

Advisory Board meeting

30 October 2018

Notes

We held an Advisory Board meeting on 30 October 2018. Nicola Megaw (legal specialist), Jakki Phillips (customer representative) and David Pike, Karin Sode and Duncan French from People's Energy. Absent from the meeting were David Howe (technology specialist), Peter Lederer (Chair) and Jaume Ferras Santin (marketing specialist)

TOPICS DISCUSSED

Overview from the Directors

Where are we now?

Company performance

We are experiencing strong customer growth driven almost exclusively from us being the second or third cheapest energy supplier in most regions. We will reach 20,000 dual fuel customers on supply in the coming weeks.

Market

The wholesale price remains high with no reduction expected over the coming months, although there are some signs of gas prices falling slightly. Wholesale costs are creating very strong cost pressure to raise our tariff in the near future.

The government price cap means the Big Six will pull their cheaper tariffs to help fund the forced reduction in their highest tariff ranges. This has enabled People's Energy to improve our position at the top of the table, especially compared to the Big Six.

Member Acquisition Plans

We are currently trialing a referral scheme to attract new Members and are planning a larger marketing campaign in 2019, to help us grow the business to reach profitability earlier, as this would enable us to pay back the profits, innovate and also move towards fulfilling some of our social goals.

Team

Due to rapid growth and to maintain/improve customer service levels we have had a recruitment drive, employing a Membership Support Manager (customer service) and additional headcount for the Membership Support team and Success team (back office operations). We are also looking to recruit further senior roles.

What next?

Innovation and renewable focus

We are currently scaling up. As a result, we are now seeking to move to the next phase of innovation. Our goal is to put one million people in control of their own energy by 2024 by providing a solution that makes 'doing the right thing' for the planet and the wider community easier for ordinary people, alongside getting consumers the best deal possible.

In turn, this means accelerating the market towards additional generation/effective use of renewable energy (e.g. through storage), innovating in ways that help us make renewable energy accessible for more people, providing fair prices and making energy affordable for all, including people on lower income. We would also like to create practical opportunities for the wider community to support renewable generation and support those less well off in our community.

Smart Meters

We have passed the audit that authorises us to operate with the second generation of Smart Meters. Smart meters will help us drive a range of innovation initiatives. We are taking steps to progress towards roll out in 2019 for those customers who want them.

Battery Storage

To help support effective use of renewable energy we are currently looking at the options available with battery storage.

Social Innovation

We want to look at ways that households on lower incomes can benefit from lower cost benefits from some of the above-mentioned innovations.

Next meeting is scheduled for Monday 14 January 2019