




Simple.  
Sustainable.  
Achievable.

zenergi



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# Zenergi: An energy and environmental consultancy committed to supporting customers on the journey towards Energy Freedom

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From OJEU-compliant gas, electricity and water procurement; through bill validation; compliance; energy efficiency projects; and renewable generation, **Zenergi’s aim is to make a positive difference in the world of energy – and to do so in a manner that is simple, sustainable and achievable.**

Zenergi is on a mission to do things differently, this is what we call the Zen Way – our approach to operating successfully and that sense of pride in our mission that everyone feels great to be part of.

Every member of the team is one of the Zenergi family and we strongly believe in supporting them to become the best they can during their Zenergi journey. We are committed to providing a positive environment where people can grow and develop both professionally and personally. We take our time to invest in good people who can play their part in helping us achieve our goals as they discover that progression is about learning something new, achieving what you never thought you could, and gaining satisfaction from moving forward on a daily basis.

When you become a customer, we welcome you with open arms into the Zenergi family too, and we work hard to build a genuine relationship where we listen and understand your needs, so that you can always count on us.

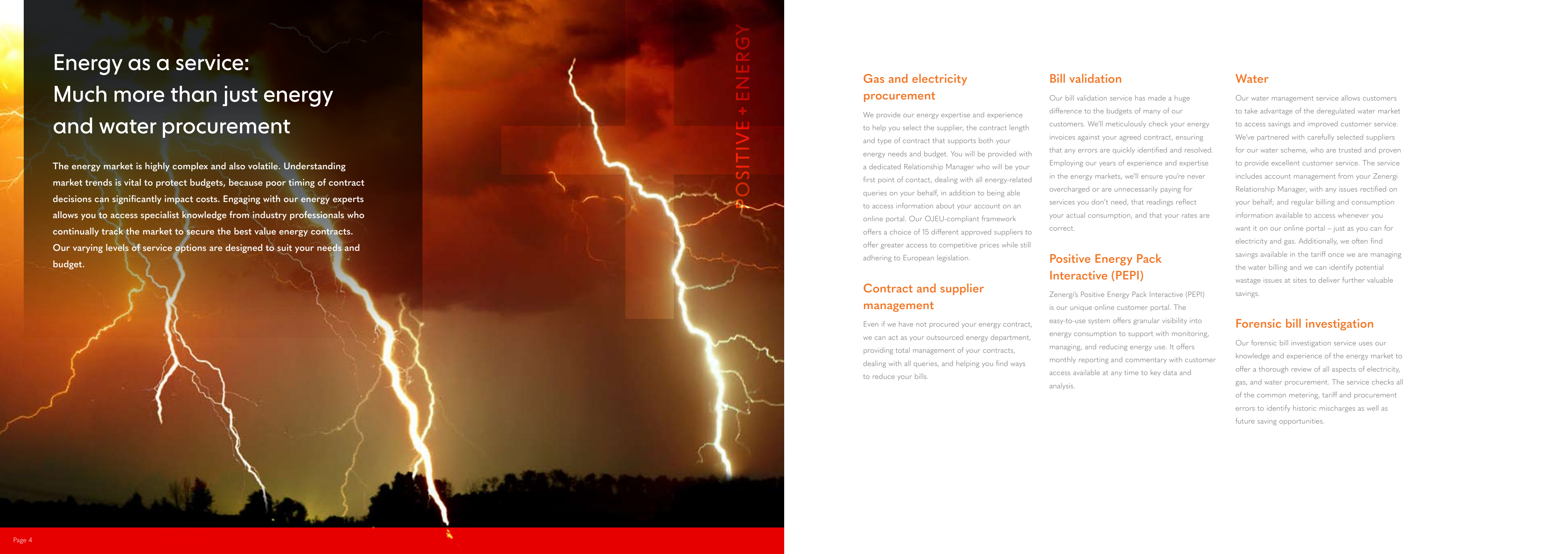
Since its foundation in 2003, the Zenergi group has grown year on year, however, our ethos and focus on customer service remains absolutely at the heart of everything we do.

