



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, CO₂ 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