



# Purpose Report

2020

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**Climate change is our responsibility**

Let's keep the world our home



# Purpose Report 2020

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## Foreword from our CEO and Founder, Juliet Davenport

In February 2020 Prime Minister Boris Johnson joined environmentalist David Attenborough on stage at the Science Museum to declare a 'year of climate action'. This would culminate with COP26, the UN's climate conference, which was scheduled to be hosted in Glasgow in November.

Just a couple of weeks after Johnson's climate commitment, environmental activist Greta Thunberg came to Bristol. The city is only a short train ride from our offices, so we told everyone at Good Energy that they could take the once in a lifetime opportunity to march alongside her. I am proud to say that Good Energy was a loud and visible presence alongside Greta and the 30,000 activists calling for leaders like the PM to put words into action on climate.

Then like so much in 2020, COVID-19 disrupted plans, derailing COP26. It was postponed to 2021.

2020 became the year of COVID-19, rather than climate action. For Good Energy's part I am proud of how we were able to respond, switching rapidly to remote working and developing new policies to support our people. We remained committed to our purpose, perhaps stronger than ever in our resolve. Many examples of which are detailed in this report.

It has been a time of anguish and pain for many, but one with some silver, or indeed green, linings too. Climate change may not have been number one on any government's agenda, but as soon as there was discussion about recovery from the pandemic, the focus was on green recovery.

Today we are still battling the pandemic. But there is widespread public support for climate action and we are beginning to see positive policies coming from government on things like support for offshore wind and a 2030 cut-off for sales of petrol and diesel cars.

I cannot help the feeling of déjà vu when I say, we have COP26 to look forward to this November. It is difficult to say what the conference will look like, but it remains the UK's opportunity to show leadership on climate action to a global audience.

It feels like we may have reasons to be hopeful for action on climate change, and this only makes Good Energy's purpose more relevant than ever.



Juliet Davenport

## Our purpose

Climate change is our responsibility,  
let's keep the world our home.

## Our manifesto

We believe that everyone deserves a future on our home planet. Swimming in our rivers, walking in the forest or simply breathing clean air should always be an option; for us, for our children and for their children.

We know that to keep the planet our home we have to get to 100% renewable energy. So that's what we are working towards every single day.

We exist to give you the ability to generate your own power, not just buy ours. No one owns the sunshine, the wind or the rain, so let's share it.

Our goal is to turn every home and business into its own clean power station. Get your clean energy from families and businesses in your local community. Power generated by people like you, for people like you.

We believe that we all have our part to play. We do ours not only by empowering you to buy and share clean energy but also by investing in clean technologies.

We must be bold, stand up and take action to tackle climate change. We are more powerful together with our customers, generators, shareholders, partners and people. We invite you to stand up with us.

# Sustainable Development Goals

## Sustainability is why we're in business

Sustainability is a broad term, but it captures the need to protect and preserve our planet.

The UN's Sustainable Development Goals (SDGs) provide a strong framework and guide for businesses to work towards. These 17 goals range across environmental and social factors, from protecting life on land to ending hunger.

Good Energy is a member of the UN Global Compact, the world's largest corporate sustainability initiative, founded to encourage businesses to support the SDGs. Our business has two of the goals at its heart:



### Affordable & clean energy (Goal 7)

Our unique model has remained unchanged for over 20 years: support the growth of independent, renewable generation in the UK. This means we offer our community of over 1,600 generators a fair price for their power and a route to market for small clean energy projects. Our customers, employees, and investors are given an opportunity to support this model and be part of the solution to the climate crisis.

### Climate action (Goal 13)

Good Energy was set up to tackle climate change, and this defining global challenge continues to inform how we operate as a company. Our financial decisions; new customer propositions; or policy and regulatory positions, are based on this starting point.



# Our response to COVID-19

Responding to the pandemic changed many people's perceptions of how businesses can operate. We were no exception, and have developed new ways of working across the company.

