

Webinar

May 26th, 2020 11:00 - 12:00 (CET)

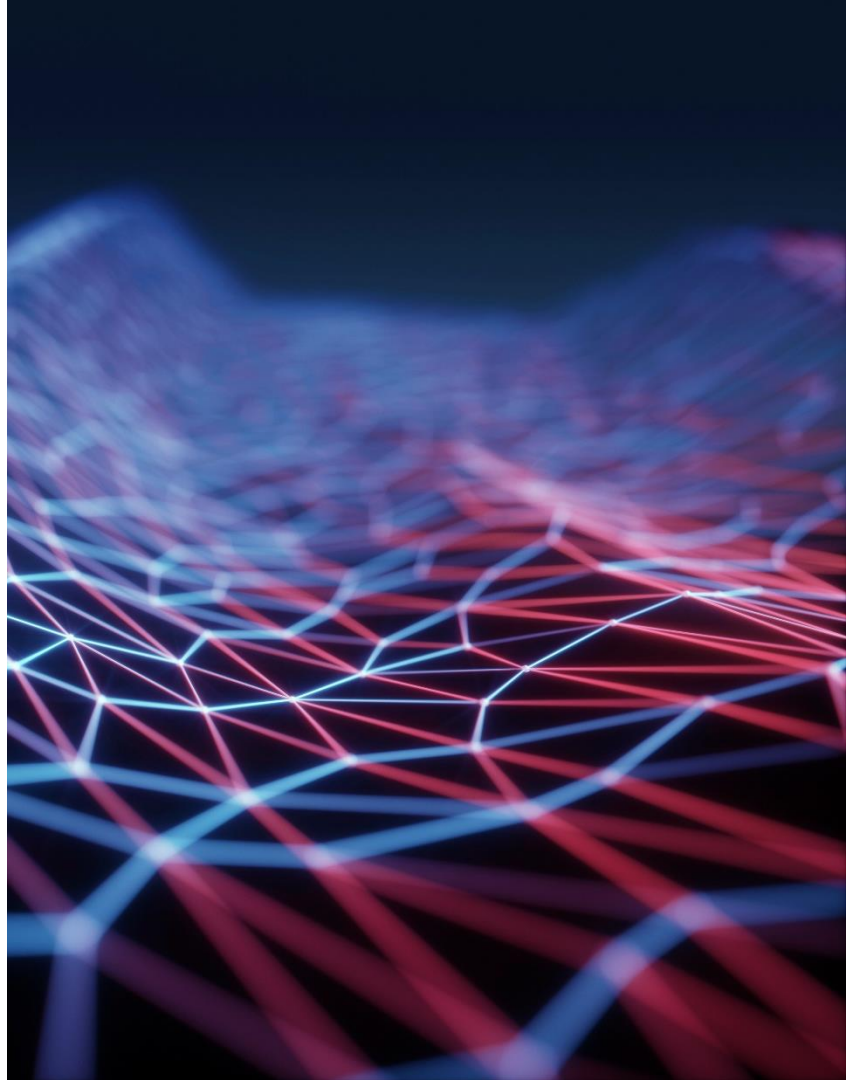
**Strong in the crisis –**

**What is the role of energy management?**

We discuss with Gordon Cameron (E.ON Control Solutions) how leading retailers in the UK and continental Europe are achieving outstanding results during the crisis with 24/7 asset monitoring & control.  
This event will be held in English.

# **Q1: Do you operate an energy controlling & management?**

- A yes, inhouse
- B yes, with an external partner
- C no
- D question not relevant



# **Saving through uncertainty**

**How we're helping our Energy  
Management customers cut costs and  
carbon through COVID-19**

***e.on***



# Background – becoming a trusted energy partner

Over the past 5 years we have worked very closely with one of Europe's leading retailers to establish a thorough understanding of their business and have helped them to develop a comprehensive controls strategy that meets the needs of their diverse estate and business requirements.

The retailer has embraced the vision of having a clear strategy when it comes to managing their buildings' energy efficiency as well as comfort levels for their customers and staff.

Working with E.ON Control Solutions, a 10 year road map was created that encompasses ongoing improvements to their estate controls and HVAC assets, whilst providing high value returns on these investments.

Today we are remotely managing buildings and providing a range of services for this retailer across their European estate from our central Energy Management Centre in the UK.