In our industry issues arise and problems need solving, however, Zenergi has the knowledge, experience and technical expertise to help you.

As a Zenergi customer, you’ll benefit from that sense of community and common purpose to deliver on our promises. We know that when we all work in harmony the sky truly is the limit.

Learn about our core service offering over the following pages.





# Energy as a service: Much more than just energy and water procurement

The energy market is highly complex and also volatile. Understanding market trends is vital to protect budgets, because poor timing of contract decisions can significantly impact costs. Engaging with our energy experts allows you to access specialist knowledge from industry professionals who continually track the market to secure the best value energy contracts. Our varying levels of service options are designed to suit your needs and budget.

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## Gas and electricity procurement

We provide our energy expertise and experience to help you select the supplier, the contract length and type of contract that supports both your energy needs and budget. You will be provided with a dedicated Relationship Manager who will be your first point of contact, dealing with all energy-related queries on your behalf, in addition to being able to access information about your account on an online portal. Our OJEU-compliant framework offers a choice of 15 different approved suppliers to offer greater access to competitive prices while still adhering to European legislation.

## Contract and supplier management

Even if we have not procured your energy contract, we can act as your outsourced energy department, providing total management of your contracts, dealing with all queries, and helping you find ways to reduce your bills.

## Bill validation

Our bill validation service has made a huge difference to the budgets of many of our customers. We'll meticulously check your energy invoices against your agreed contract, ensuring that any errors are quickly identified and resolved. Employing our years of experience and expertise in the energy markets, we'll ensure you're never overcharged or are unnecessarily paying for services you don't need, that readings reflect your actual consumption, and that your rates are correct.

## Positive Energy Pack Interactive (PEPI)

Zenergi's Positive Energy Pack Interactive (PEPI) is our unique online customer portal. The easy-to-use system offers granular visibility into energy consumption to support with monitoring, managing, and reducing energy use. It offers monthly reporting and commentary with customer access available at any time to key data and analysis.

## Water

Our water management service allows customers to take advantage of the deregulated water market to access savings and improved customer service. We've partnered with carefully selected suppliers for our water scheme, who are trusted and proven to provide excellent customer service. The service includes account management from your Zenergi Relationship Manager, with any issues rectified on your behalf; and regular billing and consumption information available to access whenever you want it on our online portal – just as you can for electricity and gas. Additionally, we often find savings available in the tariff once we are managing the water billing and we can identify potential wastage issues at sites to deliver further valuable savings.

## Forensic bill investigation

Our forensic bill investigation service uses our knowledge and experience of the energy market to offer a thorough review of all aspects of electricity, gas, and water procurement. The service checks all of the common metering, tariff and procurement errors to identify historic mischarges as well as future saving opportunities.



# Energy compliance: Ensuring you tick every box

**Increasing legislation and changing requirements aimed at tracking and reducing energy consumption is raising the focus on energy-efficient technology, as well as bringing regulatory obligations to a larger number of organisations than ever before.**

**We work with our clients to achieve compliance as well as to maximise financial savings.**

## Display Energy Certificates (DECs)

DECs were introduced to demonstrate the energy performance of buildings occupied by public bodies. A DEC provides an energy efficiency rating of the building based on the actual amount of metered energy used. Zenergi's DEC service takes compliance a step further, with the provision of a DEC Optimisation report which identifies potential savings. If you choose to act on the report, we have the technical services to advise on funding application routes, as well as providing the business plan and associated services.

## Energy Performance Certificates (EPCs)

EPCs certify how energy-efficient a property is by using a rating system from A-G. Our service includes a recommendation report by Zenergi's qualified assessors, specifying measures that can be taken to improve the energy rating. A Commercial Energy Performance Certificate is valid for 10 years, or until a newer version is produced. A separate Energy Performance Certificate is required if your property is a 'New Build', called an On Construction certificate. This must be arranged by the person carrying out the work in order to complete the Building Regulations, or in the case that a new occupant moves into a property.