As lockdown started, we worked with speed to move over 250 people to remote working. This included our IT and Facilities teams working flat-out to ensure everyone had access to quality office furniture and IT equipment they needed, including the business's 100-strong Customer Operations team.

Supporting working parents and ensuring our people could continue with personal development was central to how we responded. We created a suite of new flexible working options to enable our people to juggle the demands of homeschooling, supporting dependents, volunteering in pandemic related schemes or – recognising the impact of lockdown on mental health – simply to take more time out. We also significantly increased communication from our leadership team and expanded our mental health support and wellbeing services.

Before COVID-19, we had started the shift towards a more flexible working environment. The pandemic accelerated this change, giving people more freedom to balance work with their other responsibilities. We plan to take what we've learnt forward long term, by enabling people to increase the days they work from home (if they want to), while retaining 'Anchor days' in the office to support teams to work together.

"The company has been incredibly supportive throughout the lockdown period. The ability to work more flexibly during this time and take exceptional leave removed a lot of the stress of working from home whilst home schooling my young children."

"Having access to the latest remote working technology has meant that online meetings have been more efficient and allows us to be more effective with our time. It's also given everyone more access to our Executive Team who hosted fortnightly all company calls.

"Staying connected while working flexibly has allowed me to continue to raise my profile within the business. As a result, I've been invited on the new leadership development programme, which will help me to continue to raise my profile within the business and the industry."

**Laura Wildish, Senior Marketing Campaigns Manager**



## Fundraising for the NHS

Mental Health Awareness Week takes place in May each year. As one way to support mental wellbeing is through exercise, we decided to get moving for minds and raise some money for NHS Charities Together along the way.

The challenge was set: with a promise to donate £1 per kilometre travelled, how far could our people move in one week? As a result of the combined walking, running, and cycling efforts, we managed to reach 1,400 km, a greater distance than from Land's End to John O'Groats. We rounded up the final figure of £1,400 to £2,000, with an extra £260 added when staff donated money by buying surplus office equipment.



# Engaging with our community

## Partners for change

Forming partnerships with like-minded organisations helps to further our purpose and reach new audiences. We're currently working with partners from a range of different sectors, from the creative arts to sustainable agriculture.

### BAFTA Albert

We are proud to have strong links with BAFTA (British Academy of Films and Television Arts) and its sustainability initiative, albert.

Since 2017, we have worked with albert on the Creative Energy Project, a scheme which makes it easier for film and TV companies to switch to 100% renewable electricity. In 2020 we signed up 25 new companies to the project, bringing the total to 69.

"Good Energy's green credentials and their successful tender makes them a leading choice of energy partner for albert's Creative Energy Project. Together we aim to make clean renewable energy easier and more accessible than ever before helping you reduce your environmental impact for all film and TV production."

**Kevin Price, Chair of the BAFTA albert Consortium**

### Julie's Bicycle

Julie's Bicycle is a charity that supports the creative arts to reduce their environmental impact and tackle the climate crisis. With their help, we expanded the Creative Energy Project to reach more businesses which are starting out on their sustainability journey. Over the past couple of years, we have worked with Julie's Bicycle on their flagship Creative Green Awards. The event aims to recognise the achievements of arts organisations taking action on climate change.

"Clean, renewable energy is the simplest of the many solutions to climate change and Good Energy have been pioneering this solution for many years. We have been really grateful to be in partnership with Good Energy, driving demand for renewables as well as celebrating their work with the creative sector"

**Alison Tickell, CEO and Founder**

### Friends of the Earth

We have been working with Friends of the Earth for over a decade. As one of the UK's most well-known environmental organisations, their support is invaluable in promoting our purpose. We remain one of only two energy suppliers the charity recommends to its large number of supporters.

"We're deeply concerned about climate change and its impacts on the planet and people. But by working with Good Energy to move Britain away from imported fossil fuels and towards green energy generated locally, we're helping to reduce one of its greatest causes."

