



Empowering Your Energy Future

Introducing Lumina Energy



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"I have been using Lumina Energy for several years, and Ashley, who looks after my account, has always been very informative and helpful."

- *Coachmans Cottage Studio*



"We have used Lumina Energy for several years and our Account Manager, Ashley, is always quick to respond and helpful in dealing with our supplier contract needs. He is prompt and efficient and clear with the information he provides."

- *Lumina Energy Customer*



"Very helpful. Provided timely quotes, offered advice and support when coming up against blocks due to change of tenancy. Quick responses to queries/questions."

- *Lumina Energy Customer*



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Introducing Lumina Energy

In the dynamic landscape of today's corporate world, managing the energy needs of your company requires agility, expertise and a comprehensive understanding of energy efficiency measures that go beyond the standard tips and tricks. You need a strategic energy partner that aligns seamlessly with your business and its objectives. That's us.

At **Lumina Energy**, we're not simply brokers, we're energy consultants committed to guiding you through the intricate tapestry of energy contracts and management whilst helping you to reach your net zero ambitions. Our mission is to provide our customers with a clear understanding of not only energy procurement and management, but also how we work, our fees and offering a service that prioritises openness and honesty.

Currently collaborating with over **4,000 customers nationwide**, we have earned official recognition as a Third-Party Intermediary (TPI) within the Energy Ombudsman's Alternative Dispute Resolution (ADR) scheme. This designation underscores our dedication to upholding the highest standards of service and resolving any customer concerns.

Established in 2012, and **proudly aligned with Kent County Council** through Commercial Services Group, Lumina Energy is an esteemed partner in your journey towards sustainability and cost-effectiveness.

We understand that the energy needs of larger companies demand a more tailored approach, and our decade-long experience and unwavering commitment to excellence uniquely positions us to address the multifaceted challenges faced by you as energy managers and company directors.



Culligan™



"Ian has been supporting our business for 3 years and has guided us through the various options on energy provision. He is always available to support us which is a refreshing change to other energy consultants I have engaged with in the past.

He is currently helping us manage a portfolio of about 60 sites for electricity, gas and water which will hopefully deliver us accurate ESG reporting and flex procurement which will help our bottom line. Very happy."

Culligan UK

Your Energy Procurement

Commercial energy can be confusing and overwhelming, especially if you don't have in-house energy expertise. We are proud to act as an extension of your company, providing that much needed energy expertise to ensure that you are on the right contract for your organisation's needs and demands.



Our strong supplier relationships

We have built extensive relationships with over 20 commercial energy suppliers, enabling our customers to benefit from the most competitive pricing available. In fact, we have Direct Supplier TPI Relationship with every supplier that works with us, not many energy consultants in the UK have this.

Fixed & Flexible Energy Procurement

Our procurement and tendering process is especially beneficial for energy intensive consumers as well as complex portfolios such as multi-sites. We can do this for you through our tender process.

Our tender process involves:

- Credit assessments
- Identifying appropriate suppliers based on our customer's needs
- Managing tender responses
- Preparing delivery of pricing on a chosen date

The detailed tender proposal provides your company with all of the information required to ensure you are choosing the most advantageous energy procurement contract.

- Meter & site level breakdown of all associated costs
- Summaries of annualised spend
- Transparent fees
- Supplier volume tolerance thresholds
- Contract clauses such as reconciliations
- Percentage of renewable energy fuel mix
- Customer satisfaction ratings
- and any other additional required information

All suppliers are included in an invitation to tender dependent on specific criteria being met from the perspective of you, the customer, or the supplier themselves. Suppliers may reserve the right not to bid on any tender due to credit position or internal workloads.

Fixed Contracts

Fixed energy contracts work by charging you a set rate per unit of energy, measured in kWh, for the duration of your contract term. It's important to note that, despite having a fixed rate per unit this doesn't mean your total charge on your bill will be the same each month, this will change depending on the energy you are using. It's the price for kWh that is fixed.

We can look at your Electricity, Gas and Water utilities ensuring you are the right contract for your company usage, budgets and spend requirements.

Benefits of Fixed Contracts:



Budget Stability

One of the primary advantages is budget predictability. With a Fixed Energy contract, you can lock in a set price for kWh, which helps in forecasting and managing budgets more effectively. This is especially beneficial in times of fluctuating energy prices. Knowing the exact cost of energy over a specified period helps in creating accurate financial forecasts and avoiding potential financial shocks resulting from unpredictable energy price movements.



