



# The Power of Progress



***e-on***





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**"For all of us at E.ON, a better energy future isn't only about cutting carbon and taking action for climate, it's also about our wider commitment and contribution to the lives of our customers, our colleagues and our communities."**

Chris Norbury, CEO of E.ON UK



# Progressing towards a better energy future



E.ON plays a fundamental role in shaping the future of energy. We're driving the transition to a cleaner, greener and smarter energy system and we're working to help achieve the UK's target of net zero carbon emissions by 2050.

The Power of Progress is a way to help increase awareness and understanding of the role we play and our ambitions for a better tomorrow.

We have a strong legacy of achievements that underpin our position at the forefront of the UK's energy transition. From building our first onshore wind farm more than 30 years ago, to providing our residential and small and medium-sized (SME) business customers with 100% renewables-backed electricity<sup>1</sup>, we're helping customers reduce their energy use and take up smarter, personalised energy solutions, as well as being consistently recognised as one of the UK's most inclusive employers.

The Power of Progress includes insights from some of our 8,800+ people on what drives them and why they work at E.ON. It also explores how we're supporting customers in their homes, businesses and communities and the targets we have set ourselves to accelerate progress and maintain our position as a driving force behind the transformation of the UK's energy industry.



**Chris Norbury,  
CEO of E.ON UK**

<sup>1</sup>E.ON Next supplies 100% renewables-backed electricity to homes and businesses signing up to one of our fixed tariffs. Electricity backed by 100% renewable sources, E.ON's renewable generation assets, agreements with UK generators and the purchase of renewable electricity certificates. The electricity supplied to your home comes from the National Grid. Fixed term contracts only. Smart meter required, where eligible. Exit fees and T&Cs apply.



# Transforming energy

Using the past to  
shape the future



Our history has shaped who we are today. Our roots in the energy industry go back over many decades and we've evolved to become a leader in helping make the UK more sustainable - and this is just the beginning.



# Our heritage

The UK energy landscape is always changing but its history – and our part within it – can be traced back over many decades.

The National Grid was created almost a hundred years ago, and in 1947 electricity supply was nationalised with the creation of 12 regional electricity boards, including the East Midlands Electricity Board which, over time, changed – and changed hands – to form part of the E.ON of today.



Our company has roots in many places. Powergen was created in 1989 and incorporated parts of the Central Electricity Generating Board as electricity generation was privatised, as well as East Midlands Electricity (acquired in 1998) and the retail arm of TXU Energi (2002).

In 2002, Powergen became part of the European energy company E.ON. We went on to acquire the distribution network operator Midlands Electricity (2004) and merged this with the distribution arm of East Midlands Electricity to form Central Networks, which we later sold on (2011).

Towards the end of 2007 we announced the end of the Powergen brand, confirming that all our operations in energy retail, supplying power to customers at home and in business, our power stations and our nationwide fleet of renewable power sources would all be known under one brand: E.ON.





In 2019 change came again. After pioneering the technology and the market structures needed for greater renewables on the grid, we shifted our strategy to bring our considerable expertise and scale to the customer end of the energy transformation, helping customers to take action for climate and become more sustainable at home, in business and across communities.

We've invested  
more than  
**£3.3  
billion**  
in UK renewables.

## Leading on renewables

In an industry that is constantly evolving, we positioned ourselves to lead the charge on greening Britain's electricity generation.

We began building our first wind farm on Anglesey in 1991 and in 2000 we commissioned the UK's first offshore wind farm at Blyth in Northumberland. Over the following decades we continued to pioneer the UK's renewable revolution through a vast portfolio of wind farms around the UK, investing more than £3.3 billion in UK renewables.

We were proud to be part of the consortium that built London Array, at the time the world's largest offshore wind farm, and as a partner in Rampion we built the first wind farm off England's south coast.







## Bringing sustainability to our customers

Our long history in the energy industry means we understand our customers and what they need, and it's never one size fits all.