**Guy Shrubsole, Climate & Energy Campaigner.**

We also work with these businesses and organisations to promote sustainability and fight climate change:

eden project



ADGREEN

## Better Business

Like millions of others during lockdown, our CEO and Founder Juliet Davenport was now working from home. She found that as many other business founders were doing the same it was easier to stop, reflect, and have valuable conversations about how businesses can be a force for good.

This was behind the idea behind Better Business, our video series where Juliet speaks to some of the UK's most prominent sustainable and purpose-led business leaders. Featuring the likes of Tom Kay of Finisterre, Anne-Marie Imafidon of STEMettes, Richard Ballard of Growing Underground and Mart Drake-Knight of Rapanui, the series of discussions covers the themes of purpose in business, coping with crises and building back better.

The interviews can be watched back on our YouTube channel and our website here: [goodenergy.co.uk/business/better-business](https://goodenergy.co.uk/business/better-business)



## Investing in a green future: our pensions

Pensions could be the next frontline in the fight against climate change.

Historically, many pension funds have invested in companies that have a negative impact on our climate, supply chains that are unsustainable, and industries that accelerate climate change. When people find out they're accidental investors in these companies, they're often horrified.

We have partnered with the 'Make My Money Matter' campaign, which is creating a movement calling for the trillions of pounds invested in our UK pensions to build a better world.

We also published our own research into Britain's ethical pensions market, having contacted 54 pension schemes and funds which collectively hold £2.9 trillion of assets under management. Our own progress will continue as we seek to provide our people with pensions options that match their desire to protect the planet.

## Case studies: supplying sustainable businesses

### Farmdrop: The online grocer powered by renewables

Like Good Energy, Farmdrop's passion lies in getting their customers closer to the producer. The online grocer currently supports a network of over 450 farmers, producers and makers.

They chose Good Energy as their supplier to help make sure they could apply their sustainable thinking throughout their business. They have two warehouses to power, as well as a fleet of electric vans to make their deliveries. All of that requires energy, so they make sure that it's renewable.

"Switching to renewables with Good Energy was a no brainer for us. We've dramatically lowered our emissions, and we're encouraging our producers to switch too", Ben said.

During the 2020 pandemic and lockdown, Farmdrop found their offering is more important than ever before – with a sharp increase in the volume, size and frequency of orders.

"I think aside from the convenience, people really are passionate about supporting small businesses and prioritising sustainability in times like these", said Ben.

"Switching to renewables with Good Energy was a no brainer for us. We've dramatically lowered our emissions, and we're encouraging our producers to switch too."

Farmdrop



### Good Things Brewing: beer that's good for the planet

The way beer is traditionally brewed is incredibly inefficient, with huge amounts of water, energy and grain wasted. So in 2017, sustainability engineer Chris Drummond decided to see if he could brew better – and set about the small task of creating the world's first closed-loop, fully sustainable brewery.

The result was Good Things Brewing. And Chris turned to Good Energy to supply 100% renewable electricity to make all that beer.

Like many other businesses founded on a purpose, Good Things Brewing have found that doing things differently makes them stand out, and has even increased their resilience during tough times.

"Our sustainability credentials may not always be what makes the first sale", explains Chris, "That's the beer itself. But it definitely increases loyalty towards our brand."

Now, Chris wants to help as many businesses in his industry reduce their impact as well, by showing them that by cutting energy and waste, you can become more profitable and wholly sustainable.



## Marketing an energy company that cares about our future

November 2020 saw Good Energy launch its first ever TV advertising campaign. The 30 second creative is set at a school science fair, focusing on three children, with their parents and their science projects.

The first two projects are models showing the impacts of climate change: a forest fire and a flood. The third model is a vision of the Good Energy powered home of the future, with solar panels and an electric car on charge.

The impactful ad has been viewed over 1.6 million times on YouTube and reached a wide but targeted audience on national TV.

It was followed by another bold marketing campaign around Black Friday. The date in late November has become a byword for buying more. Good Energy's campaign was called the Power of Less.

Created in response to rampant consumerism, it included high impact billboards with the words 'don't waste our energy' visible around high footfall areas of Bristol, as well as an emotive animation voiced by one of the UK's most well-known personalities.



