Flow Energy is a UK home energy supplier with a big difference.

Flow has designed a unique microCHP, electricity-generating gas boiler which it will offer to customers as part of an innovative energy services package. It’s a very big idea that could change the future of energy forever, reducing emissions and customer bills.

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The Flow boiler

The Flow microCHP boiler generates electricity as it uses gas to heat a home, reducing emissions and bills.

A unique offer

The electricity the boiler generates allows it to pay for itself – so customers don’t have to.

‘Customer first’ philosophy

53,000 customer accounts

Flow’s Thames tariff was so popular that Flow registered 53,000 customer accounts in just four months.

Goal achieved

Flow withdrew its Thames tariff in early August in line with its business plan.
Facts & figures

1. Flow

Flow was created as a company in April 2012. We launched our energy supply service on the 2nd April 2013. We now have 53,000 registered customer accounts.

Flow is a fully accredited and licensed energy supply company. We currently supply domestic customers only and we’ve registered 53,000 customer accounts since launch, making this one of the most successful launches of a small energy company.

2. Our Thames tariff was the cheapest Fixed Rate deal on the market. We’ll be issuing further competitive tariffs in 2014.

In line with our business plan – to take on customers and gain brand exposure before the launch of our revolutionary boiler next year – we withdrew the Thames tariff on the 8th August. We had exceeded our sales targets and therefore withdrew from the market to concentrate on servicing our existing customers and preparing for the launch of our boiler in April 2014. We’ll issue new, competitive tariffs in the early part of next year.

3. Flow isn’t just an energy supplier – it’s a designer and manufacturer too.

From 2014, Flow will offer a unique microCHP boiler as part of its customer proposition. Customers will receive a boiler at no cost in return for taking their gas and electricity from Flow on a competitive tariff for about five years. The Flow boiler uses clever technology to generate electricity at the same time as it’s using gas to heat a home. It’s the value of this electricity that pays for the boiler.

4. Flow has a UK-based customer services team.

Flow Energy is based in Ipswich, Suffolk. Our customer services team is entirely UK based. The team are educated, experienced, dedicated and passionate. Most importantly, they all have the authority to make decisions. So rather than passing customers from pillar to post, our team can deal with the vast majority of queries immediately.

5. Flow is run by people with a wealth of experience - in the energy industry and beyond.

The senior Flow team includes Clare Spottiswoode as Non-executive Chairman and Tony Stiff as Group Chief Executive Officer and Managing Director of Flow Energy. Please see page 3 for full biographies.

6. Flow Energy is part of Flowgroup plc, a UK company.

Flow Energy is part of Flowgroup plc (formerly Energetix). Founded in 1997 and incorporated in the UK, Flowgroup specialises in developing and commercialising products to meet the need for alternative power generation technologies to increase efficiency and reduce the environmental impact of energy consumption. www.flowgroup.uk.com

For more information, please contact alex.heys@flowenergy.uk.com
The Flow Team

Clare Spottiswoode
Executive Chairman

Clare is a mathematician and economist by training and is currently a member of the Independent Commission on Banking. Clare’s career includes her time as Director General of Ofgas, the UK gas Regulator, and more recently as policyholder advocate for Norwich Union’s with-profits policyholders at Aviva where she negotiated a special bonus worth approximately £2.1 billion to 1.1m of its with-profits policy holders as well as other payments.

Clare has set up and managed her own businesses and has considerable experience in the energy sector. She is currently Chairman of Gas Strategies Group Limited, a Non-Executive Director of the FTSE 100 Security company G4S plc, EnergySolutions Inc. and Illika plc, and until recently a Non-Executive Director of the FTSE 100 oil company Tullow Oil Plc.

Tony Stiff
Group Chief Executive Officer & Managing Director, Flow Energy.

Tony was Commercial Director of Bglobal plc, the AIM-listed smart-metering company. At Bglobal Tony helped prove the concept of their smart-metering products and was responsible for securing commercial contracts with leading energy suppliers which ultimately brought the business into profitability and set down the foundations for future growth opportunities.

In 2000 Tony founded Atlantic Electric and Gas Limited, a business backed by US-based Sempra Energy Inc. The business quickly became one of the UK’s leading independent energy suppliers, with over 300,000 customers and revenues exceeding £250m. Tony then oversaw the shareholders’ exit strategy and in conjunction with the administrative receivers of the company the business was sold to Scottish & Southern Energy.

In 1994 Tony founded Webbins Limited ("Webbins"), in order to exploit the gap in the market for a software product that customers could use to evaluate energy contracts. Having grown Webbins into a company with over 100 staff and £10m turnover, Tony negotiated the sale of the company to MMT Computing plc, and continued to manage the business for three years afterwards.

Tony initially trained as an electrical engineer and has held various positions with the Central Electricity Generating Board, Eastern Electricity plc and Powergen plc.