



**your energy  
experts**

**Environmental. Ethical & Efficient.**









# Sectors

## Hospitality

### Experts in hotel, bar and restaurants energy management and utilities

**Imagine if the service you received from your energy management consultants was as good as the service you provide to your clientele?**

After Payroll and Food, Energy is typically the third biggest cost within a Restaurant or Hotel, however it is often neglected. Early on we found that a lot of potential clients were tied into contracts that were either on higher rates than necessary and with terms that didn't suit the structure of the business. They instead needed a broader overview of options and suppliers to make an informed choice.

That's exactly what we deliver at U4L, offering a five-star customer experience and award-winning utility services, including procurement, long-term advice and a variety of methods for reducing consumption of electricity. We continue to monitor the energy usage for the contract term and ensure our clients never overpay.

This approach leaves you to look after the business and not worry about energy running away from you.

## Retail & Leisure

### Optimising your utility strategy without impacting service delivery

**Energy shouldn't be another headache when it comes to business operations, although in large multi-site groups it often can be. Our team of retail experts can help remove the headache and support your portfolio's energy requirements with unprecedented access to data analysts with sector experience, and the right level of expertise to meet your needs.**

At U4L, we have taken the time to understand our large multi-site customers, be that in retail, the charity sector or within the leisure market. We understand that a dynamic, changing market creates a difficult and complex trading environment, with fierce competition and the need to adapt to changing buying behaviour.

In the competitive retail environment, we understand that cost containment and operational priorities are crucial. We know that securing the best possible deal across metering and supply, minimising charges and ensuring compliance are the most important factors when it comes to energy.



## Manufacturing & Industrial

### Helping manufacturers build their energy strategy

**At U4L we understand that energy forms a significant element of business cost to our manufacturing customers. With varying pressures on this industry, energy should be an area of opportunity for savings and efficiencies, from supply contracts and reclaiming inaccurate charges to exploring new avenues.**

We understand that manufacturing in the UK is under significant pressure from increasing costs and mounting competition: the drive to cut costs has never been more important and optimising your energy strategy can contribute to that. From using less energy to receiving expert guidance on production schedules and optimising energy performance, there are many ways that energy management can support manufacturers' overall objectives.

Our optimisation scheme can help you to review your demand and maximise your production schedule, making the most of your flexibility without impacting your performance or output. With new schemes and technologies on the horizon to support balancing the Grid, there are new ways to mitigate rising costs and generate revenue.

## Carehomes

### Helping care providers warm home and costs low

**It is very important for retirement homes to be properly heated, and many of them use a lot of energy due to the needs of their residents. Whether your business is caring for elderly people or those with extensive health complications, it's essential that your heating supply is consistent.**

When it comes to selecting a business energy provider for your care or retirement home, you will want to select a provider that has a track record for providing a great service. This limits the chances of receiving erratic heating supplies and ensuring that all of the residents in your care home are always properly cared for and saves you from needing to switch providers again when the service isn't up to scratch.

We take all of these factors into consideration when selecting the providers' quotes that we show to you so that you can be confident in the care home energy tariff that you select.

It's crucial for retirement homes to get the best possible deal on their energy bills so they can retain their profitability as much as possible.

## Education

### Competitive prices to make sure you never overpay for your energy

**In recent years, schools have faced serious budget cuts forcing them to make teachers redundant, cut subjects and spend less on books and equipment. With per-pupil funding not rising with the rate of inflation, Schools need to look for other areas to reduce costs.**

#### **So, what should headteachers and bursars do?**

It can be a time-consuming task to fully understand the energy markets, and it is made even more difficult by the variety of products available, Frameworks, Brokers and Consultants among the choices available. It is very difficult to see which exactly is the best deal, especially with hidden fees or a general lack of transparency.

Schools have tight budgets to adhere to and procuring energy at rates to match them is a tricky business. At U4L, we can tender to every single supplier in the UK to ensure you receive the most competitive prices to make sure you never overpay for your energy. This will save you time and allow you to invest more in other important resources.

We offer our clients in the education sector a range of utility management services. These stretch from historical bill validation and spend analysis, to sustainable energy use and waste disposal cost management. We do not only focus on saving you money in the future but investigate how you may have been overcharged in the past and work to fully recover these costs. We continuously monitor the energy markets and renew your contracts as early as possible to optimise savings and take full advantage of market trends. We provide a complete utilities management service to meet all your energy and water needs.

