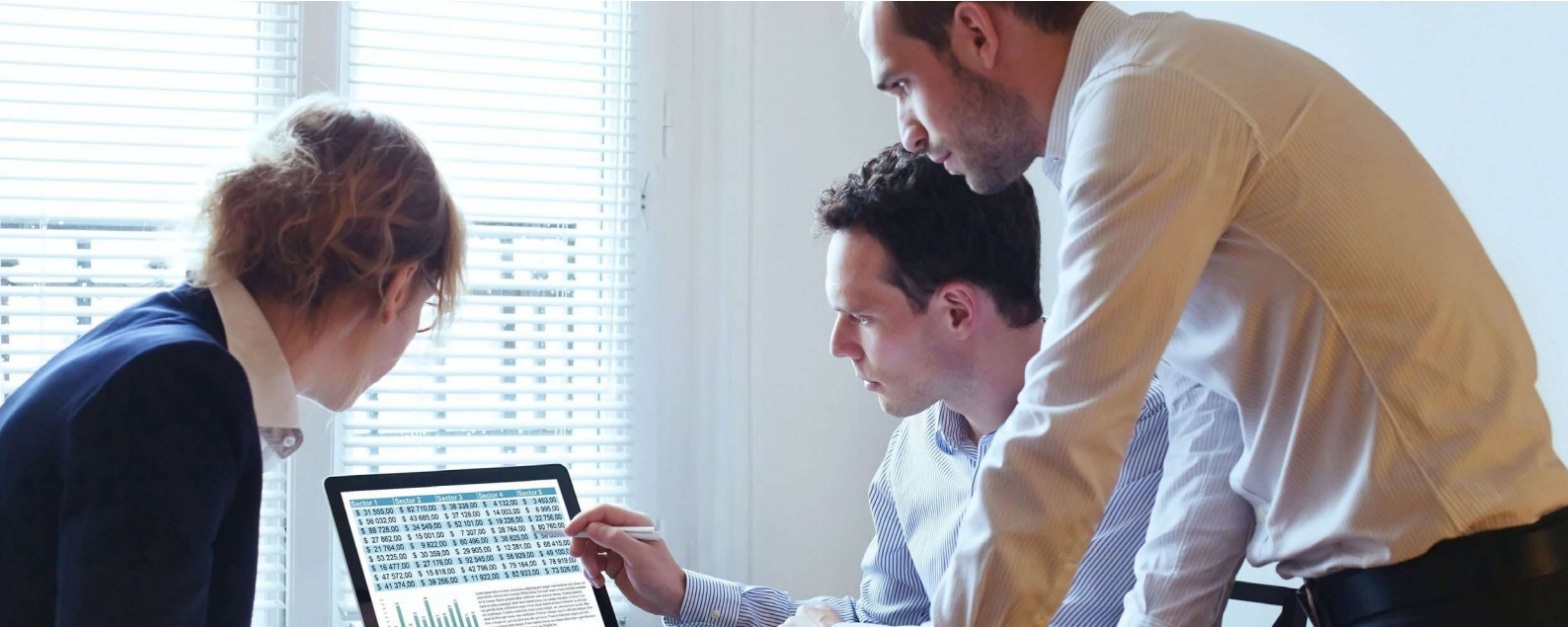
REPORTING

Your account Manager will be responsible for ensuring all your reports are delivered within the agreed timescales. They will work with you to find a tailored reporting solution for your business.

Our Reporting package includes:

- Monthly Portfolio Report
- Monthly Position Report
- Billing Query Report
- CRM Query Report
- Non-commodity Report
- Estimated Consumption Report
- Faults and Meter Data Report
- Monthly Market Report
- A Quarterly Webinar providing you with key market updates.





INVOICE VALIDATION

Accurate billing for energy usage is crucial for customers. However, discrepancies in utility bills can lead to significant financial and operational challenges.

HOW WE CAN HELP

With ever changing levies on the road to Net Zero, it has never been more important for businesses to understand how their bills work.

We use industry-leading software to check all charge lines on electricity, gas and water bills

Our Bill Validation team trap queries and manage errors through to resolution, taking the pain away from customers – we do the basics brilliantly.

Our price checking processes mean we always know the true cost of energy before it's billed, and our non-commodity cost analysis ensures we're prepared for any pass through reconciliations ahead of the billed date.

We have a tried and tested supplier management framework used across the Co-operative Group. Our supplier relationships mean we can provide the best query resolution for ourselves and our customers.

Dedicated supplier management means we will challenge suppliers on your behalf to ensure bills are accurate and credits are applied, or returned when they're not.

We understand how important it is to assign the right cost to your portfolio, so we've made our payment files customisable so your finance teams are comfortable with the end result.



Transparent Costs

**Customisable
Payment Files**

**Robust query
management**

Non-commodity insight

Bills you can trust



INVOICE VALIDATION

HOW IT WORKS

Our in-house Bill Validation team works closely with our Procurement and Supplier Management functions to provide the highest quality bill validation.