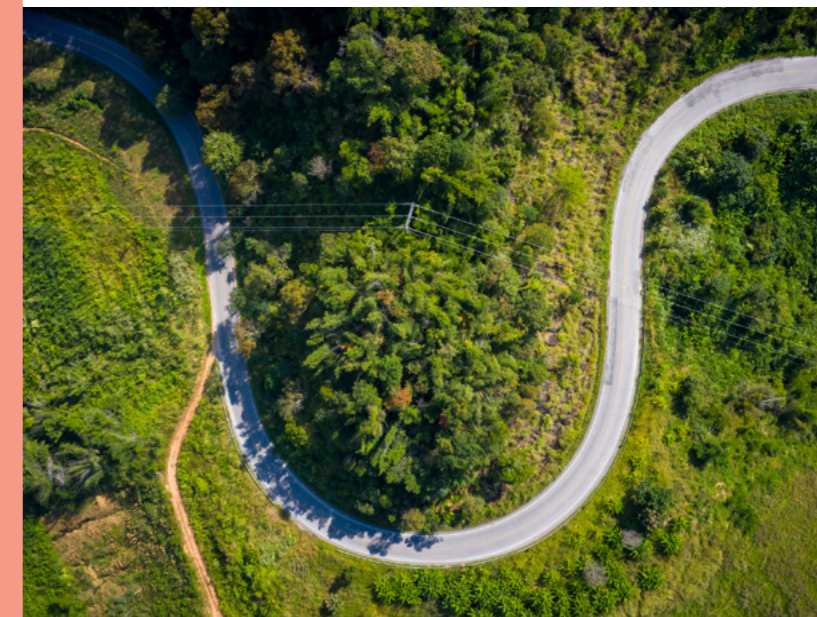
We launched E.ON Next in 2020, providing a digital-first and dedicated customer service to millions of customers in their homes and small businesses.

Our solutions business provides technologies that help customers to become more sustainable. Everything from smart meters and home insulation to solar panels, heat pumps and electric vehicle (EV) charging at home and in business, to city-wide district heating schemes across the communities and cities we support.

And for our industrial and commercial (I&C) customers, npower Business Solutions (nBS) offers support with everything from securing the right energy contract to advice on how marketplace changes might affect your business and help with cutting costs and carbon.

**We provide smart, sustainable and personalised solutions that help both people and the planet.**

**Together we're on a journey to net zero, and this is just the beginning.**





# How we're working towards better



From making our sites more sustainable to helping our colleagues be better together, we're working towards a brighter tomorrow.





**We've drastically reduced the use of single use plastics at our offices and use only environmentally friendly cleaning products across all our UK sites.**

## **Moving towards sustainability**

We're practicing what we preach across our UK operations, introducing lots of low carbon and eco-friendly initiatives.

Across our sites, we've implemented a number of solutions to help make our workplaces more sustainable. Depending on the site characteristics, these include solar panels, heat pumps, EV chargers, building management systems, rainwater harvesting, and powering sites with renewables-backed electricity.

**We'll be making our entire UK vehicle fleet 100% electric by the end of 2030.**

But it's not just about our buildings and our operations, it's about our people too.

Our people are what E.ON is all about. Every day, our colleagues are working hard to help people across the UK be more energy efficient and contribute towards a better future.





**We have almost 9,000 colleagues across the UK and around a third of them are out visiting people's homes and businesses, helping customers better manage their energy and become more sustainable.**



### **Mike Wake, Director of City Energy Solutions & Generation**

I've probably had about 20 different jobs in my 30 years at E.ON. Now I lead a team of over 500 people in my role and it's a hugely rewarding job. What we're doing as a company is striving to change how we produce and consume energy across the UK and Europe. It gives us drive, it's exciting and it's for the public good. That's ingrained in everybody who works here, no matter their role. E.ON is a fantastic place to work because it's full of fantastic people. We're committed to ensuring our customers get the power they need in an efficient and cost-effective way, every day.



