



**Becoming a  
more energy  
aware business.**

# Becoming a more energy aware business.

We're committed to becoming a more sustainable business, at the same time as keeping our customers' bills as low as possible. Our energy performance team are contributing to this by helping our business to use less energy, pay less for the energy we do use, and make more of our own renewable energy – 'use less, pay less, make more'. We're trying to increase energy awareness across our whole business to build a culture where being energy efficient is part of our daily working lives.

## Background.

Energy prices are set to rise, which could take our company's annual cost of energy from around £100 million to £145 million a year by 2025 if we don't take action. Using less energy, making more of our own renewable energy and finding ways to pay less for it, (for example, by reducing how much we use during peak tariff periods from 4.00pm to 7.30pm each day, when energy costs can double) will ultimately help us keep our energy costs down.

No matter how big or small these savings may be, everyone across our business can contribute. To help this happen, we're communicating our energy saving messages to all our people, who work at hundreds of sites across London and the Thames Valley.

## Communications and engagement.

To help make energy saving part of our everyday thinking, we regularly engage with all our people:

- **Digital engagement:** stories on our internal portal, articles in our monthly company magazine, email bulletins, and posts on our internal social media platform called Yammer.
- **Energy saving tips:** we tailor and provide tips for our people in offices and on operational sites alike, so they can maximise energy savings.
- **Employee engagement emails:** we encourage our employees to contribute energy saving ideas by sending them to our Energy Performance Team's 'thinkenergy' mailbox. Suitable ideas are taken forward and supported by the Energy Team.



## Every Watt Counts

Using less. Paying less. Making more.

## Insights from sub-metering.

We've fitted more than 900 sub-meters across 25 of our largest sites, where around 60 per cent of our total energy is used.

Sub-metering allows us to better understand the energy consumed by equipment or processes on our operational sites.

Our site managers receive the data from the meters, and can use these insights to identify opportunities for improvement with their operations teams. In 2017/18 this data insight helped us save more than £400,000.

- Our top 100 operational sites consume 80 per cent of the total energy used by our business.
- 60 per cent of the electricity used at a typical sewage treatment works is powering aeration to treat customers' sewage.
- Over 80 per cent of the electricity used at a water treatment works is powering the pumps that provide customers' water supply.

### Energy awareness workshops.

Our Energy Performance Team has hosted many workshops across the business, including areas like wastewater treatment, water production, and operational control, to make sure as many of our sites are as energy efficient as possible. These workshops particularly focused on the top 100 energy-consuming sites that don't have sub-meters fitted, which account for approximately 20 per cent of the energy consumed by the company.

The workshops have emphasised the 'use less, pay less' principles to our operational teams. They've also introduced them to new technology, improved their awareness and understanding of energy across the business, and explored how they can positively contribute to helping reduce our carbon footprint. To help our teams to identify energy saving opportunities, we've developed a checklist of energy-saving suggestions. Running these workshops has enabled a closer working relationship between our Energy Performance and operations teams.



### Detailed energy reports.

We produce a wide variety of reports to inform our operational teams - helping them to better understand how when and where they use energy, and to identify where they could reduce consumption and cost.

For example, our 'time of day' reports help site teams understand costs associated with importing grid electricity during peak tariff periods, when electricity is much more expensive. By knowing where and when our processes use electricity, our teams can look for opportunities to alter consumption and reduce costs, without affecting our customers and the environment. This lets us free up budget to improve our operational performance even further.

Another example is our 'energy doughnut report' which allows operational managers to take a more dynamic view of energy performance across the sites they manage. As a consequence, operational issues like higher energy use in parts of the process, indicating potential problems, can be identified earlier and proactively resolved.

### Benefits of awareness.

Effective engagement with our people on the subject of energy is an important part of making our business more energy efficient, and more sustainable as a result. By increasing awareness and understanding of how we use energy, it's helping us to proactively identify and prevent potential operational issues, and stop them affecting the service we provide for our customers.