We check all energy and non-energy costs on a bill. Our system cross-checks charges to ensure your agreed contracted rates match what the supplier has billed.

Our software enables us to check for all elements of the bill which could cause incorrect costs to be applied. We trap errors early in the process and work with our suppliers to ensure you are billed correctly. We have worked with our database provider for over 5 years, optimising how we use the system to get the best results in a timely manner.

Our partnership has supported the development of their system based on our customer needs.

We make use of effective reporting to trap missing bills and bills which overlap. Our database will clearly show a final bill so you can be confident when a COT has been actioned.

REPORTING

Bill Quality Reports help you see how much of your consumption is estimated, giving you better data insights into your sites.

Consumption variances are flagged so our team can query any meter reads on the bill. Helping you to save money and pinpoint faults with meters early.

We understand how important billing summaries are to customers. You need to engage stakeholders with the right level of information. Our payment files are designed to be accessible for multiple users. The front-page summary gives a high-level overview of the monthly invoice, including total consumption, Net and VAT. The detailed sheet provides cost and consumption analysis at site level.

Our non-commodity and reconciliation reports work alongside our payment files to keep our customers informed. This helps to mitigate bill shock so you can best manage your stakeholders.

VALUE ADDED SERVICES

Customers can choose their own tolerances for bill validation parameters, so you can trust you are getting the best bill analysis.

Our accrual service is available on request and is designed to best help your business plan for the future and mitigate unforeseen costs.





PORTFOLIO MANAGEMENT

We understand first-hand the challenges of managing a complex portfolio. With 3,500 sites across multiple business functions, we are well placed to optimise your business' portfolio.

HOW WE CAN HELP

Over the years we have developed processes for managing our site to get the best insight into the Co-operative Group's portfolio.

Our database partner has developed with our needs in mind over the years and the system we use houses all key site information for a utilities contract.

Customer engagement is essential to good portfolio management. We have designed and tested our processes to ensure they are accessible and easy to follow. We will provide training and SOPs for customers, so your team know the right channels to access.

Through processes of continuous improvement, we aim to get the 'perfect' site list, meaning every relevant detail for your sites is accessible. From square footage to meter serial numbers, all your required information is available.



Customer Driven

Data Insights

Supplier
Relationship

Straightforward
Processes

Regulatory Compliance



PORTFOLIO MANAGEMENT

HOW IT WORKS

After a successful onboarding, your dedicated Account Manager will work with you to analyse your portfolio. Identifying cost and consumption savings using our white labelled, industry leading software, a review of your portfolio will be a regular agenda item in your review meetings.

We start analysis at the onboarding stage to identify any issues with site data early. We will verify the data with our suppliers and compare with your site list to ensure all meter information is correct.

Our partner suppliers work hard to get things right, however, if things do go wrong, our dedicated Supplier Management is the best positioned for escalation. Regular contact and review meetings mean we can manage our customer queries.

We aim to take the pain away from the new connections processes. All new connections are managed in house with a dedicated delivery team. As a retailer, we know how important new connection deadlines are. We will engage you early to understand your portfolio strategy and make sure you're engaged at every step in the process.

We manage Change of Tenancies in/out of portfolios and will work with the supplier to manage any queries.

Our database task management system means you can see when you need to provide a meter read. Automation means as soon as a read is submitted, it will be sent to the supplier. This gives you the best control over your consumption.

At Co-op, we're no stranger to the 'quirks' of a particular site. We can store meter photos, locations and site anomalies in our database so information is at your fingertips.

REPORTING

We proactively manage errors through our monthly Portfolio movement report. Your account manager will report on all portfolio movement to trap errors.

Our faults and dial reports help us to identify missing meter data, meaning you'll know as quickly as possible when there is a fault on site.

We will report on out of contract sites so you can manage cost and consumption for your whole portfolio effectively.

Our market insight help you stay on top of operational compliance. We'll also work with you to design a strategy for meter upgrades, AMR roll outs and ASC reviews.

Our Perfect Site list report helps you understand the gaps in your portfolio which means they can be proactively managed.





PPA AND CONSULTANCY SERVICES

With compliance and regulatory changes, the demand on businesses to 'green' their portfolio has never been greater.

HOW WE CAN HELP

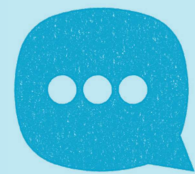
A varied and competitive landscape can make navigating through your sustainability journey complex.

Based on our own experience and expertise gained in managing a large complex portfolio of sites, we offer consultancy services to assist you with your transition to Net Zero, regardless of where you are on your journey.

With 20 years' experience of procuring PPAs, a history of innovation in renewables, ongoing embedded generation programs, and in house industry experts, we are well placed to assist. We have an established network of suppliers so you can trust you're getting the best solution for your business.