# An employer of choice

We're recognised as an employer setting the standards for others to follow. We're committed to building an inclusive organisation where colleagues know they're valued, respected and feel a sense of belonging so they can thrive and be at their best.

More than one in four colleagues are actively involved in our colleague-led inclusivity networks to support areas such as racial inclusion, gender equality, parenting, LGBT+, menopause, people with disabilities or long-term health conditions and mental health.

We've been a Disability Confident employer since 2017, making sure candidates with disabilities receive the adjustments they need to help them be their best, right from applying for a role.

**We were the first menopause-friendly energy company.**

**We've been recognised in The Inclusive Top 50 UK Employers List for six years running.**



**George Ward-Kozera, Senior Brand Project Manager**

E.ON really welcomes the differences that people have. You can be the face of E.ON no matter what your face looks like. When I first started in energy at another company, it wouldn't have been the case that I could parade around as I do – tattoos on my hands, pink hair sometimes – and still be someone in an influential role. One of the main things that I've learned from E.ON is confidence. We have a growth culture of openness, willingness to learn and a real emphasis on helping people grow into the best that they can be.





### **Jude Topham, Degree Apprentice**

Initially it was the apprenticeship scheme that attracted me to E.ON. I knew I wanted to get a degree but traditional university wasn't for me, so I looked into what other things were available. E.ON really stuck out to me as a reputable brand that does good things that I wanted to be a part of. Net zero, sustainability... the more I looked into it, the more I thought I want to be a part of that business. People are quick to worry that you'll miss out on things by going straight into a work environment, but I think the development I've had at E.ON so far has been priceless.



We're also leading the charge as an employer of choice in a number of different areas, including:

- Advertising all of our roles as flexible to include part-time, full-time and job sharing as options for applicants
- Creating open-to-all talent networks for colleagues which provide learning and development for everyone
- Providing secondary carers up to 18 weeks of Secondary Caregiver leave for employees who have been with us for a year or more
- Committing to improving our gender and ethnicity equality by 2025
- Supporting the retraining and upskilling of people into green jobs, including offering apprenticeships across the UK. Since 2018, we've supported 774 apprentices and we currently have 183 colleagues on our apprenticeship scheme.

**We're proud to have been listed as one of the Best 100 Apprenticeship Employers for 2022-23.**





### **Radhika Sharma, Commercial Contract Analyst**

It's massively important to me that E.ON facilitates the ability for me to contribute to the local community. As part of the Enterprise Advisor programme, I've been partnered with a local school in Nottingham. I work with the school's careers team to support their Year 10 and 11 students with everything from mock interviews, presentations, Q&A sessions and general insight into what working in the energy sector can bring. Helping young people understand the energy industry is incredibly rewarding. Unless people who work in our industry explain its scale and impact, young people won't understand the amazing career opportunities it presents.

### **Iryna Puhach, E.ON Next Energy Specialist**

I came to the UK just over a year ago from Ukraine. I thought it would be just for a few weeks until things calmed down, when I would return to Kyiv. When I realised that wasn't going to happen, someone told me that E.ON was hiring Ukrainian refugees that could speak English so I applied. E.ON has supported me from the first moment I joined. We have a great community of Ukrainian workers at E.ON and it's been so nice being able to talk to people in my home language, share our experiences and support one another. I'm passionate about helping people and working with a company who is a force for good.





# Homes

Old problems, new solutions



We're working tirelessly to help improve the energy efficiency of homes across the UK, making them more comfortable and sustainable for the people who live there.





We've installed solar panels on more than **16,000** homes, helping people generate their own power.



## Bringing new solutions to our customers

We're leading the drive to bring smarter energy solutions to our customers, from installing smart meters and solar panels to EV chargers and heat pumps.

While there's still much to be done, we're incredibly proud of what we've achieved so far.