Price Protection

Fixed Energy contracts shield companies from market volatility. As energy prices can be influenced by several factors, whether it's geopolitical events, regulatory changes, or natural disasters affecting energy supplies, having a fixed rate ensures protection against sudden spikes or unforeseen price increases. This stability allows your company to plan with confidence.



Contract Duration

You can choose the duration of your Fixed Energy contract, typically ranging from one to five years. This flexibility allows you to align your energy strategy with long-term business plans and objectives.



Environmental Considerations

Some Fixed Energy contracts may include options for sourcing energy from renewable or sustainable sources. Depending on your company's plans, this could align and support your environmental goals and can contribute to corporate social responsibility initiatives.

Flexible Energy Contracts

There is now a way for your business to have more choice when it comes to energy purchasing. **Lumina Flex** is our in-house, flexible energy purchasing solution that will enable you to manage and reduce your energy costs more effectively.

If you're looking for:

- Longer term buying windows (flexible purchasing can begin from 24 months in advance)
- Increased market opportunity
- Avoidance of market spikes
- Greater volume tolerance projection that a group basket provides
- Better certainty and risk avoidance
- Lower supplier management fees

Lumina Flex could be the option for your company.

How does it work?

Put simply, it's taking your annual energy usage and buying it at various times across the year to work towards the best possible price for your energy contract, compared with buying all your energy at once with a fixed price. We take market conditions and forecasts into account to buy your energy at the right times and often this will enable us to deliver a better overall price in a rapidly changing energy market.

This flexible buying approach is often restricted to businesses with large usage or multiple locations – whereas **Lumina Flex** is different. We group energy volumes from customers of all shapes and sizes together into a 'basket' to maximise value and get the best terms from suppliers. Having a basket means we can make a larger number of trades on the combined volumes rather than for individual customers.

Why consider a Flexible strategy for your company?

Access to Experts

Our team monitor energy markets closely, using market leading systems, to ensure energy purchases are made at the right time.

Risk Management

Managing risk is a crucial aspect of flexible energy procurement and **Lumina Flex** assesses these risks and acts on your behalf, taking into consideration energy price fluctuations, regulatory changes, and supply disruptions.

More Opportunities

By offering an extended purchase window this means there are more buying opportunities available compared to more short-term strategies or a Fixed price contract where all energy is purchased in one go. Our analysis shows that over the past three years, on average, the pricing for Flexible contracts outperforms the average Fixed price contract by 6%, and outperformed the market highs during the 2022 energy crisis by up to 80%.

Budget Certainty

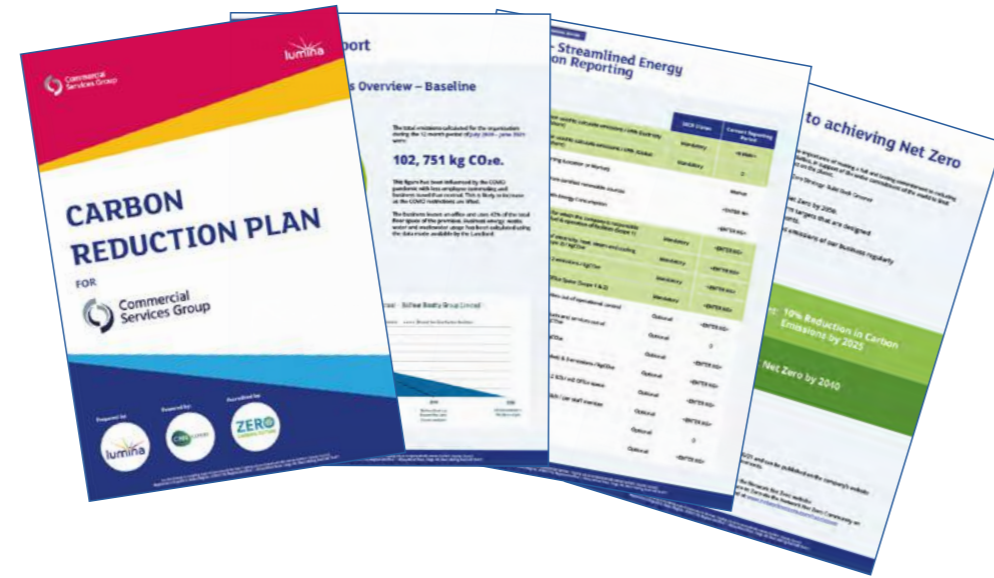
Flexible buying comes in various strategies, we've deliberately designed **Lumina Flex** so that 100% of the energy (the commodity) is purchased before each price period, and that non commodity costs are fixed, meaning our customers have greater budget certainty.