We can support your business' transition to Net Zero through the procurement of CPPAs. Our team will help you through the procurement process with contract negotiation and key stakeholder management so your business can confidently reduce emissions and truly green your supply. We can also support in sleeving energy from the asset to your supply contract and manage volume through our enhanced reporting.

For compliance services, we know the experts do this best. We have partnered with a market leading company, ISO accredited team to support you on your Net Zero journey.



**Corporate Power Purchase
Agreements (CPPA)**

Embedded Generation

**Energy and Carbon
Compliance**

Trusted Partnership

Stakeholder Management



PPA AND CONSULTANCY SERVICES

HOW IT WORKS

Following initial discussions, we will assist in understanding your strategic aspirations and barriers to achieving your ambition.

We will advise on setting realistic goals, and strategies to achieve these; be it in renewable power procurement, or ensuring an optimised position for your compliance requirements, or carbon management plans.

Utilising our own expertise and experience - and alongside some chosen partners - we will support and action to deliver requirements as outlined and agreed.

OUR CONSULTANCY SERVICES OFFERING COMPRISES OF:

Corporate PPAs

An understanding of strategy aspirations, risk appetite and options will help to better assist in developing a policy and approach for the client.

Sourcing a client advisor on market-run procurement exercises as required, and advise on commercial evaluation and contractual process to secure CPPA.

Management facilitated sleeving/trading on volume, shaping and balancing options, accompanied by ongoing management of contract and development as required.

Embedded Generation

Strategic approach - Clarify/gain/guide understanding of clients' aspirations, and outline an approach based on their specific circumstances.

Feasibility - Desktop and detailed feasibility studies to ascertain options, budget/detailed costs, and commercial viability.

Sourcing - Intros to current framework partners/developers, run/assist in any tender exercise, and commercial evaluation on options/approaches outlined.

Management - Ongoing management of assets/PPAs/development and outputs, certificates as required.

Compliance Services

We will work with you and our trusted partner to find the best fit for your business.

- Energy/Carbon Reporting
- Energy Performance Certificates
- ESOS
- SECR
- UKETS
- ISO 50001/14064
- Scope 3 Reporting
- CCAs





WATER SERVICES

Good water procurement gives businesses the opportunity to not only save money, but to also reduce their carbon footprint. With a typically smaller spend than gas and electricity, water has historically been overlooked. Price rises, risks from security of supply and exciting innovations in technology has encouraged a renewed focus on the utility which can be ignored no longer. At Co-op Power we will work collaboratively with our partner suppliers to ensure your business is prepared for whatever comes next with water.

HOW WE CAN HELP

At Co-op we understand the value of strategic partnerships. Since deregulation in England, we have developed key relationships across the water industry to enhance our understanding of this often overlooked utility. Our water experts form part of our valued partnerships and have been instrumental in supporting Co-op Group with their own water journey.

Recent price rises have shocked consumers and businesses alike as the industry grapples with significant infrastructure costs. Working alongside our water experts, we'll help you identify cost savings through your contract, and in value-added services to reduce wastewater.

We really understand the complexities of a multi-site water portfolio and will help you with the lessons we've learnt along the way. Co-op Power will work alongside our trusted retailer to find the best solution to assist you with moving your portfolio to a consolidated national contract.

We will support with negotiations in procuring the most suitable fixed-term contract for the provision of water and sewerage services at the best possible rate to ensure you are delivered with an accurate consolidated bill.

Utilising our own expertise and experiences in this area, we can also guide you in identifying opportunities for cost savings through water reduction (including leak detection and AMR meter fitting) and managing your portfolio to generate a clearer view of your consumption.



**Bill Validation
Portfolio Management**

**Specialist
Services**

**Water Sustainability
Strategy Support**

**Consumption
Reporting**



WATER SERVICES

HOW IT WORKS

Following an assessment of your requirements from a water retail contract, Co-op Power will firstly conduct a desktop review of your portfolio. Once this has been completed, we will report back on your opportunities and arrange a follow-up with our water retailer to advise on your options for a framework contract and next steps.

Once negotiated, we will manage your water supply contract through a successful onboarding. We will analyse data from our supplier with you to help identify potential leaks and cost savings.

Our Bill validation team will provide payment summaries of monthly consolidated invoices so you can track consumption data and make payments easily.

REPORTING

You will receive bespoke reporting as per your requirements. The Monthly Water Consumption Report will give you insight into your usage by site, and access to MyAccount portal allows you to monitor cost across your estate.

VALUE ADDED SERVICES

Some value-added services we can provide guidance on alongside our water retailer include:

- Water efficiency tools
- AMR rollout
- Leak detection
- Trade Effluent Consent Forms
- Data logger and optical reader
- Emergency planning
- Benchmarking
- Gap site analysis
- Water efficiency and process audits
- Water regulation and bylaws
- New connections
- Alternative water supplies