**5+**  
**million**  
self-reading  
smart meters

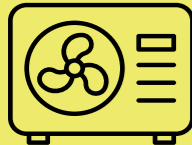
now benefit E.ON Next customers, helping them better manage and reduce their energy use while laying the foundation for a smarter, more sustainable energy system.





**E.ON Next provides 100% renewables-backed electricity to millions of customers in their homes at no extra cost on fixed tariffs<sup>1</sup>.**

E.ON Next supplies 100% renewables-backed electricity to homes and businesses signing up to one of our fixed tariffs. Electricity backed by 100% renewable sources, E.ON's renewable generation assets, agreements with UK generators and the purchase of renewable electricity certificates. The electricity supplied to your home comes from the National Grid. Fixed term contracts only. Smart meter required, where eligible. Exit fees and T&Cs apply.

**We've installed more than 2,000 heat pumps**  
helping customers benefit from cleaner heating and lower energy bills.



**Lorna Caney, Solar and Heat Pump Surveyor**

E.ON is really pushing renewable energy and smarter solutions and I believe this is contributing to a more sustainable future for the UK. The way we heat and power our homes is changing and I can advise customers on how to improve the energy efficiency of their house, as well as educate them on the options available to them. I really enjoy waking up every morning and getting out there, interacting with customers and helping them find the perfect solution for their home.








## Electrifying and decarbonising driving


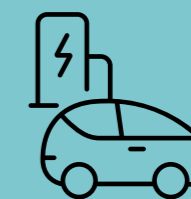
We're helping people decarbonise their driving. We've installed EV chargers across the length and breadth of Britain, helping EV drivers charge wherever they are, including Stewart Pocklington from Newstead, Nottingham who had an EV charger installed at his home:

"Having a home charger installed means I'm going to be able to charge my car twice as quickly compared to before. The sleek design of E.ON's home charger and its competitive price were the main reasons I decided to go with E.ON. The whole installation process was really easy, from initial contact to me charging my car."



I can't recommend E.ON highly enough because their installers are amazing. We've got night rate and day rate so our car charges overnight when it's cheaper. The EV charger is very aesthetically pleasing, it's got a really lovely long wire which means it reaches anywhere in my driveway. I think it's a bit like a status symbol, not the electric car but the actual charger. It says I'm doing my bit and I'm quite proud of that.

**Sue Pearl from  
Hendon, London**

**We've provided**

**6+**  
**million miles**

of charging since 2021.



## Helping make homes more energy efficient

Improving the fabric of the nation's homes is key to not only helping ensure people are comfortable and warm, it's also crucial to ensuring energy is not wasted needlessly.

We've fitted around

# 1.4 million

energy efficiency measures in about half a million homes since 2008, providing almost £1 billion in lifetime energy savings.

We've worked with some **50 local authorities** to install over 10,000 energy efficiency measures in homes through the Green Homes Grant and similar schemes.

# £595+

# million

has been spent helping customers through the Warm Home Discount scheme.



We've installed more than **35,500** energy efficient boilers since 2016.



# Heat pumps in the Highlands

Alongside the Scottish Government, we've refurbished around 3,000 homes in the Highlands over an eight year project to make them more energy efficient and sustainable.

This included launching our ReHeat project to help people across Scotland take positive steps to install air source heat pumps which are a greener, low carbon heating solution.



**3,000**  
homes  
refurbished in  
the Highlands.



## Catherine McDade had a heat pump fitted through the ReHeat scheme

I am looking forward to saving money and having a warm home whilst being good for the environment. I am finding my home lovely and warm. This is great as it wasn't before the heat pump was installed. I love that I don't have to touch the controls and the heating just comes on when the temperature drops.





Since 2019, our E.ON Next Energy Fund has helped more than 9,300 vulnerable customers with more than

**£10.6 million**

worth of support with paying energy bills and providing replacement home appliances.