# Innovating to achieve net-zero

As we think about the future of energy there are three areas we need to tackle: electricity, heat and transport. The transition to net-zero emissions means supporting our customers to do their bit across all three. 2020 saw us develop our propositions, partnerships and philosophy around how to do just that.

These new propositions include the UK's first ever heat pump tariff, called Green Heat, and the trial of smart time of use tariff for electric vehicle drivers. Creating these unique tariffs is an important way to support people who are shifting from using fossil fuels to clean alternatives.

## Greener heating

Renewable heat pumps are an essential solution for freeing Britain's homes from the gas grid. Our Green Heat tariff offers lower rates and zero standing charge over the winter months to help make running a heat pump more affordable. This will help customers pay less to heat their home at a time of year they use their heat pump most intensively.

We understand that investing in a heat pump may not be possible for everyone. So we've also looked to provide ways for people to make sure their existing gas heating is running as efficiently as possible. An annual boiler service can improve efficiency by up to 15%, which not only saves people money, but cuts carbon emissions as well. Our partnership with home and boiler care provider Hometree will help give people peace of mind over their heating – especially important with more people than ever working from home and using more energy through the winter.

## Driving change

Our new EV tariff, called 'Green Driver' is another example of innovation in action. The tariff – now in trial stage – is a smart, insight-driven "time of use" tariff developed using Zap-Map's rich data. Green Driver offers customers a lower cost and longer off-peak charging window, starting earlier in the evening at 10pm. The tariff will help customers shift consumption, providing a cost saving while also supporting the grid at a time of day when a higher proportion of demand is met by renewable energy.

## Pathways to a Zero Carbon Britain

In 2019, the UK government legislated to reduce greenhouse gas emissions to zero by 2050. This major commitment was the first of its kind in the world, and a significant increase on the existing target of an 80% reduction. The move was the starting gun in the race to develop new policies and ideas to support the transformation to a zero-carbon economy.

Good Energy has a strong track record of influencing climate policy and we decided the time was right to make a fresh contribution to the debate. We commissioned Energy Systems Catapult, a research centre, to model our vision for how Britain can reach zero carbon emissions under a set of innovative scenarios. These scenarios imagined a world where millions of homes have roof-top solar panels and battery storage devices; where renewables provide 98% of our electricity demand; and where we develop new homegrown renewable technologies, such as tidal and geothermal power.

The full results of the report are to be published in 2021 and we will follow the work with a range of events for policymakers, investors, and businesses.





# Our environmental impact

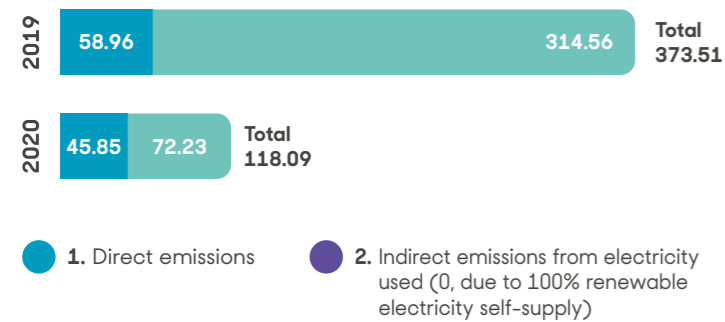


We are committed to reducing our environmental impact across the entire business. This means carefully analysing the main sources of emissions and providing detailed reporting on an annual basis. We have achieved ISO14001 accreditation, which confirms we're meeting international standards for measuring and improving our environmental performance.

In 2020 we joined the UN's Race to Zero campaign as part of its SME Climate Hub. The campaign brings together a diverse group of international companies united by a commitment to achieve net-zero emissions before 2050. But we want to go further than this and are looking into setting a bolder climate target.

## 2020 reductions

COVID-19 had a significant impact on our carbon footprint and 2020 saw a 64% reduction in total emissions. This was driven by declines in our Scope 3 emissions which includes employee travel and companies in our supply chain. We work with ClimateCare to neutralise our remaining emissions by investing in internationally recognised carbon offset schemes.



