

# Member Briefing

Number: 1208

**Title:** A new local white label domestic energy tariff is available to people living and working in Cheshire West and Chester

**Summary:** Qwest Energy, a venture as part of the Council's partnership with Qwest Services and Engie, is being launched to allow residents in the area to save on their energy costs. This briefing note is to update members on the progress of the project.

---

The Energy and Carbon Reduction team transferred over from the Council to Qwest Services in October 2017. This was done to maximise the advantages that a joint partnership to advance energy-related opportunities would bring to the borough and the Council.

In March 2018, the Qwest board approved the formation of a white label energy supply partnership between Qwest and Engie to deliver a competitive energy tariff to the residents and employees in Cheshire West and Chester. The energy product will be branded as Qwest Energy to raise the profile of Qwest Services and allow the service to potentially expand outside of the Council's boundary in the future.

The new energy brand will use the Engie supply licence. This licence sets out the conditions that the energy supplier must comply with in order to supply energy to domestic and non-domestic customers. The licence is granted by the Office of Gas and Electricity Markets (OFGEM), which has oversight of energy providers to protect the interests of existing and future electricity and gas consumers.

A project group is working to develop a joint marketing and communications plan. This will include marketing materials for customers. All marketing materials will include logos of all partners. The project group is made up of Engie staff, Qwest's Energy and Carbon Reduction team and members of the Council's Communication and Marketing and Insight and Intelligence teams.

A range of tariffs will be available to suit most households.

- **Standard variable tariff**, which is available as the default tariff that all energy suppliers have in place.
- **Fixed-term tariff**, which could vary between one to three years depending on the best offer Engie can access on the market.
- **Pre-payment tariff**, which is for those on pre-payment meters who do not wish to or cannot move to a credit meter.
- **Green tariff**, which will include 100 per cent renewable gas (biomethane), as well as the standard 100 per cent renewable electricity for all tariff types.
- **Social tariff (which is to be re-named)**, which is a discounted tariff available to residents living in areas of fuel poverty and on a prepayment meter.



A fee will be paid by Engie to Qwest Services for every customer who sign up to the energy tariff. This fee will help to create a Community Fund to support energy efficiency initiatives for vulnerable residents in the borough. The Cheshire West Affordable Warmth Steering Group and wider partners, including members from the West Cheshire Poverty Truth Commission, are being consulted on the best ways to target the use of the Community Fund across the borough.

Qwest Energy will be open for registrations as a test platform towards the end of July, with a view to a formal launch of the exciting new offer in early September 2018.

**For further information, contact:** Georgina Patel, Senior Manager for Energy and Carbon Reduction, Qwest Services

**Telephone:** 07966 373167

**Email:** [georgina.patel@qwestservices.co.uk](mailto:georgina.patel@qwestservices.co.uk)

**Responsible Committee, Cabinet Member:** Councillor Karen Shore, Cabinet Member for Environment

**Date:** 12/07/18