# What services do we provide for them?



## **Remote maintenance triage service**

covering all UK and European buildings in their estate, 600 connected sites with over 5,000 calls handled annually



## **Dedicated team of BMS engineers**

providing reactive site support and project commissioning



## **Estate-wide energy services including:**

- Online reporting platform and ongoing project tracking
- Excess energy alerts and remote investigations by EMC



## **Project planning & delivery**

- Upgrading of building controls and installation of energy efficient assets
- Remote cost-avoidance programmes such as TRIad and Duos



## **Bespoke reporting services**

to offer detailed insight into operational and financial KPIs



## **Dedicated service and energy delivery manager**

to be a dedicated point of contact and undertake day-to-day management of your estate



# E.ON EMC COVID-19 Response: European Retail Giant:

E.ON Control Solutions have been working with a leading retailer across their European stores since 2015. We provide a range of building and energy management services, including remote services from our Energy Management Centre (EMC) to their estate of 600 sites.

Over the past five years we have helped this customer to develop a strategy to manage their buildings' HVAC and energy needs. We have worked closely with their Energy and Facilities Management teams to support the day-to-day operation as well as long-term goals and ambitions to reduce both their energy consumption and their carbon footprint.

Throughout the current COVID-19 crisis E.ON have worked closely with the retailer to ensure that their electricity consumption for unoccupied buildings is kept to a minimum. The decisions made by the retailers property team to have a robust and managed building strategy has meant that, for the person on site, shutting the building down was as simple as switching the intruder alarm on and leaving as normal. For those buildings that were remotely identified as still having assets on or consuming higher than anticipated energy, through our remote Energy Management Centre we have been able to further reduce electricity consumption.



**600 connected sites  
across customer  
European estate**



**80% reduction in  
electricity  
consumption**



**£430k weekly  
savings on  
electricity spend**



**710 tonnes per  
week of carbon  
emissions avoided**

# E.ON EMC COVID-19 Response: European Retail Giant:

Our customer saw an immediate drop of 68% in electricity consumption the day after the lockdown was implemented and, today, their overall electricity consumption across their estate has fallen by 80%.

This reduction equates to monetary savings of around £430k per week. Savings like this are important to retailers in times like these as they can help to mitigate loss of earnings.

This action was made possible by the customer's decision to invest in their buildings and work closely with E.ON to create a building management strategy that is focused on energy and comfort. This service is managed by their dedicated E.ON service delivery manager.

Ultimately the aim is to get our customer's estate up and running as soon as it is deemed safe to do so and, in the meantime we will continue to further support this retailer via the use of our Energy Management Portal, Optimum to continue to save electricity consumption to further benefit our customer where possible.



