

Organised by

UTILITY WEEK

edie.net

Supported by



energy saving trust

Energy UK

waterwise



GREEN DEAL FORUM 2013

REALISING BUSINESS OPPORTUNITIES & DELIVERING EFFICIENCIES
17TH SEPTEMBER | HOLIDAY INN BIRMINGHAM CITY CENTRE

EXPERT SPEAKERS INCLUDE



David Thomas

Deputy Director,
Green Deal Demand,
Department of
Energy and Climate
Change



Frances Williamson

Head of Policy and
External Relations,
Energy UK



Mark Bayley

Chief Executive,
Green Deal Finance
Company



Phyllis Prior-Boardman

Green Deal
Ambassador



David Titterton

Green Deal and
Obligations Director,
npower



Richard Lambert

Chief Executive,
National Landlords
Association



Bethan Carver

Manager of
B2C Product
Development, EDF

CONFERENCE CHAIR

The **Green Deal Forum 2013** is a must-attend event for businesses exploring the opportunities and challenges of delivering the Green Deal and driving innovation to improve energy efficiency in the business and domestic sectors.

**Book before
19th July to
save £80**

Attend this one-day event to:

- Gain first hand insight into the latest incentives from the government
- Discover the business opportunities and benefits of implementing the **Green Deal**
- Explore new approaches to encourage the implementation of energy efficiency measures within existing households and businesses
- Identify the best platforms to engage with local SMEs in the **Green Deal**
- Find out about the latest green technologies to improve energy efficiency



Follow us
@utilityweek
using
#greendeal

www.UW-greendeal.net



GREEN DEAL FORUM 2013

REALISING BUSINESS OPPORTUNITIES & DELIVERING EFFICIENCIES
17TH SEPTEMBER | HOLIDAY INN BIRMINGHAM CITY CENTRE

Organised by



The Green Deal is a key plank of government policy, aimed at driving energy efficiency across the built environment. The policy was first announced at the end of 2010, and launched in early 2013. As the Green Deal comes to life, *Utility Week* hosts the **Green Deal Forum**, exploring the key opportunities and challenges of delivering the Green Deal, with case studies on energy efficiency in the business and domestic sectors. The event will also look at customer engagement, including in the key SME segment, and the innovative finance packages available.

Attend this one-day forum to hear how the Green Deal is changing the energy efficiency market in the UK.

See you there in September.

Ellen Bennett, Editor, *Utility Week*

SPONSORSHIP OPPORTUNITIES

Align your company with *Utility Week's* **Green Deal Forum** which gives you a platform to demonstrate your expertise in this space to the individuals who can make a real difference to your business. Opportunities can be tailored to meet your business objectives, so contact us to discuss your requirements.

For more information, please contact **Richard Powell** on +44 (0) 1342 332062 or richard.powell@fav-house.com

Utility Week has been in existence for over 20 years and is the preferred choice for the utility industry. As the market's only weekly publication, we are able to accurately reflect and report on industry changes as they occur. *Utility Week* doesn't just report the news, it helps shape it.

www.utilityweek.co.uk



More than a million professionals use edie.net every year to stay up-to-date with the latest news, information and analysis. From legislation and compliance updates, innovation and technology advances and exclusive market intelligence to the latest commentary, debate and expert opinion and interview and case studies highlighting best business practice. For more information, visit www.edie.net

WHO SHOULD ATTEND

The **Green Deal Forum 2013** will be of particular interest to directors, managers and heads of:

- Green Deal
- Policy
- Energy Efficiency
- Environment/Climate Change
- Sustainable Development
- Housing
- Planning Services
- Facilities Management
- Construction
- Finance
- Green Skills
- Business Development
- Customer Engagement

The forum will also be of interest to those within the supply chain, government, academia, housing firms, green groups, consumer groups and charity sector with an interest in the **Green Deal**.



www.UW-greendead.net

AGENDA (subject to change)

