

# Energy Update

## Issue 2

### Meter Operator (MOP)

Many of you, especially those of you who have had a new HH meter installed, will have heard us asking you about MOP agreements. MOP stands for Meter Operator. For HH meters it is a requirement by law to have a MOP agreement in place.

Meter Operators or MOPs cover the supply and install of HH meters, ongoing maintenance, and the communication line for transmitting meter data to the energy supplier through a data collector. It is paramount that actual HH data is received from your meter regularly, as this ensures fair settlement in the energy industry and once again is a requirement by law.

If you are embarking on a project which involves fitting a new HH meter on site, it is worth budgeting for the cost of a meter operator agreement and planning ahead which operator you would like to contract with as we need to know this in the early stages of the site works process.

### What Is a Meter Operator Agreement?

The meter operator agreement is a legal document used for all half-hourly electricity meters. We offer agreements for periods of 5 years as this offers the best value for money, although shorter agreements are available. When your 5 year agreement is coming up for renewal, we will send a reminder to advise and offer a new agreement.

**Interested in this service?** Email us to find out more on [energy@espo.org](mailto:energy@espo.org).



# We have launched our new Water, Wastewater and Ancillary Services framework



ESPO are pleased to announce that following a collaborative procurement exercise with YPO, TEC and West Mercia Energy, we have awarded the new Water, Wastewater and Ancillary Services framework to Wave (a collaboration between Anglian and Northumbria water companies). The new framework is now live and covers all aspects of water supply and management for our customers as well as wider public sector organisations.

The framework provides public sector customers access through direct award, this in turn provides a quick, simple and compliant route to market. Within the agreement alongside quality standards there are robust KPI's which will be managed by ESPO and the three other PSBO's.

Organisations will also benefit from dedicated account management, competitive pricing, water management programme and billing options including EDI.

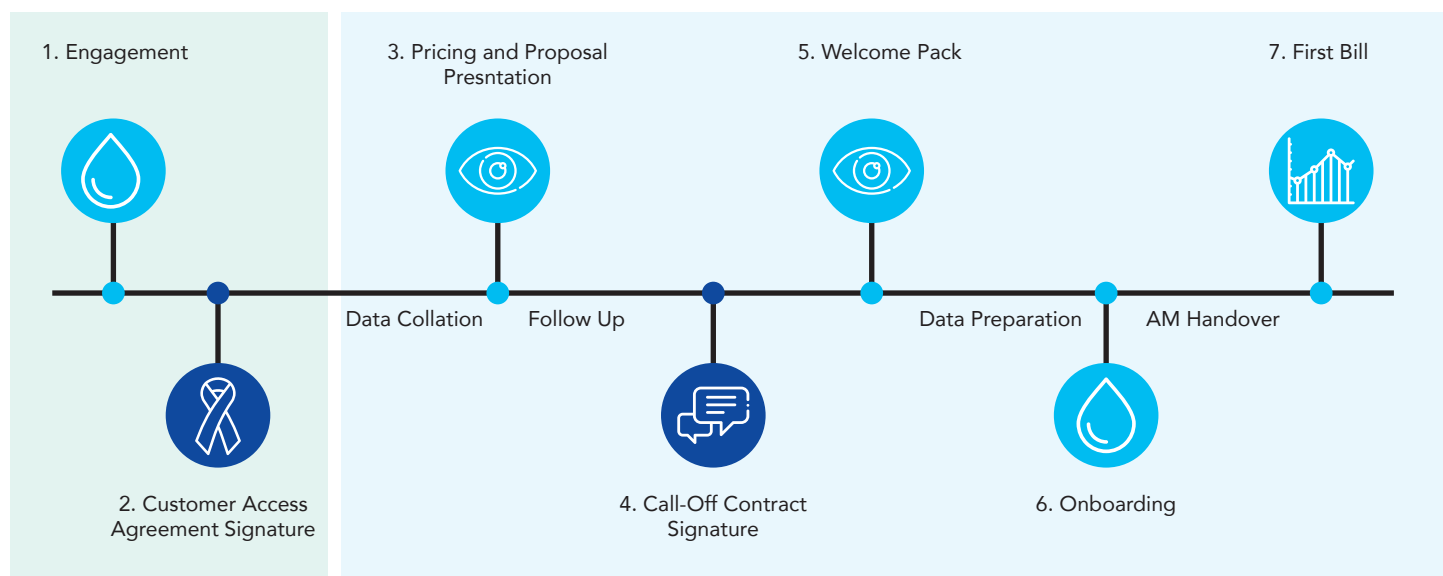
ESPO's Energy team Category Manager, Andrew Stanford said: "the award to Wave was made as they provided the best blend of cost and commitments to customer service for our customers, in a market where many have experienced poor service from their regional legacy providers".