## Greenwashing update

Over the past few years, we have worked continuously to raise awareness of the problem of greenwashing in the energy market. 2020 saw significant progress with our campaign to engage our customers, the media and relevant government bodies with the issue.

In early 2020, the regulator, Ofgem, published its new Decarbonisation Action Plan, which sets out its priorities on net-zero for the next 18 months. The plan includes a new commitment to crack down on greenwashing, stating: "We are aware of growing concerns about 'greenwashing'...we expect suppliers to be transparent about what constitutes a 'green tariff' and we will undertake work to ensure that consumers are not misled".

Media awareness of greenwashing grew over the following 12 months, and we worked closely with national newspapers, broadcast journalists, and energy reporters to explain the problem in more detail.

Along with background briefings, we published two papers which focussed both on the problem within Britain, and how suppliers look to the rest of Europe to avoid environmental levies at home.

As a result of this work, we obtained media coverage for our campaign among some of the UK's largest media outlets, including BBC Morning Live and The Sunday Times.

Following on from this success, greenwashing has been taken up as an issue among price comparison sites such as USwitch, and is being investigated by the Competition and Markets Authority.

Towards the end of 2020, the government released its long-awaited Energy White Paper. This significant policy document outlines how the current administration will shift the economy towards net-zero emissions.

The paper included a section on transparency in the energy market, and included a commitment to investigate environmental claims made by energy suppliers:

"We will consult in 2021 on how to ensure consumers receive transparent information when choosing an energy product, for example quantifying the additional environmental benefits of a tariff marketed as green". - Ofgem

This commitment is strong validation for our campaign and echoes our call for increased clarity. We have already started engaging with the government on its consultation, a process which will continue throughout 2021. We are similarly scaling up our campaign with the national media, energy trade associations, regulatory bodies and non-government departments.

**THE TIMES**  
Energy suppliers buy 'greenwash' certificates for 93p



**INDEPENDENT**  
Energy companies accused of 'greenwashing' for buying 20p certificates that allow them to label fuel as green



## Carbon-neutral gas

In 2016 we launched carbon neutral gas, made up of 6% green gas with the remainder carbon offset. This year we increased the proportion of biogas to 10%, and supported three new gold standard biogas-based carbon offset projects so that we are promoting green energy worldwide, too.

Green gas, or biomethane, is gas that's not from fossil fuels. It's made when organic materials – like food waste – decomposes and releases methane, in a process called anaerobic digestion. This biomethane gas is then captured and fed into the national gas grid to be used in your home.

It's not possible to simply swap all of the fossil fuel gas in the UK with green gas, but we're leading the way with our 10% for customers.

Carbon offsetting is not the final answer to decarbonising either. But what offsetting can do is fill a gap in time, finance or ambition. To make real reductions in the amount of carbon in the atmosphere and have other positive social benefits at the same time.

It is with this in mind that we chose a set of new carbon offset projects with our partners Climate Care. 10% may be the limit for biogas in the UK, but we can go further through supporting it elsewhere in the world. Climate change is a global problem after all. We are now supporting three new biogas projects in India, China and Turkey, all of which are Gold Standard accredited, which is one of the highest levels of internationally recognised verification schemes.

## Good Housekeeping Accreditation

For almost 100 years, the Good Housekeeping Institute has been a trusted source for the best and most reliable products in the consumer market. Its experts provide recommendations to consumers off the back of this, on everything from food recipes to freezers.

In 2020, and after a rigorous period of testing, the institute announced that Good Energy was approved as a "100% renewable electricity provider". This was an important recognition of everything Good Energy stands for and has practised in the energy market for 20 years.

We know that not all suppliers have the same high standards when it comes to evidencing their green claims. Receiving the Good Housekeeping Institute's coveted Getting Greener endorsement is another way of showing people what we do is different.