08:45 *Conference registration, refreshments and exhibition*

09:20 **Welcome and introduction from the conference chair**

Phyllis Prior-Boardman, Green Deal Ambassador

SESSION ONE – Exploring the opportunities of delivering the Green Deal

09:25 **Update from DECC - creating incentives and opportunities**

David Thomas, Deputy Director, Green Deal Demand, Department of Energy and Climate Change

09:45 **Encouraging landlords to make energy efficiency improvements to their properties**

Richard Lambert, Chief Executive, National Landlords Association

10:05 **Analysing insulation opportunities under the Green Deal**

Neil Marshall, Chief Executive, National Insulation Association

10:25 **Water in the Green Deal**

Jacob Tompkins, Managing Director, Waterwise
Andrew Tucker, Water Strategy Manager, Energy Saving Trust

10:45 **QUESTIONS AND ANSWERS**

11:05 *Refreshments, networking and exhibition*

SESSION TWO – Improving the customer journey

11:35 **Building customers' trust in energy efficiency to deliver the Green Deal effectively**

Peter Broad, Policy Manager, Consumer Focus

11:55 **Examining the Green Deal and other policies to improve the energy efficiency of business and domestic consumers**

Frances Williamson, Head of Policy and External Relations, Energy UK

12:15 **The role of Ofgem**

Senior Representative, Ofgem

12:35 **Domestic and SMEs – Consumer redress and protection for the Green Deal**

John Baguley, Ombudsman- Green Deal and Property Sector, Ombudsman Services

12:55 **QUESTIONS AND ANSWERS**

13:05 *Buffet lunch, networking and exhibition*

SESSION THREE – Providing the Green Deal

14:05 **How EDF is driving consumer engagement on the Green Deal**

Bethan Carver, Manager of B2C Product Development, EDF

14:25 **Visit www.UW-greendeal.net for details**

14:40 **Financing the Green Deal**

Mark Bayley, Chief Executive, Green Deal Finance Company

15:00 **QUESTIONS AND ANSWERS**

15:10 **PANEL DISCUSSION - Green Deal Providers**

- Developing a Green Deal plan
- Communicating with customers: how to increase conversion rates from initial assessments
- Golden Rule
- Dealing with customer complaints

David Titterton, Green Deal and Obligations Director, npower

John Baguley, Services Manager, Ombudsman

15:40 *Refreshments, networking and exhibition*

SESSION FOUR – Interactive workshops

16:10 *Delegates should choose to attend one workshop. These are designed to be interactive and participatory in nature. Places are allocated on a first come, first served basis and are subject to maximum capacities.*

Workshop A – Developing Green Skills

- Overview of Green Deal and the Energy Company Obligation
- Skills and qualifications required to operate in Green Deal
- The Green Deal Market Place – it is worth it?

Phil Stott, Green Skills Programme Manager, Asset Skills

Workshop B – Engaging local SMEs

- Exploring schemes similar to the Green Deal
- Analysing the benefits of contractors engaging with local SMEs
- Practical case studies of the successful delivery of the Green Deal

Stella Okeahialam MBE, Programme Director, Institute for Sustainability

16:50 **CLOSE OF FORUM**



EASY WAYS TO BOOK

Please photocopy this booking form for additional delegates.

Complete all relevant sections of this form and either:

Fax: +44(0) 01342 332001 **Online:** www.UW-greendeal.net

Post: Events, Faversham House Ltd, Windsor Court, Wood Street, East Grinstead, West Sussex, RH19 1UZ

Alternatively: call Nicola Smith on +44(0) 01342 332045 or email nicola.smith@fav-house.com

Delegate details (please use BLOCK CAPITALS)

