

## Centrica Business

# A trusted energy partner for business customers

We supply the energy and solutions to help our business customers operate more efficiently and sustainably to achieve commercial success.

## How we helped a valued customer to make the most out of saving energy

Centrica Business Solutions enabled paper maker Sappi to double its earnings from Demand Side Response (DSR), where companies can receive payments from the grid operator for reducing energy consumption at peak times.

Sappi is the world's leading producer of high-quality coated fine paper, making 5.7 million tonnes a year. It's a very energy-intensive process, so the company cuts its electricity costs by participating in DSR programmes.

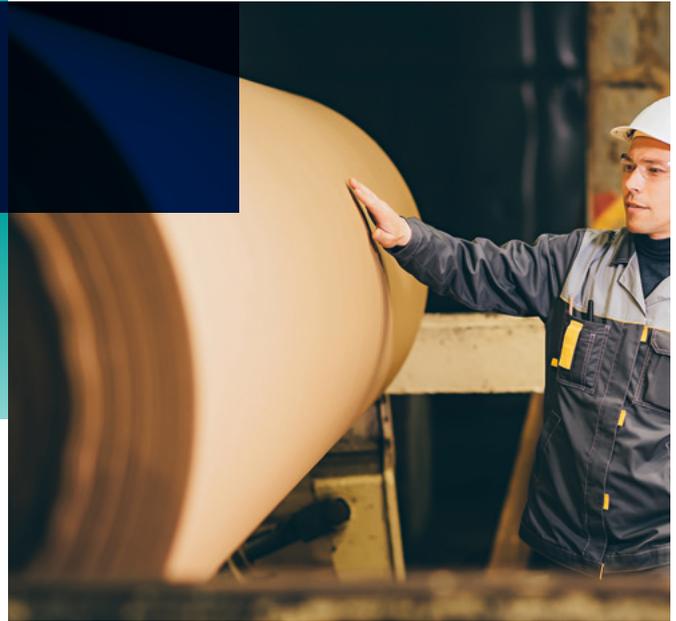
That's what Sappi was doing at its combined pulp and paper mill at Lanaken in Belgium. But the results were disappointing. It wasn't getting a high enough return to offset rising electricity costs. Fortunately, Centrica Business Solutions was able to help.

To earn higher returns, Sappi needed to achieve much faster reaction times – just 30 seconds – when called on to reduce consumption. All this while avoiding any impact on day-to-day operations.

Our solution focused on the pulp mill. Because it produces pulp which is then held in stock, it can be halted at times without affecting paper production downstream.

**“This technology and portfolio solution allowed us to leverage our flexible processes and to double our annual Demand Side Response earnings.”**

**Christiaan Geers**  
Manager RM/Utilities, Sappi Lanaken



**“Sappi is a long-standing customer with whom we have built an excellent, close relationship. That's very important. We are always thinking about what's next for the business in terms of processes, flexibility and optimisation.”**

**Jeroen Verbeeck**  
Sales Manager, Centrica Business Solutions

We installed our technology, which enables ultra-fast automated response. We placed Sappi in a portfolio of providers, which reduces the risk of being called upon by the grid when it's not convenient. And we safeguarded paper production by monitoring stocks of pulp and making sure they didn't get too low.

The result: greatly increased DSR payments for Sappi with no impact on production.

**30**  
seconds response time

**Zero**  
impact on production

**100%**  
increase in DSR payments



**£420,000**

annual cost savings

**23%**

reduction in CO<sub>2</sub>

**15 years**

energy performance contract

## Forging a partnership in patient care

How we helped a major hospital to cut its energy costs and meet tough new environmental targets.

Poole Hospital NHS Foundation Trust is a large, acute general hospital on the south coast of England. Saddled with ageing equipment and a maintenance backlog, it was struggling to manage its energy needs.

But by working in partnership with Centrica Business Solutions, the Trust was able to make major upgrades which will cut costs and energy consumption, while releasing funds for investment in the most important thing – patient care.

The £6.7 million project included a new Combined Heat and Power (CHP) unit, new standby generator and controls, steam generators and boilers, an upgraded air handling unit, and improved lighting both internally and externally.

Some of the results were immediate. Overall energy demand at the hospital fell by 29%. The project is expected to deliver annual cost savings of £420,000, and a carbon reduction of 23%. And the savings are expected to grow every year in line with fuel costs and carbon targets.

Poole Hospital now has a fit-for-purpose energy infrastructure that it can depend on for decades to come. What's more, we handed over the project on time and with no interruption to clinical services.

**“The challenge was to deliver the project efficiently and safely (which we did). We didn't look on the scheme purely as a business venture, but more as a partnership where we could help the Trust to achieve its goals.”**

**Paul Murray**  
Account Manager, Centrica Business Solutions

**“The partnership with Centrica Business Solutions gives us the peace of mind that our energy needs are being taken care of while we concentrate on our main job of looking after patients and improving care.”**

**George Atkinson**  
Associate Director of Estates, Poole Hospital NHS Foundation Trust



Find out more on Distributed Energy:  
Powering the future of healthcare at  
[centrica.com/poweringhealthcare](https://centrica.com/poweringhealthcare)