Renewable Energy

If your business is looking to incorporate renewable energy sources, such as solar or wind power, into your flexible purchasing contract, there are options available for both green electricity and gas.

Your Net Zero Journey

If you're looking to reduce your carbon footprint and meet your net zero goals, our Carbon Reduction Plan is a great initial first step.



What is a Carbon Reduction Plan?

This is a statement from your business which identifies and defines your carbon footprint and commitment towards targeting that all important net zero goal.

Working with you we will establish your company's existing carbon footprint, enabling us to create a "benchmark" which will form part of your future reporting metrics so you can then compare your emissions reduction progress.

Once you know where you're at, we'll help you to set carbon reduction targets utilising our extensive network of partners and suppliers who can also support you in achieving these targets and reductions.

Your Carbon Reduction Plan will cover:

- Commitment to net zero emissions
- Total emissions for Scope 1 and Scope 2 sources
- Scope 3 emissions dependent on obtainable data and regulatory requirements
- Details of current initiatives to reduce carbon emissions
- Details of future initiatives to reduce carbon emissions
- Internal sign off agreeing that the organisation commits to the plan
- Publication of the plan on the customer's website dependent on regulatory requirements

As part of our service, we also ensure that your CRP (Carbon Reduction Plan) is authenticated and quality assessed by a 3rd party carbon consultancy, giving you peace of mind of the accuracy and quality of your plan.

It will comply entirely with SECR and PPN 06/21 requirements and can be submitted annually in line with SECR reporting procedures. Your SECR report will cover Scope 1 & Scope 2 emissions along with Business Travel & Vehicle emissions



"Sally has been working with us to get the best contracts on electric and gas. She was recommended to us by a business friend, and we have found her very efficient, friendly and helpful.

She follows all the jobs through to the end whether they are big or small and got has got me results which I've been very pleased with. Thank you!"

Whelans

Our Other Services



Meter Operator Contracts

A MOP contract is a legal requirement for all Half-Hourly electricity supplied meters and covers; meter maintenance, meter fault fixing and the necessary telecommunications for sending your consumption data to your energy supplier. We provide 5-year Meter Operator (MOP) contracts through a designated MOP for Half-Hourly electricity metered supply.



New Meter Installations

Have you taken over a new premises? Or need an additional meter installed?

If you need assistance with this, we can help.

We appreciate that organising new connections for electricity, gas and water supplies can be challenging. That is why our energy experts are here to navigate this process on your behalf ensuring that your new connection reaches the final stage of meter installation, and an active supply is registered to the premises.



Energy data at your finger tips

By working with us you have access to your own Customer Portal with all the details of your contracts that have been organised through us. We also keep in touch with you throughout your contract so that you never miss a window of opportunity to secure a better energy contract.

Plus, if you want real insight and control over your energy usage, be sure to ask us about our Online Energy Management Software through our partnership with Stark. This can be used for all electricity supplies including non-half hourly meters. The energy usage data is fully reported and available within 24 hours plus you will have access to it 24/7 meaning you will always know what energy is being used and how.



Water

Our Water Procurement service offers online water management and consumption analysis to simplify your portfolio requirements and consolidate your potable water and sewerage. The service also includes; full tender analysis, AMR meter options and leak detection for additional savings.

We have already completed a comprehensive tender process to find a water supplier that we can trust, interviewing several different suppliers and monitoring their responses in regard to; price, customer service, response times, billing methods and billing frequency. Following this process, Everflow was selected, and have since proven to be a reliable and trusted supplier to our customers.



“Excellent knowledge and service.”

- *The Prince Arthur Road Indoor Bowling Club Ltd*



“Excellent advice & research into best options. Saved us a lot of money.”

- *Broadwater Sports Club Ltd*



“Great communication, attention to detail and understanding of our circumstances.”

- *Lumina Energy Customer*



If you would like to have an informal conversation about your company's current energy challenges, contract situation, or to find out more about how we can help with your efficiency and net zero goals, reach out to our team today.



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