**600 connected sites  
across customer  
European estate**



**80% reduction in  
electricity  
consumption**

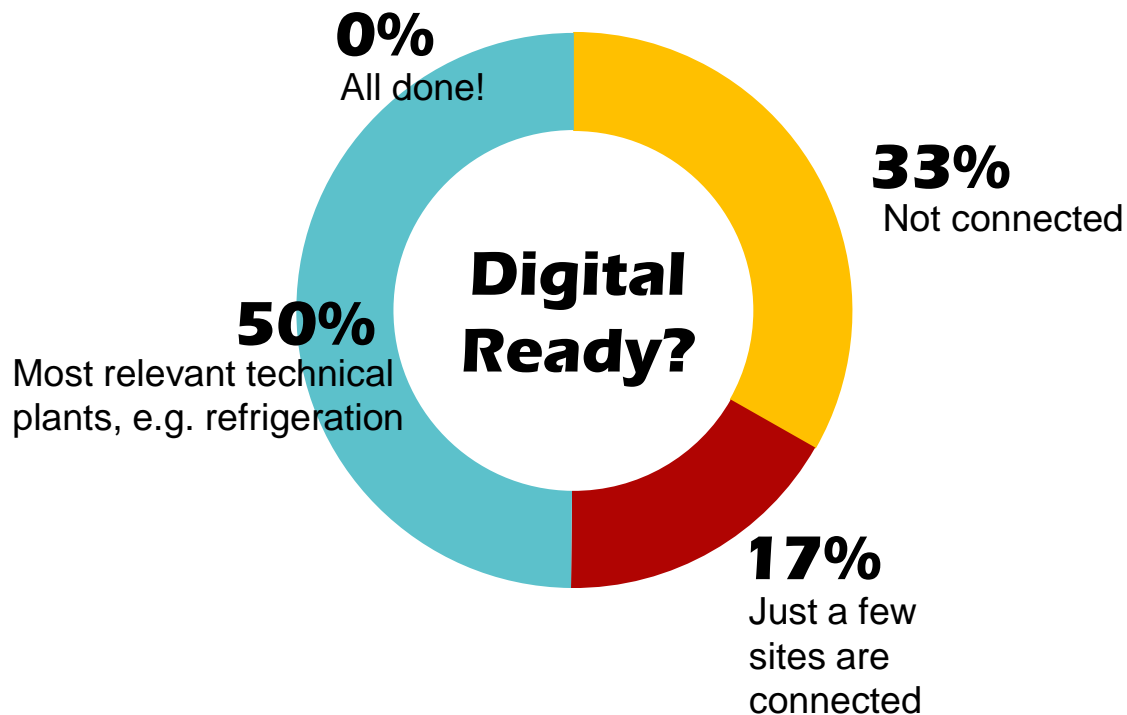


**£430k weekly  
savings on  
electricity spend**



**710 tonnes per  
week of carbon  
emissions avoided**

# To what extent are your assets digitally connected to any remote control center?





# A joint COVID-19 response

In the weeks leading up to March 20<sup>th</sup>, we held regular online meetings with the retailer's Energy and Facilities Management teams.

Due to the building management strategy developed with the customer, the shut-down procedure for instore teams was the same as closing on any other day. The intruder alarm was set and employees left the building as normal (Step 1).

Following the estate-wide shutdown in the UK on the 20<sup>th</sup> March, the EMC carried out remote BMS checks for every building in the estate to identify sites with assets still enabled (Step 2). To reduce consumption, manual software changes were implemented remotely to switch assets off and timeclocks were over-ridden.

Further sites where energy consumption had not dropped to anticipated levels were identified remotely, using our online energy management platform, Optimum (Step3). To maximise savings from sites, further remote overrides were made.

Today we are continuing to monitor electricity consumption levels for each building in the UK and Europe on a daily basis (Step 4). Working with our client, we are able to support their plans to re-open buildings when restrictions are lifted. This includes making changes to their HVAC strategy to reduce the potential for infection of staff and customers.

All changes have been  
made remotely to  
ensure employee  
safety



# A joint COVID-19 response

## Step 1

March 20th 2020  
UK Government  
announce non-  
essential retail  
closures

## Step 2

Service Delivery  
Team and E.ON EMC  
work to identify  
abnormalities in data  
and assets leading to  
higher than expected  
energy consumption

## Step 3

EON Control  
Solutions, EMC,  
Service Delivery and  
client teams work the  
list of exceptions and  
undertake agreed  
interventions

## Step 4

EON Control  
Solutions and the  
EMC implement close  
and continuous  
monitoring of the  
client estate

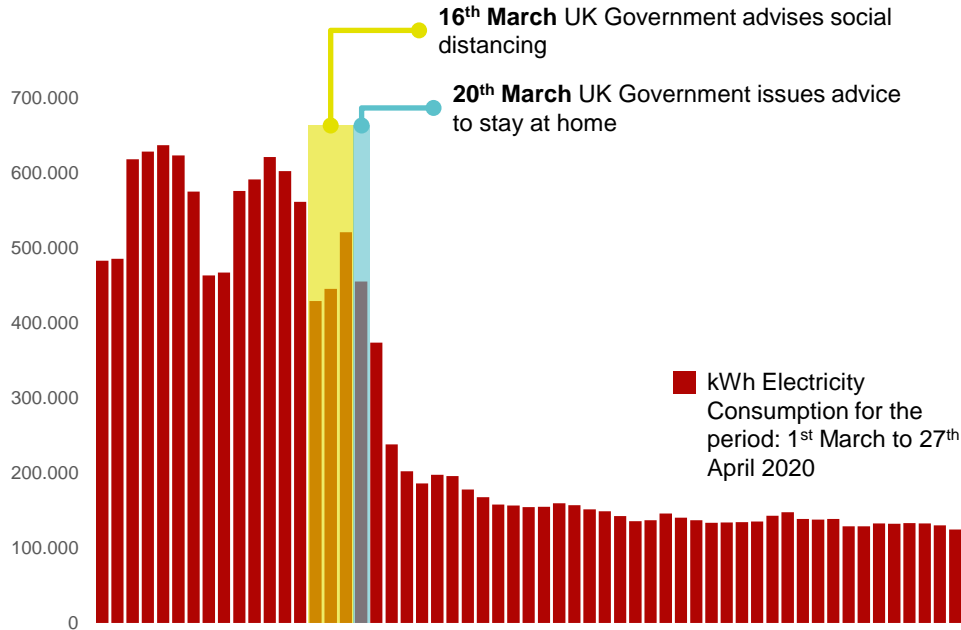
Seamless shutdown  
across whole estate  
via an existing  
Intruder/BMS link  
implemented as part  
of a national BMS  
strategy

Energy data capture  
from the E.ON  
Optimum platform and  
remote capture of  
BeMS points

Manual software  
changes, over-rides  
and interventions to  
turn off non-essential  
assets

Setup of new  
automated alerting of  
excess energy  
consumption across  
the whole retail estate