# Our social impact

## Marching with Greta Thunberg

Greta Thunberg and other young activists have mobilised an entire generation to call for climate action, creating a movement that has put increased pressure on those in power to combat climate change. And in February 2020 she announced that she was coming to Bristol, which is just a short train ride from Good Energy's headquarters, and the home city for many of our team.

We told everyone in Good Energy that provided there was enough cover to ensure adequate support for customers that they could go to Bristol to see Greta speak and march with the 30,000 strong crowd. Good Energy's yellow banners were very visible on the day, and widely featured on the extensive national news coverage.

Following the event, which took place in pouring rain, College Green where the march started and finished had been turned to mud. A crowdfunding campaign was started to 'make College Green green again', and Good Energy quickly responded to become the biggest donor. We then became involved in the plans to use the donations to rewild the green, which will involve planting wildflowers and trees to make it more ecologically friendly than before.



## Strengthening our ties with rural communities

Our two wind and six solar farms were developed in the early 2010s with community support. Each one of these projects has a community fund attached to ensure local people benefit from hosting renewables.

In 2020, our funds reached an important milestone, having generated £400,000 in direct contributions since they were established. These ongoing donations have helped a range of initiatives come to life in only a few short years, from creating new green spaces to investing in digital equipment for schoolchildren.

The Alderholt Community Fund in Dorset is one such example. The fund was created in 2015 alongside Good Energy's Crossroads solar farm, located nearby. The fund will last for 30 years with an average of £7,000 committed annually by Good Energy for the lifetime of the green power plant. The Alderholt fund has provided a helping hand to 27 community projects, ranging from health to sporting needs. Local leaders also put £1,300 towards the Alderholt Coronavirus Response Group.



"In the time since it was set up the fund has played a major role in supporting the local community. That good work will continue as we recover from coronavirus, and in the years to come."

**James Grazebrook, chair of the Alderholt Community Fund.**

## An 'outstanding' place to work

As a business we try to ensure our values flow through everything we do. We set ourselves high standards for our workplace and want our staff to have a job they genuinely believe in.

The hard work we put into this part of the business was recently recognised with an 'outstanding' rating by Best Companies. The accreditation offered by Best Companies is the gold standard for workplace engagement. The results we received were based entirely on the feedback of employees, which makes it even more special to receive.

2020 was a challenging year for all our people. The impact of the pandemic meant we've had to completely change how we work together. So, to be recognised as outstanding truly reflects the resilience and optimism of our fantastic team. We know we're all more powerful when we work together, and 2020 proved that more than ever.

## The Good Future Board

Good Energy has long had four stakeholder groups. Like most companies, our investors, our customer and our people are vitally important. But we also always consider a fourth – our futureholders.

Futureholders are the young people who will be most impacted by climate change if we do not take sufficient action. They are at the heart of Good Energy's purpose, and in 2020 we decided to make their voice better heard within the business.

This was the idea behind the Good Future Board. Designed to mirror our existing company board, but with the notable difference of all members being aged 18 or under.

Announced in November 2020, we worked with environmental education charity Eco-Schools to gather applications, asking for a personal statement of 500 words or fewer.

Phenomenally, we received close to 1000 applications for the six places on the board. Eco-Schools helped shortlist the 1000 down to just 24, which were then voted on within the business to select the six.

The final six Good Future Board members will now attend at least two board meetings a year where Good Energy will get their feedback and ideas, helping us to stay true to our purpose and commitment of protecting their futures. They are –



### Shaina Shah

Shaina is a Girl Guide who completed her 'conscious consumer' badge by creating an ethical fashion brand.



### Ada Wood

Having achieved an A\* in an Environmental Management GCSE last year, Ada is forthcoming on the need to listen to science and not be drawn by economics or public opinion.



### Jack Solly

In Jack's application he pitched a new certification called CarbonCorp, for businesses which are carbon negative.



### Akash Thaker

In his first year of A Levels, having worked with circular economy start-up The Good Plate Company and been waste manager at festivals, Akash has an excellent grasp of sustainability.



### Kathryn Gornall

She expressed dismay that the average age of a board member of a top UK company is nearly sixty, while the average age of a US senator is 62 and UK MP around 50.