Correspondence

Organisation _____

Correspondence address _____

_____ Postcode _____

First delegate

Surname _____ Title _____

Forename _____

Job title _____

Organisation _____

Department _____

E-mail _____

Phone _____

Dietary / Access requirements _____

Interactive Workshop: A B

Second delegate

Surname _____ Title _____

Forename _____

Job title _____

Organisation _____

Department _____

E-mail _____

Phone _____

Dietary / Access requirements _____

Interactive Workshop: A B

Third delegate – 50% discount off full rate

Surname _____ Title _____

Forename _____

Job title _____

Organisation _____

Department _____

E-mail _____

Phone _____

Dietary / Access requirements _____

Interactive Workshop: A B

Payment details

Delegate number

RATE

Standard booking

Early booking rate (until 19th July) = £375 (+VAT = £450)

Full rate = £455 (+VAT = £546)

Public sector/charities/non-profit/academic booking

Early booking rate (until 19th July) = £295 (+VAT = £354)

Full rate = £375 (+VAT = £450)

Team booking offer – Register 2 delegates from your team and any subsequent bookings will receive 50% off the standard rate. (This offer may not be used in conjunction with other discounts, including the early booking rate). Email nicola.smith@fav-house.com for more information.

Total number of delegates Total cost £ _____

Please indicate how you wish to pay

Enclosed is a cheque for £ _____

Cheques made payable to Faversham House Ltd

I wish to be invoiced. Your purchase order/reference number _____

I wish to pay by credit/debit card.

Please debit my:

Visa

Amex

Mastercard

Cardholder's name _____

Card No.

Expiry Date / Security Code

Card billing address (if different from above)

Cardholder's signature _____

I have read the terms and conditions and understand the cancellation policy.

Signature required

Payment must be received before the event date. Once we have received your booking, we will send you an email confirming your place(s) at the event. A VAT invoice will be sent out to you shortly after.

Terms and Conditions

Faversham House Limited ("we") accepts bookings from delegates ("you") for places at the Events on the following terms and conditions.

Accommodation

Accommodation is not included in the delegate fee.

Confirmation

Once we have received confirmation of your booking, we will send you an email confirmation. A VAT invoice will be sent out to you shortly after. We must receive payment prior to the date of the event. If you have not received confirmation of your booking within 14 days of the event, please contact the Event management team as we may not have received your booking. We cannot be held responsible for the non-arrival of information. Whilst in attendance at the event, if we reasonably consider that your behaviour is inappropriate, disruptive, offensive, dangerous or illegal, we may ban you from further participation in the event without a refund.

Liability

Any opinions expressed or statements made by speakers or delegates at the event are in their personal capacities and are not made or expressed on our behalf. Except in the case of death or personal injury caused by our negligence or that of persons for whose acts or omissions we are legally liable, we will not be liable to you for any loss or damage of any kind, whether direct, indirect or consequential, which you may suffer at or in relation to the event, and our aggregate liability to you will in any case be limited to the amount you have paid to us.

Cancellation

Payment for the event must be received before the date of the event. Cancellations must be made in writing to the address above. Cancellations received up to one calendar month prior to the event date will be subject to a handling and administration charge of £75 + VAT per delegate, which will be deducted from any due refund or invoice, whichever is appropriate. The organisers regret that cancellations are not accepted less than one month prior to the date of the event. However, a substitute delegate can be nominated. Substitutions made on the day of the event are at our discretion only.

We reserve the right to make changes to the programme, location and/or speakers without prior notice. We will not offer refunds to delegates due to circumstances affecting the event, or your ability to attend it, which are outside our control (for example, but not limited to, a terrorist alert or incident) unless the event is cancelled or rescheduled for another date, in which case we will retain up to 50% of the delegate fee to cover marketing, administration and delegate registration costs.

Data Protection

We value your privacy and confidentiality. By registering for this event, we can provide you with information relating to your booking and other Faversham House Ltd related products or services via email, direct mail, fax or telephone. We may also make your details available to carefully screened companies who have information that may be of interest to you, subject to the permission you have given on your booking form. If you do not want to receive this information please write to the Event Database Manager at Faversham House Ltd. Your details may also be made available to other carefully selected companies. Please tick here if you do not wish to receive information from third parties.