We assess the usage across all the full site and provide a detailed breakdown of all usage. From this analysis we can help you target key areas of excess usage and provide cost-effective solutions to suit your budget. We can provide solutions ranging from fully voltage optimisation to circuit level automation.

We recognise that bursars and managers have many actions to cover and that energy and waste management costs may not be a priority. We are a reliable partner overseeing these important areas of the budget, freeing up your time to focus on more pressing issues.



# Energy Procurement

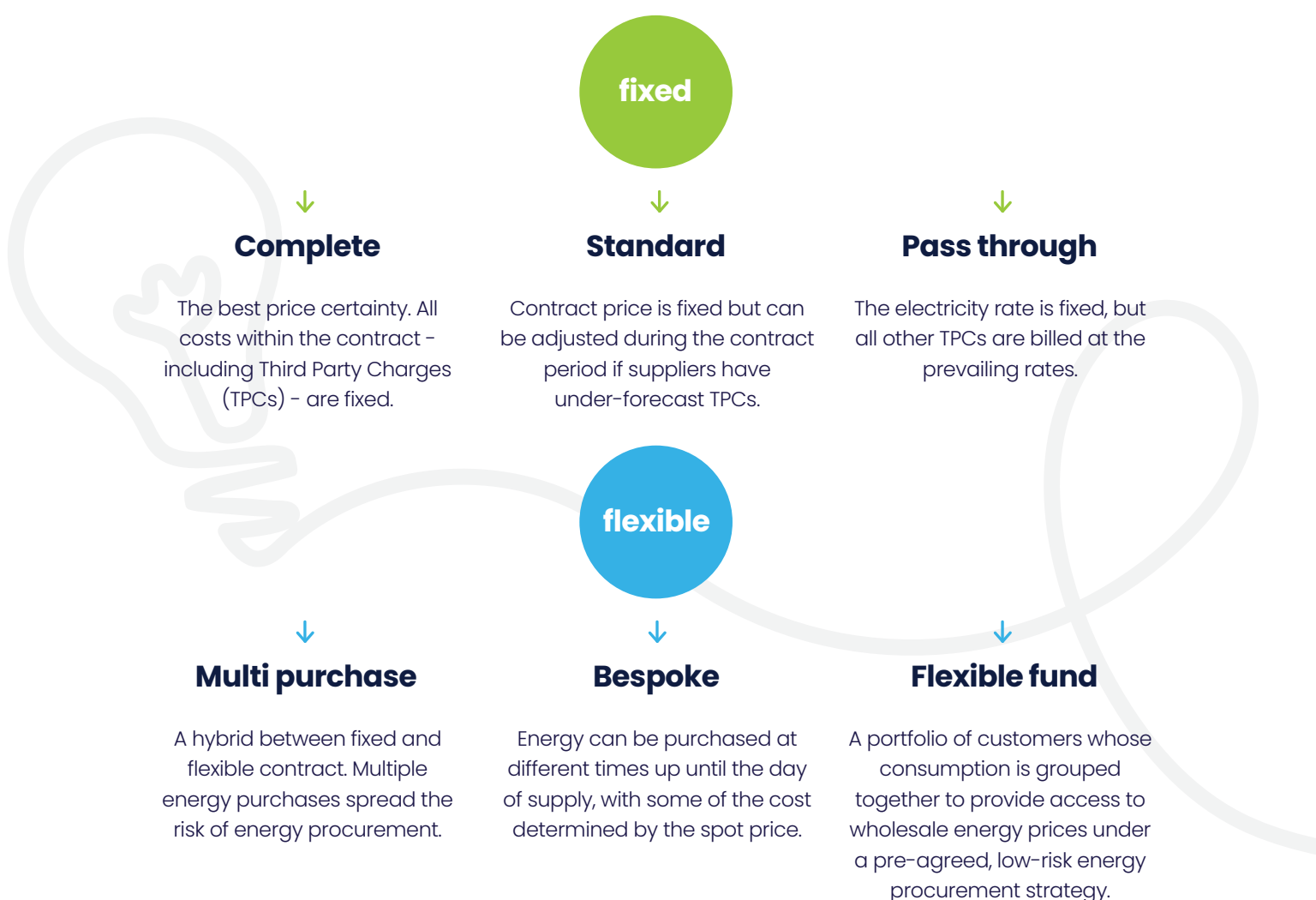
Helping you to manage the purchasing of anything related to business utilities

## Our expertise

Our procurement specialists are experts in negotiating contract terms and ensuring that your business gets the best possible deal. We look at your business energy portfolio and overall objectives and make recommendations on which services suit you best.