"We are delighted to continue our long-standing partnership with ESPO, its members and associates following the award of the Water Retail Services Framework 1008. The clear responsibilities and commitments set out in the framework not only benefit organisations within the agreement, they also support the communities we work in. Building on established relationships and our proven service delivery, we will work collaboratively to continually enhance your day-to-day services and reduce water consumption. Collectively this will deliver greater resilience to your organisation, lower your costs and protect our natural resources."

Tony March  
Director of Public Sector &  
Industrial Customers, Wave



## 7 Stages of Onboarding

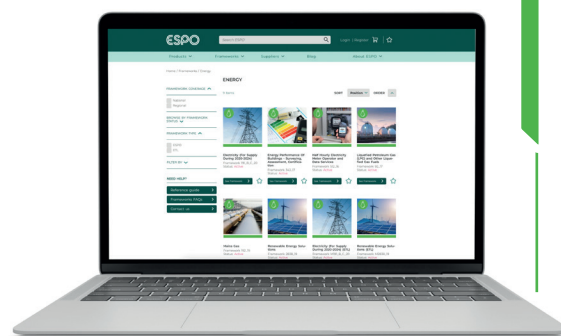


If you would like to find out more about the new Water, Wastewater and Ancillary Services framework, get in touch with **Rowena** at [r.reid@espo.org](mailto:r.reid@espo.org) or call **07747 868 021**.

## What we offer

Did you know that we have a variety of frameworks under the ESPO Energy category? If you are using ESPO for only one or two frameworks, it is worth taking a look at the other services that we offer to see if we could be saving you even more money through our range of energy solutions.

**You can view the full range of solutions on [espo.org](https://espo.org).**





# TRADING UPDATE



The ESPO Energy team are working with our gas supplier Total Gas & Power to prepare for the annual gas price update that occurs in April. Like many other things, this has been made a little more complex due to the impact of the Covid-19 pandemic.

As the country entered and exited lockdowns this has meant a much more varied amount of energy use by our customers. While schools have remained open to support the children of key workers, many have had to do so while working with increased ventilation, which can increase energy use. However, many other public sector buildings such as libraries have remained closed or offices are working with reduced capacity as employees are asked to work from home.

This has two major impacts, which the Energy team have been working hard to manage. The variable consumption does increase the risk of higher balancing costs, this is what is required to manage the difference between the expected energy usage and actual gas used by ESPO customers. This is being carefully monitored and with the support of Total Gas & Power, we are carefully tracking the impact of this on the p/kWh unit rate our customers pay.

The other impact is the commodity cost of gas, the price paid by ESPO on wholesale energy markets has been more volatile over the last 12 months. The flexible purchasing strategy used by ESPO has allowed us to take advantage of times when global commodity markets were depressed due to low demand last year, enabling us to secure gas at rates below volumes purchased for the previous period.

Following completion of our analysis in April, we expect to begin sending out price notifications in early May, so that it is received prior to invoices at the revised rates. If you have any questions on this, feel free to contact the Energy team on [energy@espo.org](mailto:energy@espo.org) and we will be happy to help.

## Bill validation savings

ESPO has been offering invoice validation for both gas and electricity since April 2019. Our energy experts examine customer invoices to see whether they are being billed as per the contract agreed and only for the energy which the customer is using.

