



# Eneco, at the heart of society

Annual Report 2012 Eneco Holding N.V.



# Efficiency

Together with our customers, we are reducing energy consumption. Eneco gives customers insight into their energy consumption, thereby helping them to save energy, CO<sub>2</sub> and money. This does not only have financial and environmental benefits, it is also ultimately sustainable: what you do not use, you do not have to generate. And with more than 2.2 million customers, that makes a difference.

## What did we aim to achieve in 2012?

Customers are better able to understand their energy consumption with practical products and services, such as smart meters, energy efficient central heating boilers and personal energy efficiency advice. Our aim for 2012 was to develop new products and services that help customers save energy.

## What have we achieved?

- Introduction of intelligent thermostat Toon®
- Improvement of Energy Manager for companies
- First energy efficiency contracts concluded via our Energy Service Companies (ESCO's)
- Collaboration with customers on energy efficiency projects
- Steps towards enhancing the awareness of energy consumers

## Providing insight into energy consumption

In 2012, we developed practical products for both consumers and business customers that help them to better understand their energy consumption. This awareness helps customers to truly change their energy consumption pattern. Higher efficiency results in lower energy consumption.

### Toon® Thermostat

Toon® is the first thermostat that provides customers with insight into their own energy consumption and costs any time of the day. Toon® turned out to be a success: 30,000 interested customers responded. As from the end of May, we have supplied and installed the first 5,000 thermostats. The order portfolio for 2013 is full. Two-thirds of the users recommend Toon® to others. In 2013, we will further enhance the thermostat and expand its functionality, for example with a remote control app. Users will also be able to compare their consumption to other households. With Toon®, Eneco has found a way to start a relevant discussion with the customers that not only concerns price.

## Energy Manager Expert for businesses

With the Energy Manager Expert, companies can monitor their electricity and gas consumption any time of the day. It is immediately clear which locations use energy at which moments and what the effect is of energy efficiency measures. The Energy Manager Expert also provides insight into unwanted energy consumption, thus enabling visibly effective corrective measures. As part of the Energy Manager, we now also offer an app for smart phones. On their personal page, customers can monitor the effect of efficiency measures. The application calculates whether the energy consumption of a company in a particular month or quarter was higher or lower than in the previous year. These results are displayed in handy mini-reports.

## Energy efficiency contracts

As a central element of our Sustainable, Decentralised and Together strategy, we are developing new business models that shape the future of Eneco, the Energy Service Companies (ESCO's). These cover the entire chain of sales, advice, financing, production, operation, warranty management and monitoring. Customers experience us as the decentralised energy company on location, their trusted partner that realises and operates all energy-related matters. By agreeing and providing guaranteed performance, we take care of all the problems of our customers.

## Promising concept

Via ESCO's, we offer new innovative products and services. To start with, we will be focusing on the segments with the greatest savings potential: real estate and housing corporations. The poor situation in the new construction market is also an opportunity: there is an increased interest in renovation and energy efficiency. Housing corporations must pay closer attention to costs. Outsourcing of non-core activities, such as energy management, offers good possibilities in this respect. Furthermore, the Dutch government has imposed stricter requirements for the manner in which housing corporations use the capital provided, resulting in

a decrease in available capital. Looking for ways to save money is the logical next step. The role of tenants has also changed: they want sustainable housing, but they do not want to worry about anything. Corporations that formerly arranged and financed this themselves, do not possess the required up-to-date knowledge and funds. Eneco aims to provide an answer to these developments with the ESCO model.

**First efficiency contracts closed**

In the last months of 2012, there was an increased interest in the ESCO model. The first ESCO contracts have been concluded. Examples include the Van Nelle design factory and property leased by the Government Buildings Agency. In the housing corporation segment, we have concluded a strategic partnership with Woonbron, which forms the start of the transfer of all the energy installations to Eneco ESCO.

**Saving energy together**

Together with our customers, we are always looking for new ways to save energy. To this end, we develop various forms of cooperation and participation.

**Heijplaat will become more efficient**

The Rotterdam city district Heijplaat will become more sustainable and will ultimately make use of natural energy sources such as the sun, wind and water. The objective is to become an energy-neutral district. We are one of the partners that are helping the district to achieve this. The plans for the sustainable metamorphosis were initiated by society, by the residents themselves. The initiative received a 'WWF Leaders for a Living Planet' award. This is an international award from WWF for individuals, organisations and institutions that have made an important contribution to nature conservation and promoting sustainable development.

**LED lighting: a source of energy efficiency for municipalities**

Our activities in the area of public lighting continue to expand. LED lighting is energy efficient and saves costs. CityTec, part of Joulz, offers municipalities an interesting business case. As a result, a number of municipalities made the switch to LED lighting,

including Rijswijk, Rotterdam, Vlaardingen and Wijk bij Duurstede. For the provinces of Friesland and Zuid-Holland, we are carrying out replacement projects and test projects.

**Awareness of customers and employees**

**Social Energy**

Energy efficiency starts with awareness. To increase the knowledge of customers about their energy consumption Stedin initiated the Social Energy project, with participants in city districts in The Hague and Utrecht. We give the residents insight into their energy behaviour, compare their consumption and organise participants information sessions. We also stimulate awareness among our employees. We have formed the internal Social Energy community. Nearly one hundred employees participate and are introduced to new developments. This Social Energy approach also teaches us a lot about offering smart meters to our customers as well as the installation and the acceptance of these meters.

**Green idea, good idea**

Joulz has been running the internal campaign 'Green idea, good idea' since 2011. Since the start, employees have submitted over 400 ideas. More than 50 ideas have actually been implemented. To reward employees for their sustainable ideas and promote involvement with sustainability, Stedin and Joulz have jointly funded and planted half a hectare of forest in the nature reserve Bentwoud.

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Eneco concludes contracts in which we truly guarantee improvement of energy efficiency. An example is the Van Nelle design factory in Rotterdam. In this 82-year-old building, a Unesco monument, Eneco will be replacing the heat installation, which will reduce gas consumption by 10-15%.