Once we have your agreement to proceed and your strategy is in place, we take the strain, updating you along the way and providing you with the information you need to make key decisions at each stage.

## Type of energy contracts



# Why switch with us?

- ✓ **Proven track record**
- ✓ **We've helped more than 6,500 businesses save money on their energy, with a 98% recommendation rate.**
- ✓ **Tried & tested suppliers**
- ✓ **Dedicated customer experience team**
- ✓ **We will protect you every step of the way, ensuring you continue to receive the best prices when your contracts are up for renewal.**
- ✓ **We only work with the very best. You, the customer, are our number one priority. We'll ensure your deal is tailor-made for your business.**

U4L provide a wide range of metering services through our dedicated in-house project team. We offer an end-to-end service and take away the complicated and time-consuming process of dealing with multiple counter parties for meter connections, saving you valuable time.

Whether it's placing your metering contracts (MOP DC/DA contract management), managing your siteworks, installing AMR, or managing the installation of your sub-metering, we will work closely with you to establish an understanding of your business so that metering can be installed with the minimum of disruption.

## The process



### You get in touch

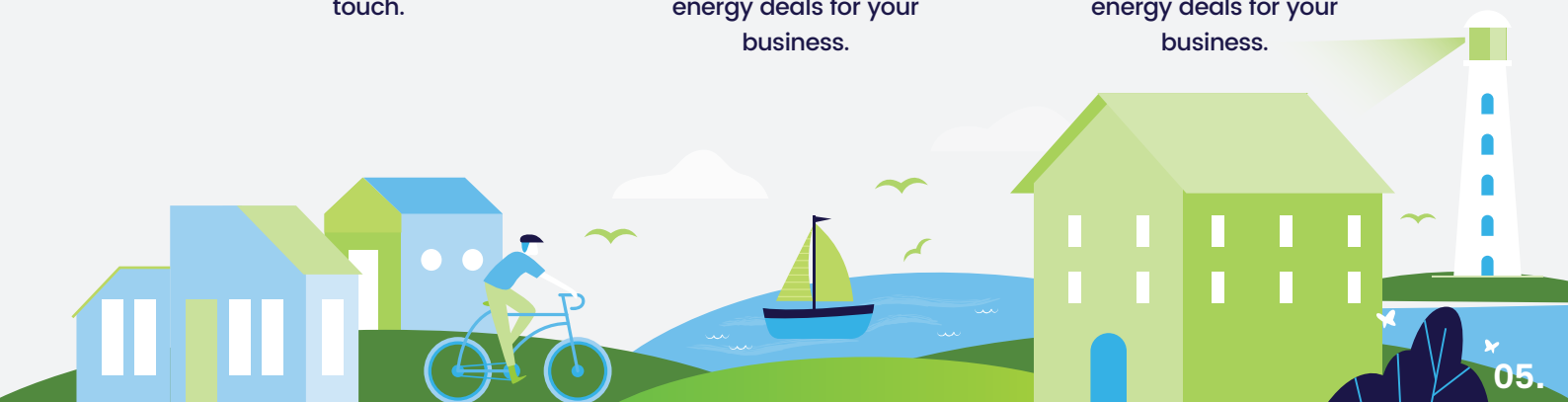
Either send us a copy of your latest bills, give us a call and chat or simply leave us your contact details and we'll be in touch.

### We do the hard work

Using our unrivalled buying power, we'll scour the market and present you with the best priced and most appropriate energy deals for your business.

### You save

Using our unrivalled buying power, we'll scour the market and present you with the best priced and most appropriate energy deals for your business.







# Metering Solutions

Solutions to meet your metering requirements

## Our approach

01

### Proven track record

We take a holistic approach to your utility management across both supply and metering.

02

### Getting value

Taking into account your entire portfolio and getting you the best deal available.

03

### Simplicity despite complexity

We handle the complex data requirements and present our findings to you in a simple, easy to understand way.

04

### Simplicity despite complexity

We handle the complex data requirements and present our findings to you in a simple, easy to understand way.

## What solutions do we offer?

01

### Meter installation or meter upgrade

A fully project managed service for the installation of electricity, gas and/or water meters.

02

### Meter removal

A fully project managed service for the removal of electricity, gas and/or water meters.