**Total savings made through bill validation to date = £59,000.00**

## Unmetered supplies (UMS) changes

Have you received an email regarding UMS (unmetered supplies)? Customers should have now been contacted by Total Gas & Power regarding changes in the way UMS is dealt with within the industry. UMS supplies will shortly be going through a change of measurement class, where eligible NHH meters will become HH meters. These changes come into effect from 1 April 2021. Our contact, Mandy Dainty, may have contacted you. If you have received an email, please respond promptly to help us complete the changes needed on time.



## Providing meter reads

As the financial year comes to a close it is a good time to provide actual meter reads for any meters which don't have AMR metering in place, to ensure your account is billing as accurately as possible before the new financial year begins. We recommend taking a photo of your meter to avoid a read discrepancy and sending it to [energy@espo.org](mailto:energy@espo.org). We will then pass this to the supplier for billing.

**Don't forget to keep us updated**

We would like to remind our customers to keep us updated on any changes to contact details, so that when we come to send your new prices, we can be sure that they are going to the right place. If you need to update your contact details, please get in touch with us as soon as possible on [energy@espo.org](mailto:energy@espo.org).

# Get to know the ESPO Energy team

## Kim Davie

The ESPO Energy team would like to introduce Kimberly Davie who has joined the team as a Contract Support Officer. Kim will be dealing with many of the day to day electricity queries and enquires around tasks like site additions, site removals, sitework enquires and LOA's. Kim has been working in the energy industry for 5 years and brings a wealth of knowledge to the team.

**Contract Support Officer | 07920 382679**

## Jamie Taylor

Jamie largely looks after gas queries on a day to day basis, although Jamie is skilled in both gas and electricity. Jamie runs analysis on our HH customers' kVA usage and thresholds set, as well as managing our in-house team training and guides for our staff, contacts and relays green contracting requirements to the supplier and manages our database of live meters.

**Category Officer | 07760 170813**

## Katie Ford

Katie supports our fully managed service line offering and manages our energy management system and its report functions. Katie builds tariff information so that the system can recognise bill discrepancies as well as investigate potential errors to resolution.

**Energy Systems & Bill Validation Support | 07760180628**

## Gemma Amos

Gemma runs validation on our customers' bills using our energy system. She also builds tariff information so that the system can recognise bill discrepancies as well as investigate potential errors to resolution. Gemma manages our customer log ins for the ESPO energy portal.

**Energy Systems & Bill Validation Support | 07760 325684**

## Meet our Customer Relationship Manager for the Energy team

**Name:** Rowena Reid

**How long have you been at ESPO?** I joined 4 January 2021.

**About Rowena:** My last role was as Head of Client Services at Opus Trust Communications, I had overall responsibility for the department including the development of the team, maintaining a high level of service, growth of accounts, developing and implementing objectives, resource management and budget.

**What is your current role and what does it involve?** As a Customer Relationship Manager, it is my responsibility to maintain and develop relationships with key stakeholders within our customer base, working with customers to identify appropriate frameworks that will support their workplan. Be an advocate for all ESPO Frameworks.

**How did/what made you get into procurement?** Purely by accident, this is my first role not only in procurement but the Public Sector, I am on a steep learning curve but loving it.

**What plans do you and the team have for the future?** To continue to grow not only the number of customers on the energy frameworks, but



across the ESPO portfolio whilst continuing to deliver excellent service and value for our customers.

**Favourite motto or quote:** I love a quote so we have lots in our family, two of our favourites are:

"You never know the value of a moment until it becomes a memory." - Dr Seuss

"Life's a happy song with someone by your side to sing along" - The Muppets

**What do you like to do when you're not working?** I have two children 5 and 7 so they keep me extremely busy, alongside that my partner and I run a personalised jewellery brand, elleroo so in the evenings we fulfil orders and run the business.

**Have a question about our Energy frameworks? Feel free to get in touch with Rowena at [r.reid@espo.org](mailto:r.reid@espo.org) or call 07747 868 021.**

**Energy Insight Webinar Event**



**Thursday 29 April 2021**

Click here to register

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