## Energy Savings Opportunity Scheme (ESOS)

ESOS is a mandatory energy assessment scheme enforced by the Environment Agency, which requires qualifying organisations to report on their energy usage every four years. The reporting requirements can be complex and fines levied for non-compliance. Our ESOS service offers access to qualified experts who can lead the data collection and reporting process through to compliance, in addition to driving a vigilant preparation process during non-reporting periods.

## Streamlined Energy Carbon Reporting (SECR)

The government's Streamlined Energy Carbon Reporting framework (SECR) was introduced in April 2019. It is designed to simplify energy and carbon reporting and encourage qualifying organisations to implement energy efficiency measures that reduce greenhouse gas emissions in support of the UK's commitment to become net carbon neutral by 2050. Our SECR Management Service provides a dedicated project manager who will liaise with the representatives from all the necessary departments of your organisation to ensure that all aspects of SECR reporting are delivered in line with requirements. The service delivers both the full report and the Evidence Pack, in line with the recommended 'best practice' in the guidance for SECR, and will be legally compliant for review by any financial auditor.

## TM44 Air Conditioning inspection

Five-yearly inspections of air conditioning units for comfort cooling with a total cooling output greater than 12kW, carried out by an accredited energy assessor, were introduced to improve the energy efficiency of public buildings. The assessment considers opportunities to replace older, less energy-efficient or oversized air conditioning systems with new energy-efficient versions. Zenergi's technical division has a team dedicated to managing TM44 inspections. We can help you evaluate whether you have a legal obligation, check whether you have a certificate already registered, or provide a quotation for inspection, as required.

## Site works

Our site works service is focused on managing the upgrade or downgrade of your existing supply; new meter installations; meter exchanges; and supply disconnection or reconnection – alongside all the necessary project management and coordination. With in-depth knowledge of this complex process we can oversee any size of project, from single supply to multiple services, liaising with distribution networks, suppliers and meter operators. If you're planning a new building, extension or refurbishment, our metering, mechanical and electrical design engineers have the expertise to coordinate and manage your installations and removals.

## Meter Operator (MOP)

Organisations with a half-hourly electricity meter are required to have a meter operator and data collector agreement in place. Zenergi can supply, install, operate and maintain all of your half-hourly (HH) metering and communications equipment, regardless of who your current energy supplier is. Half-hourly metering gives you accurate information about how much energy you're using and is mandatory for all supply points greater than 100kW.

## Data Collection (DC)

Good quality data is essential for managing your energy consumption as well as ensuring you only pay for what you actually use. With our Data Collection and Aggregation (DC/DA) service you could get a clearer and more accurate understanding of how much energy your organisation uses, and help identify opportunities to make significant energy savings and carbon reductions.

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# Energy performance: Supporting your organisation's ambitions to be the best it can be

Understanding your organisation's greenhouse gas emissions, both direct and indirect, enables true recognition of your impact on climate change. Consideration can then be given to the development of a strategic carbon management plan to enable staged progression to net zero.

Zenergi can help you implement energy reduction programmes, starting with the quick wins, often through operational and simple control changes, to deliver immediate financial savings and maximum performance.

## Energy audits

Identifying how and where your organisation is using the most energy can be a good first step before any investment in energy-efficient technology or infrastructure. Understanding energy consumption and establishing the existing carbon footprint can be achieved with an energy audit where the fees for carrying out the audit can often be recouped within a few months through implementing the cost saving measures identified. Understanding the available options can help to prioritise investments.

## Climate Change Agreement (CCA)

A Climate Change Agreement (CCA) is a voluntary agreement to reduce energy use and carbon emissions. CCAs have eligibility criteria and set ambitious targets for successful applicants for improving energy efficiency. It is therefore critical to have a strategy in place for accomplishing targets before making an application. Zenergi is here to help you navigate the often complex legislation to achieve a compliant and successful outcome which very often reduces budget pressures.