03

### Meter relocation or re-connection

A fully project managed service for relocation of electricity and/or gas meters.

04

### Supply works

A fully project managed service for any combination of supply and meter installation or removal or supply upgrade.

05

### Capacity increases and reductions

A fully project managed service for either; capacity increase or decrease, capacity increase or decrease including meter works, capacity increase or decrease including supply and meter works.

06

### Electricity sub-metering

A fully project managed service for the installation of electricity sub-metering.

07

### AMR installation

A fully project managed service to arrange the installation of AMR data loggers of electricity and gas meters.

08

### Technical consultations

A fully flexible service. We will work around your individual requirements, whether that is obtaining a quotation for works required, a site visit, or a full investigation.

09

### Raising an MPAN or MPRN

We are experienced with raising MPANs and/or MPRN's. We will liaise between different parties and manage the process from beginning to end.

## What is MOP DC/DA?

Half-hourly (HH) metering is mandatory for all businesses with a peak load electricity usage above 100kW, and any meters covered by P272 (05 – 08 NHH profiles). Under this mandatory requirement all HH meters are required to have a Meter Operator (MOP), as well as a Data Collection/Data Aggregation (DC/DA) provider. Payment for these services form a part of the non-commodity costs on your invoice.

## Who needs MOP DC/DA contract management?

The U4L Complete MOP DC/DA solution is open to any business with HH (00 profile) meters. This is most beneficial if you are a large multi-site organisation, particularly if information is fragmented across sites.

We will provide you with access to our in-house project team, who have extensive experience of the metering and connections industry.

## MOP DC/DA Contract Management

Metering contracts are often overlooked but sourcing the right MOP DC/DA contracts can assist you with the reduction of your energy consumption and costs through receiving accurate and timely energy data.

## Why is it important?

MOP DC/DA might not be something that you are familiar with, however, these charges are built into your energy prices as it is a mandatory requirement.

Metering contracts are often overlooked but sourcing the right MOP DC/DA contracts can assist you with the reduction of your energy consumption and costs through receiving accurate and timely energy data.

## Siteworks Project Management

Siteworks from U4L is the simplest way to make sure any metering project is completed on time and in full. This end-to-end project management solution takes away the complicated and time-consuming process of dealing with multiple counter parties

Whatever the scale of your project, and from meter installation or sub-metering roll outs through to technical consultation, capacity changes and AMR, you'll only ever deal with us. With our dedicated team of project managers, we will handle the complete process on your behalf, providing milestone updates and ensuring things remain within budget and on plan.



## What are the elements?



### **Meter operator agreement (MOP)**

This covers the installation of the meter, maintenance and necessary communication equipment for sending data consumption.



### **Data collector (DC)**

Data Collectors are responsible for collecting data from the metering systems and validate the metering data. This data is forwarded on to the Data Aggregation.



### **Data Aggregator (DA)**

The Data Aggregator receives the data from the Data Collector(s) so that this can be validated and used for billing.



### **P272**

From 1st April 2017 all non-half-hourly (NHH) meters in profile classes 05 – 08 should have been switched over to being HH settled. These meters will now be legally required to have appointed MOP, DC/DA contracts.

## What information do we need to get started?

Your full site and meter site list

Any information you hold on your HH meter sites.

A valid Letter of Authority

# Compliance

We can help with all the legislative requirements of both private and public-sector organisations.

U4L take your compliance obligations seriously; we all know there is a mass of complex legislation and regulations that organisations face. U4L has a thorough grasp of all the requirements and makes compliance a much less complex and daunting process.

We can help with all the legislative requirements of both private and public-sector organisations.

Taking your compliance obligations seriously sends out a strong message about your commitment to the environment. Working alongside U4L you can use our expertise to align and manage your contracts, ensuring all your regulatory requirements are met.

## U4L can assist you with the following:

- ✓ **Energy Savings Opportunity Schemes (ESOS)**
- ✓ **Carbon Reduction Commitment (CRC) Energy Efficiency Scheme**
- ✓ **Mandatory Carbon Reporting**
- ✓ **Energy Certifications: DEC's and EPC's**
- ✓ **Minimum Energy Efficiency Standards (MEES)**
- ✓ **European Union Emissions Trading Scheme**
- ✓ **Renewable Finance (PPA)**
- ✓ **Air Conditioning Inspections**
- ✓ **ISO 14001 Environmental Management**
- ✓ **ISO 50001 Energy Management**
- ✓ **Climate Change Agreements (CCA)**
- ✓ **Airport Carbon Accreditation**
- ✓ **Microgeneration Certification Schemes (MCS)**
- ✓ **Gas Installation and Maintenance**

# Water

## Achieving best value in a newly opened market

Save time and money when you bundle your business utilities the deregulation of water means that businesses across the UK can now benefit from savings on all utilities.

