

extralife

August 2016 edition

Welcome to your first edition of extralife. We hope you enjoy reading about all the great things we've been up to here at extraenergy...

Thank you for all your suggestions for the name of our brand new newsletter. There were some great ideas however the winning name is extralife suggested by Lee Moreton and Phil Benbow. Well done!



extra spotlight

Within the **customer service** department we've been working hard to give real focus on improving customer experience. We're now easy for customers to contact and our quality is better than ever.

We also had a great team building exercise, with the aim of people working and getting to know each other better. The TM's and SA's were put into 3 teams and sent out into Birmingham to see which team can gain the most points by answering cryptic questions and carry out various tasks. Here are a few photos from our fun filled day!



extra spotlight

Finance

In terms of pricing, we have recently taken a decision to change our domestic products, they were previously priced at £770, £775 & £781 fixed price until Oct 2017, for Ofgem average consumption. This was based on wholesale commodity costs observed in February, however since then these wholesale costs have increased by nearly 40%. Our new domestic products are priced at £875, £943 & £951 each tariff's prices are fixed until August 2017, December 2017 & June 2018 respectively, once more at Ofgem average consumption.

Critical points when we saw increases in the wholesale commodity costs was when the Organisation of the Petroleum Exporting Countries met on April 20th and June 2nd, the fires in Canada on May 4th, subsequently followed by the referendum outcome on June 24th.



Picture above: The Finance Team

extra welcome

Edward Scutt - Audit Manager

Scott Dale - Finance Director

Kiran Patel - Quality Assurance

Darrell Parkes - Quality Assurance

Sandeep Singh - Quality Assurance

Jordan Beasly - Quality Assurance

Harnam Jheeta - Regulation & Compliance

extrathanks

SME Sales

June was a challenging month, however the following agents worked extra hard to achieve success... so a massive thank you from the whole of the SME sales floor & management team to:

Nadeem Hussain
Colin Falconer
Jordan Mayes
Dariusz Kaminski
Patrick Noone

Domestic Sales

During July the domestic sales team have been scattered far and wide throughout the business with the aim of helping those in need. As summer months are traditionally the quietest, domestic sales have been busy helping and supporting other departments. Currently we have **Donica Daniel, Mohammed Hassan, Khadija Shaikh and Ryan O'Neill** assisting with the Ombudsman complaints team, **Craig Byrne** busy helping the testing team, **Darrell Parkes, Jordan Beesley and Sandeep Singh** listening to calls on behalf of the compliance team and finally **Chris-Ann Reid and Krisztina Stemmer** bolstering the SME contract renewals guys. Thank you

Marcus Bellis

Team of the Month!

Well done to the renewals team with 337 meters vs a target of 326 (103%) who won the team of the month. We thank them for all their hard work and dedication, and continuing to grow from strength to strength.

Humma Noshine
John Cook
Ria Ali
Patrick Noone
Tracie Deans
Liam Lowe
Christian Kwaasi
Kam Singh
Chris-Anne Reid
Krisztina Stemmer

Sam Edwards

We also have some future stars on the horizon that have worked hard since joining extraenergy recently and showing great determination and work ethic so please also give a huge thank you to the following people **Sharna Mitchell & Jenny Bulayima**

Chris Wing & Phil Benbow

A special thanks to **Stefan Hutchinson** who consistently hits target each month and helped the team massively in the manager's absence, driving the team every day. He's continuously adding to his PDP (personal development plan) to further his career in extraenergy.

Chris Wing

I would also like to give a shout out to **Team Leython** for the month of June, for a big performance that aided in them winning the SME dialler euros incentive.

Leython Wedderburn

extrafeedback



"I am sending this email to say thank you very much to **Ashley Isherwood**. I had been experiencing meter/ gas issues for about 6 weeks and was getting quite stressed about this. Ashley has been so helpful and understanding, without his assistance I would still be waiting for my meter to be fixed. He went out of his way to help me and this has been greatly appreciated."

Ashley has fantastic customer service and is a great asset to your team. Thank you very much Ashley."

"I am extremely thankful that today, **Daniel Bagley**, has resolved my complaint which began on 31/05/2016.

Daniel Bagley has been a credit to your company. He has been extremely polite, helpful, and most importantly he listened to what I said so that he could properly understand the issue. He then investigated appropriately, and did everything that he said he would do (including calling me back at the time we agreed or emailing as agreed). Finally, he managed to resolve the issue satisfactorily."



"From our conversation this morning I knew that you were a genuine person and would get things done, I want to thank you for your courtesy, willingness and professionalism in this matter, extraenergy needs more people like you. Thank you **Brooke Thompson**."





extranet

Coming soon

Hopefully you will all have seen the posters up around the office by now about the **extranet** which is **coming soon!**

Well... we're excited to finally spill the beans and announce that coming soon is our very own intranet which we've appropriately named... **extranet!**

The launch will be in a few weeks' time, and it marks a turning point in the way we communicate and share information within the business. The **extranet** will allow us to share internal communications, announcements, news, business updates and share important documents easily and with everyone!

We'll be providing an update over the coming weeks so **watch this space....!**

CONGRATULATIONS



"We would like to take the opportunity to congratulate Head of Pricing, **Jo Smith** on her 3 year work anniversary at extraenergy. Jo was the first employee for extraenergy and has a strong work history in the industry, having worked in many areas other than pricing, she is an asset to our department and we are proud to work alongside her."

Finance Team

Congratulations to **Jo Smith** and **Wioleta Izdebska** who both recently got engaged to their partners... we wish them the best of luck!





We welcome any feedback, so please send
your comment to
marketing@extraenergy.com.
Thank you