### Mahnoor Kamran

Having migrated to the UK after living in the Middle East and South Asia, at only 17 Mahnoor has seen severe effects of climate change firsthand. She is a regular public speaker, well-informed on the global inequalities caused and exacerbated by climate change.

# Our people

Each year we celebrate our people with our Purpose and Values Awards. We encourage everyone to nominate a colleague for demonstrating how they have lived out our purpose and values during the year when dealing with our customers, each other, shareholders, future holders, business partners and our local communities.

We usually have five award categories based on our values of Inclusive, Straightforward, Determined and Fair. As well as our Customer Champion Award, which is for those people who go above and beyond to put the customer at the heart of everything they do.

## Champions

Our employee Champions play an important role in our team. They're a group of over 20 employees who test new ideas, give feedback and collaborate on plans to make Good Energy a better place for all of us, our customers and our planet.

During 2020 the Champions played a key role in two focus areas:

- Our approach to Diversity and Inclusion
- Our 2021 workplace and new ways of working

They were also instrumental on keeping us informed of how our people were feeling as we navigated through tricky waters with the pandemic.

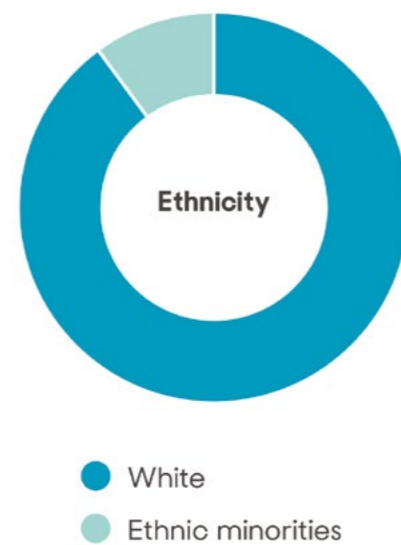


## Our diversity data

To give us a clearer picture of the work we have to do to be a more inclusive business, we asked our people to disclose their ethnicity so that we have accurate data. 92% responded, reflecting strong engagement and high levels of trust across the company. As the chart shows, ethnic minority colleagues currently make up 9% of the workforce.

Several steps are being taken to improve diversity. These include meeting the following objectives:

- Attracting and hiring diverse talent
- Increasing an inclusive culture by learning about and celebrating diversity
- Accountability and good diversity governance
- Inclusive development opportunities.



## Diversity and Inclusion Working Group

In late 2020 we refreshed our Diversity and Inclusion plan. As part of this we asked people across the business to volunteer to be part of a Diversity and Inclusion Working Group. This group of people is responsible for helping us drive our plan and for engaging our people along the way. This includes a range of initiatives across education and development, engagement, representation, selection and monitoring, all designed to improve the inclusiveness of our culture and customer propositions, and to increase the diversity of our workforce.



Harry

"I am our Operational Learning and Development Manager. This means I get to work with all our wonderful Specialists to help them realise and achieve their career goals. It's also my job to ensure our people are engaged, informed and motivated to deliver the best service possible."

Araba

I'm Canadian and I live in Chippenham with my firefighter husband and our spirited toddler. I'm a Clean Energy Specialist at Good Energy. I talk to our domestic customers and Feed in Tariff generators and make sure their accounts are running smoothly. I've just accepted an internal opportunity to be a Business Account Manager and can't wait to get started.



## Choose power with purpose

One of the most significant actions you can take to tackle the climate crisis is choosing clean power.

-  Switch your home to Good Energy – go to [goodenergy.co.uk](https://goodenergy.co.uk)
-  Switch your business to Good Energy – go to [goodenergy.co.uk/business](https://goodenergy.co.uk/business)
-  Find out about investing in our future – go to [group.goodenergy.co.uk](https://group.goodenergy.co.uk)
-  Already a customer? Spread the word about clean power by referring friends and family – go to [goodenergy.co.uk/refer-a-friend](https://goodenergy.co.uk/refer-a-friend)



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