Get lower water bills after a water comparison We estimate that businesses can save up to 20% on their water bills by switching business water supplier or re-negotiating a better deal with their current supplier. In a number of cases, we have seen even higher savings. To find the cheapest business water suppliers, you'll need to compare water suppliers to find the best deal.

Benefit from easier billing If you have multiple sites, all of your water bills will be consolidated into one bill from one supplier, meaning much less admin for you and only one type of bill to understand.

### Why Switch Your Water Supply?

With a choice of suppliers, you may benefit from:

- **Tailored service offerings**
- **You will still benefit from the same water quality**
- **Better standards of service**
- **A wider choice of tariffs**



## Providing a complete solution for your business

Apollo Energy can provide a complete water solution for your business, providing market comparisons and a full range of value-added services from revenue recovery to Bill Validation.



### Our water solution

A complete water solution for your business, from SMEs to large organisations, single site or multi-site.



### Water deregulation

Under new legislation businesses can switch their water and wastewater provider.



### Water metering

Manage all water metering requirements for your business.



### Water suppliers

Businesses will be able to choose from among more than 20 suppliers.



# Renewables

Working hard to optimise your revenue

With an influx of renewable energy solutions and an increase in government incentives there is growing pressure from both society and the government for organisations to 'go green' and become more energy efficient.

U4L work with your business every step of the way to ensure you meet your renewable energy targets.

## The key benefits of using our renewable energy services:

01



**Stable Energy Costs**

02



**Reduction in allowances  
required under the CRC  
Energy Efficiency Scheme**

03



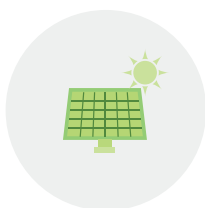
**A large range of subsidies  
are available for your  
business**

04



**Cut your business  
energy costs  
dramatically**

## Services we offer:



**Solar PV**



**Solar carpets**



**Battery Storage**



**Biomass**



**Wind**



**Solar thermal**



**CHP**



**Ground source heat pumps**



**Voltage optimisation**



# Bureau services

Effective utilities management starts here. We're the experts in utility management so that you don't have to be. With our in-depth experience in utility supply and demand, we ensure your utilities are being managed to maximum effectiveness and efficiency.

## **Our bureau services include:**

- ✓ **Energy portfolio set up and management**
  - ✓ **Bill validation correction and query management**
  - ✓ **Historical bill validation**
  - ✓ **Commercial energy audits**
  - ✓ **Load profile shifting**
  - ✓ **Financial reporting**
  - ✓ **Independent market research**
- 



# Energy Management

Giving you the visibility to secure your businesses' future

U4L can help you achieve dramatic reductions in your energy consumption. Firstly, we'll undertake an investigation of your premises which can range from a short survey through to an in-depth, comprehensive site audit.

## What will we do?

- ✓ **Develop a baseline of your energy use.**
- ✓ **Gather operational data.**
- ✓ **Gather equipment specifications.**
- ✓ **Identify opportunities for energy savings.**
- ✓ **Prioritise and present recommendations.**
- ✓ **Help implement recommendations.**
- ✓ **Verify improvements in energy cost reduction**

## How will you benefit?

### Significant cost savings:



Eliminate unnecessary expenditure from your budget and invest the capital into your other business functions.

### Peace of mind:



Plan with confidence, safe in the knowledge that your consumption and energy usage is fully under control.

### Improved financial forecasting:



Maximise the accuracy of your financial forecasts with a tighter control over spending.

### Increased transparency:



Easy to interpret, meaningful and clearly presented data. You don't need to be an energy expert to understand.

## Monitoring & targeting

Our Monitoring and Targeting (M&T) software provides consumption data in a half-hourly format, providing the perfect tool to help manage and measure your energy consumption.