## Helping those most in need

We know that some people need additional support and we've helped our most vulnerable customers in many ways over the years.

Vulnerable customers struggling with their energy bills get priority support from dedicated teams of Energy Specialists and we also work with external agencies such as StepChange, Citizens Advice and Energy Advice Scotland to ensure customers get the help they need.







## Helping people live independently for longer

Our Homes for Living scheme, supported by the Government's Healthy Ageing Programme, supports mobility, wellbeing and independence through free equipment for eligible recipients.



### Tara Lakin, E.ON Next Energy Specialist

I work as an Energy Specialist in the affordability and vulnerability team and my role is all about helping customers, building relationships and making sure they get the best support possible. Every Energy Specialist is focused on being as helpful, transparent and understanding as possible. My main message to people who might be struggling with their bills or energy supply is that you're not alone. If you need support, just reach out, tell us and we'll do everything within our power to help.



We've fitted  
**2,600**  
**homes**  
with mobility aids.





# Businesses

Transformational growth



We're working with businesses across the UK to enable them to become greener and more sustainable through tailored solutions, helping them lower their energy use and take action for climate.



# Helping businesses transform for the better

We offer tailored solutions for businesses, helping them save money and become more energy efficient by managing their existing assets or installing new technologies.

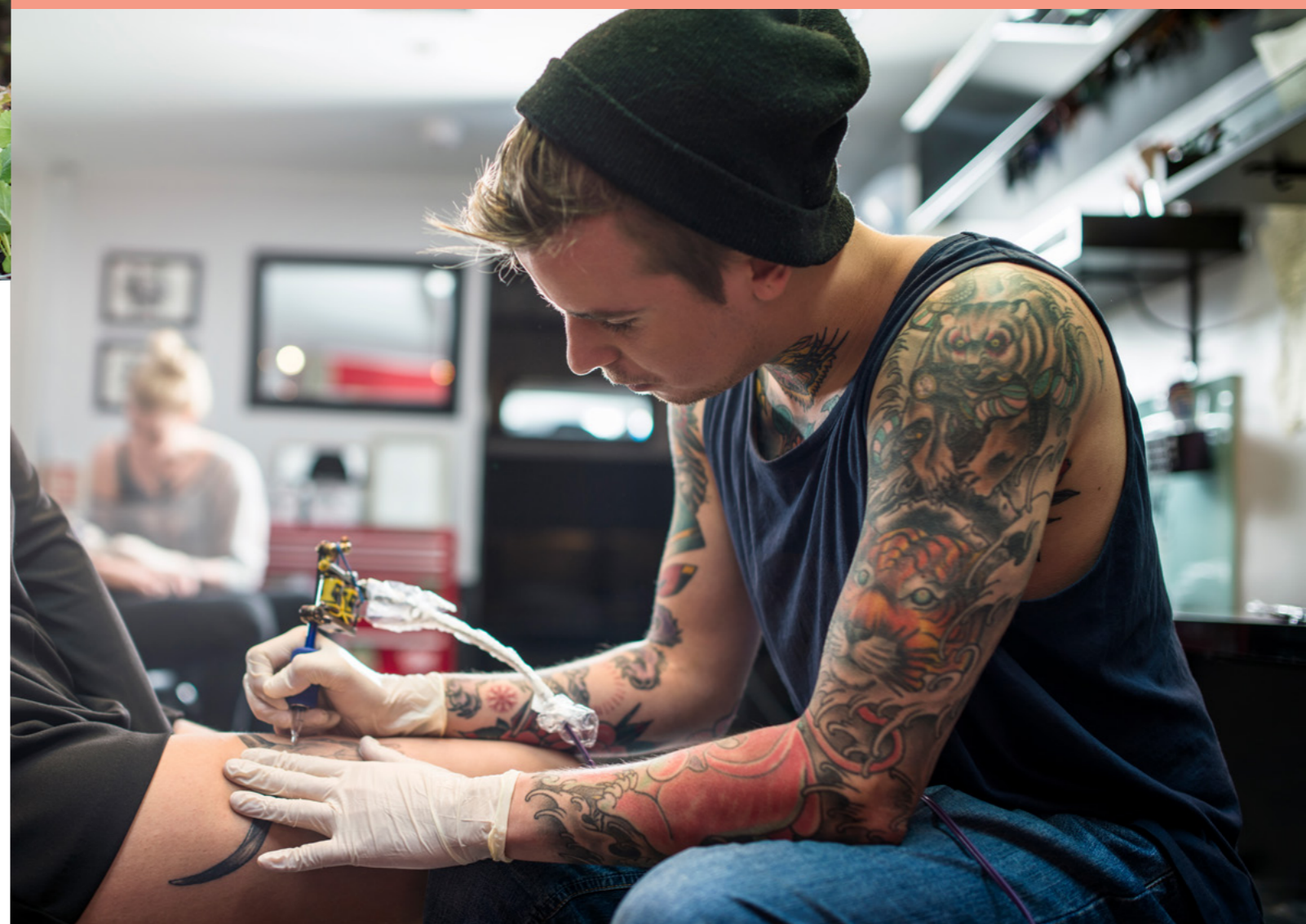
We carried out energy audits at **160 sites** for SME customers in 2022 to help them meet their carbon reduction targets.