## Mechanical and electrical engineering

Our highly qualified technical services team of Chartered Energy Engineers are specialists in building design and project management. Our projects combine high quality strategic building services with practical low carbon initiatives that deliver long-term value through reduced year-on-year energy and maintenance costs.

## Eco-Hub: Tailored reporting for monitoring and managing your business energy profile

Eco-Hub allows organisations to identify energy usage profiles, manage projections, and make carbon footprint reductions. The easy-to-use bespoke system offers visually engaging insights to assist in meeting environmental targets, and to explore and implement energy saving opportunities and track their success.

## Funding

In recent years, the government has sought to address the need to reduce carbon emissions in the public sector with the introduction of schemes that provide funding for energy-efficiency projects. More than one hundred energy-saving technologies are supported by the funding programmes, wide-ranging in complexity and cost to implement. These funding programmes are increasingly popular and oversubscribed as a result. Since one of the key criteria is return on investment, careful consideration should be given to those technologies that will provide the necessary return on investment to enable organisations to maximise the savings. Zenergi has extensive experience of securing funding on behalf of organisations and can manage the process from end-to-end, meaning that projects can develop seamlessly from the initial audit right through to securing the funding and delivering the project in full, for a faster return on investment.

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# Energy freedom: Committing to delivering a greener future

Energy Freedom is our vision for a brighter, greener future. A future based on cleaner, more sustainable and more open energy provision. Our aim is to help you create a positive, low impact environmental legacy for future generations by taking responsibility now.

We are supporting many organisations with modern technology and renewables projects that are at the cutting edge of carbon reduction. These projects provide improved workplaces that significantly reduce energy consumption and costs in turn.

Moving towards the target of becoming net carbon neutral by 2050 will bring many challenges that will require radical changes in both consumer behaviour and energy infrastructure. Let us help you on that journey.

## Long-term horizon planning and renewable energy generation: An experienced team to partner with every step of the way

Once the energy consumption of the buildings and services have been minimised, this is the time to look at the opportunity for on-site renewable energy.

Technology is allowing organisations to modernise dated infrastructure and systems and thereby minimise their future energy costs. We work with a wide range of technologies, from the fast to implement that offer a rapid return on investment, to larger scale projects that offer bigger returns, albeit with a larger investment and a longer return.

We can help you identify which renewable energy technologies are feasible for your organisation, and engage with the right partners to implement them, project managing the entire process from start to finish.

Examples of the technologies that can be implemented include, air source heat pumps; ground source heat pumps; biomass boilers; biomass CHP; gas boilers; gas CHP; solar thermal; solar PV; battery; EV charging; LED lighting; lighting controls; measuring and targeting; and voltage optimisation.

A variety of funding options are available that can enable organisations to meet their environmental goals, even if they do not have the upfront capital expenditure available.

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### Zenergi Founded

Zenergi was formed as a customer service company that specialised in energy in order to help organisations access the best energy contracts and experience

2003

JUNE

2018

NOVEMBER

2018

SEPTEMBER

2019

JANUARY

2020

### Briar joins the Zenergi family

The acquisition established a technical services division offering engineering and environmental consulting



### Apollo Energy joins the Zenergi family

The acquisition expanded Zenergi's service offering in the Local Authority, transport and Housing Associations sector and strengthens the regional service provided in the North West



### SB Energy joins the Zenergi family

The acquisition expanded Zenergi's footprint in the education sector and enabled the offer of a well hedged flexible basket product



### Power Direct Limited joins the Zenergi family

The acquisition expanded Zenergi's offering in the healthcare sector and enables customers to be serviced locally from the base in Gloucester





## Contact us

Zenergi  
3 Benham Road  
Benham Campus  
University of Southampton Science Park  
Chilworth  
Hampshire  
SO16 7QJ

[bepositive@zenergi.co.uk](mailto:bepositive@zenergi.co.uk)  
02380 286300

**zenergi**.co.uk