### What will we do?

01



**Present your data in an easy-to-read, real time format.**

02



**Identify and explain variations in energy use.**

03



**Draw energy consumption trends (weekly, seasonal, operational, etc.).**

04



**Determine future energy use when planning changes in the business.**

05



**Implement an effective sub metering strategy.**

06



**Diagnose specific areas of wasted energy.**

07



**Observe how the business reacted to changes in the past.**

08



**Develop performance targets for energy management programmes.**

### How will you benefit?

#### Significant cost savings:



Eliminate unnecessary expenditure from your budget and invest the capital into your other business functions.

#### Waste reduction:



Identify and eliminate unnecessary energy usage.

#### Maximum scalability:



You choose how much (or little) information you need.

#### Increased transparency:



Easy to interpret, meaningful and clearly presented data. You don't need to be an energy expert to understand.



## Remote & part time energy manager

### REMOTE

Here at U4L, we understand that many organisations do not have the time, resource or skill set to manage their energy in-house.

To enable sites to undertake this vital function, we have developed our Remote Energy Manager Service.

This will utilise the data received by the M&T system and produce monthly reports to the end user identifying and quantifying all consumption within the month.

This will compare consumption with previous periods, identify and explain any anomalies and indicate how the site is operating according to any pre-set targets.

### PART-TIME

Depending on the nature and size of your business, you may not require an energy manager on a full-time basis.

With our part-time energy manager service, we provide organisations with the option of purchasing 'blocks' of time (for example 12-24 days per annum) and the Energy Manager will use this time, along with the data provided from the monitoring and targeting system, to effectively manage your consumption levels.

## Compliance & energy related training

We have the skills and qualifications in-house at U4L to assist you in achieving any compliance related measures such as ESOS, EU ETS, Climate Change Agreements and the CRC Energy Efficiency Scheme.

We can also provide bespoke energy related training to your staff to help them understand the importance of energy efficiency. Generally, training can be provided on two levels:

### Beginners

General course for all employees on energy use, including how it affects the cost of running your business and the impact it will have on the environment.

### Advanced

A comprehensive training programme aimed at real "Energy Champions" and designed to give staff the skills and knowledge to manage energy effectively.

# Our Suppliers

## Our approved 100% renewable suppliers

As part of the U4L framework to net zero. We ensure the suppliers we work with are transparent as we are. We audit our supplier partners annually and validate the generation source. Renewable certification is issued to all clients annually.



Energy supplied sources	Approved suppliers	Average across UK supplier
Coal	0%	5%
Natural	0%	41%
Nuclear	0%	19%
Renewable	100%	33%
Other	0%	2%
Total	100%	100%
Environmental impact	U4L Approved suppliers	Average across UK supplier
CO2 Emissions	0g per kWh	208g per kWh
Radioactive waste	0g per kWh	0.0013g per kWh

U4L\* have full market access to all UK energy suppliers, however due to the average of all UK suppliers, sourcing only 33% of their energy from renewable sources, these are only offered subject to clients request.

## Trusted by



# Testimonials

"I have placed U4L in stressful and complicated projects, requiring them to adapt quickly using a high level of understanding in the energy markets. They have met every challenge within deadlines, and given feedback which was insightful and practical."

**Alistair Chong, Director, Cosmo Group Ltd**

"We were introduced to U4L about 18 months ago as a way of reviewing our Water & Energy usage and tidying up the accounts we had with several different suppliers. Their service was completely free so we happily took them on board and in a short space of time our account administration improved dramatically. However it wasn't all plain sailing as there were still administration issues to be dealt with. U4L and especially Chris were on hand to deal directly with the suppliers and help resolved all the ongoing issues. The accounts are now working perfectly and we made significant savings not only financially but also in saved man hours.

I would highly recommend U4L for their expertise and understanding."

**Steve Bradley, Operations Director, Fitness4 Less Ltd**

"My experience with U4L from start to finish has been 1st class. The advice from the word go was thorough, fast moving and the execution of a change of contract completed in the smoothest way possible.

It felt as if they really had a complete understanding of my business and the priorities I faced. I was completely satisfied with the contracts we have changed to and those that are pending in the future.

They did everything that they said they would and more! I would certainly use again for all future business."

**Carl Uttley, Chief Executive, Derby Pub Company Ltd**

"Since we have started working with Utilities 4 Less, we have always received a 5\* service whether it is trouble shooting, problem solving or sourcing new contracts at market competitive prices.

Nick and Chris have always been available and more than helpful. We see our relationship flourish further in the foreseeable future.

We wish you all the best in all future endeavours.

**Muhammed Malik, Group Finance Director, Oceana Hotel & Restuarant Group**

# Contact

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