We work with more than 20,000 of the UK's largest businesses across a range of industries, using our expertise to help them rethink energy so they can more easily achieve their goals.

# We provide 100% renewables-backed electricity to around 280,000 SME customer sites.

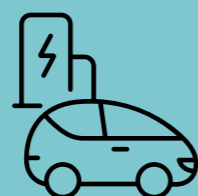
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From Kent to Nottingham and Southampton to Edinburgh, we've installed and operate sustainable energy solutions such as solar panels, battery storage, combined heat and power engines and heat pumps for our business customers.

Our Energy Management Centre remotely controls the energy needs of more than 6,000 commercial buildings around the UK.



We've installed around

**450**  
EV chargers

with Network Rail at railway stations up and down the country.



For 15 years, we've supported business customers across a range of sectors - spanning commercial, public, IT, residential, retail and pharmaceutical - through our pioneering Energy Management Centre.



# Working with Diageo

We've worked with Diageo, one of the world's largest producers of spirits and beers, to install a major solar energy farm at one of its sites in Scotland.

The solar array is one of the largest of its type in Scotland, producing 4.1MW of electricity - up to 22% of the site's annual needs and up to 60% over summer months.



Occupying an area the size of eight football pitches,

# 7,700 solar panels

have been installed on vacant land within Diageo's packaging site in Leven, Fife.



The solar farm produces enough electricity to power 2,500 homes and reduces the site's carbon emissions by around 830 tonnes per year.



# Solar and lighting at Leigh Sports Village Stadium

We worked with Leigh Sports Village Stadium in Greater Manchester to deliver sustainable improvements in a period of just three months ahead of the UEFA Women's Euro 2022.

**We installed a 200kW solar PV array and almost 2,000 low-energy LED lights in the 12,000 capacity stadium, making it one of the first stadiums in the UK to be completely lit by LEDs.**



This was complemented by an additional 153kW solar array on the neighbouring leisure centre.

The solar arrays are helping the sports complex to become more energy self-sufficient and less reliant on the grid.

All of these measures are helping Wigan Council on its journey to net zero by saving an estimated 95+ tonnes of CO<sub>2</sub> per year.





# Supporting Southampton City Council

Teams from across E.ON are working on behalf of Southampton City Council to help the Council meet its ambition of achieving net zero emissions by 2030.

The improvements are expected to save the Council around

# 150 tonnes

of CO<sub>2</sub> a year.



Improvements include solar PV panels at One Guildhall Square and new double-glazed windows at Lordshill Library. Plus LED lighting and more efficient heating and cooling technologies such as an air source heat pump at the city's main household waste and recycling centre.



# Communities

Cleaner and greener



We're working to create smart cities and sustainable communities across the UK, as together we strive to meet our nation's net zero target.



# Helping make communities more sustainable

We have extensive experience in creating solutions and partnerships which put the local community and environment at the heart of the nation's journey to net zero.

For instance, we provide low carbon energy to homes through 75 district heating networks across the UK.



## Citigen, London

Citigen is E.ON's hidden power station, concealed behind Grade II Listed facades in the City of London.

It started life as one of London's first coal-fired power stations back in 1893 and has evolved ever since. In the last decade, two high efficiency gas-fired combined heat and power engines were fitted as part of a £27 million programme to drive greater reliability and efficiency.



**Systems like Citigen are helping the City of London to reach net zero status by 2040 and is pioneering the technologies that will transform the way we heat and cool cities across the UK.**

Today, Citigen supplies low carbon energy generated by a combination of sources, including three industrial scale heat pumps and geothermal energy sources that draw heat from the natural warmth of the Earth 200m below the City streets.

Citigen generates heating and cooling equivalent to the demand of more than 13,000 average homes. That energy is provided to homes and businesses including the Guildhall and the Barbican Centre through an 11km network of underground pipes.





## Supporting Sheffield

Our biomass-fuelled combined heat and power plant, Blackburn Meadows, uses waste wood (that would normally go to landfill) to generate heat and power. It produces enough electricity to power the equivalent of around 69,000 homes, reducing carbon emissions by up to 65% when compared to natural gas. It provides heat to businesses including IKEA UK, Forgemasters and Ice Sheffield and Sheffield Arena.

We're working with Sheffield City Council to make local homes more energy efficient, providing measures including loft insulation and solar panels to make homes warmer and cheaper to heat.

This will save around  
**200,000 tonnes**  
 of CO<sub>2</sub> emissions each year.

Based on Sheffield City measure mix and average carbon savings per measure if total install target is achieved.

## Lighting up York and Barnsley

We've upgraded around 8,000 streetlights to low-carbon LED luminaires in York and Barnsley, reducing CO<sub>2</sub> emissions and improving safety in these areas.





# Our commitments



We want to create a positive and enduring impact for our people, our customers and in our communities. Our people are our business, and we'll continue to work relentlessly – not only on delivering smarter solutions for homes and businesses, and across towns and cities – but to always do the right thing for our colleagues.



We're clear on where we need to get to and have committed to tangible measures such as:

- Achieving climate-neutrality in our own operations by 2040 as well as making all E.ON buildings and E.ON's van fleet climate neutral by 2030.
- Continuing to support our most-in-need customers through tailored advice and practical help, such as through our E.ON Next Energy Fund. We've also signed up to Energy UK's voluntary Vulnerability Commitment which goes above and beyond existing obligations on suppliers to improve the standards and type of support we provide to vulnerable customers.
- Further building the membership of our colleague-led inclusion networks; supportive communities promoting allyship, equality, diversity and inclusion across E.ON.
- Achieving gender equality and supporting women's career development with an ambition to both close our gender pay gap (mean currently at 13.7%) and increase the number of women in our leadership roles to 50% by 2025.
- Addressing and improving our ethnicity pay gap (mean currently at 20%) with a focus on better understanding the barriers to progression and additional development needs. We've signed up to the Race at Work Charter to ensure we bring rigour and best practice to our processes and have a commitment to achieve a more ethnically diverse representation in our senior executive roles by 2025 (target of 14%).

E.ON and our people will always be committed to ensuring our customers have access to the advice, support and solutions they need to become more sustainable and lower their energy bills. And we remain equally committed to maintaining a culture of respect and mutual understanding for our colleagues, where everyone is able to thrive.



**Chris Norbury,**  
CEO of E.ON UK



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