# The Results – Total Estate Electricity Consumption



## Step 1:

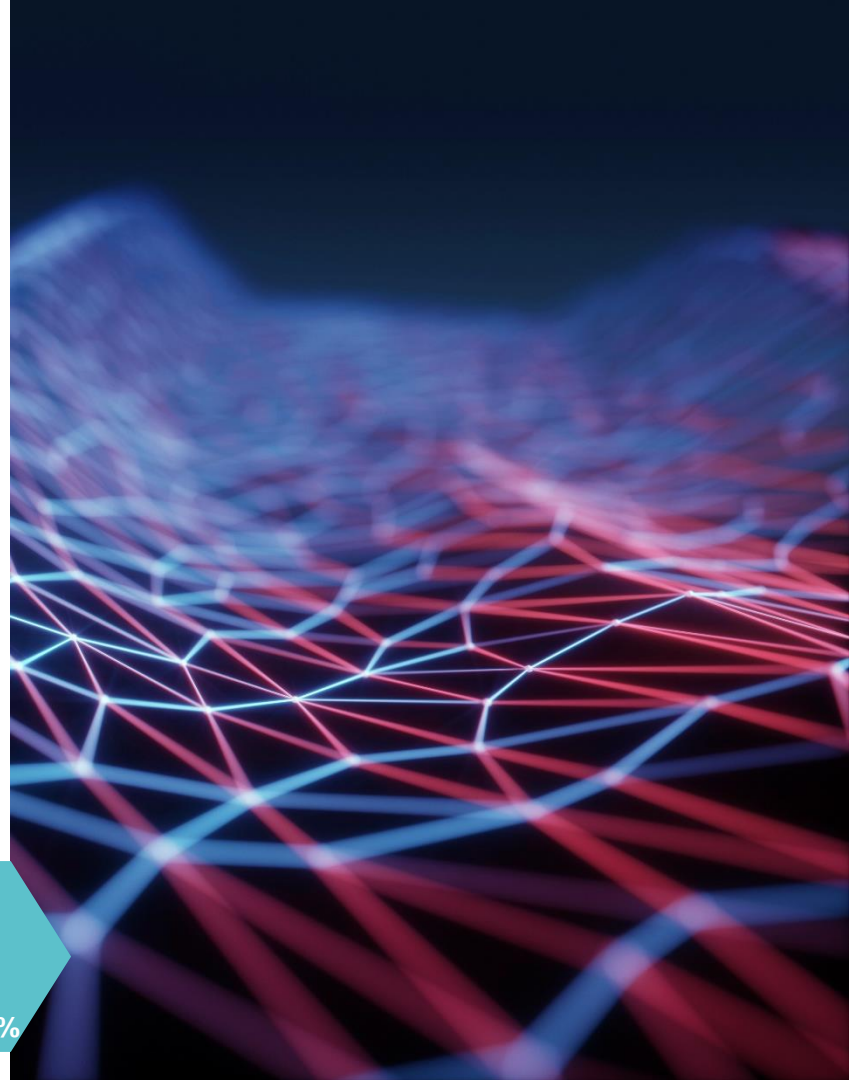
Intruder alarm linked to BMS strategy results in an **immediate 68% reduction** in energy

## Step 2:

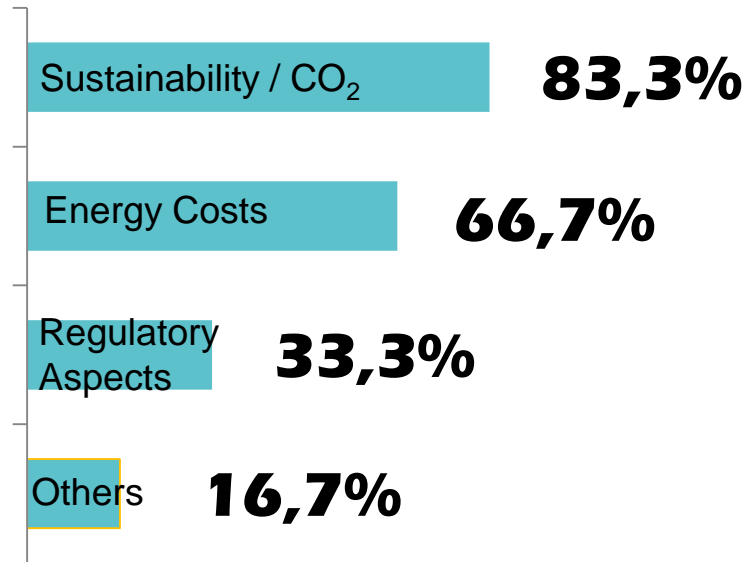
Initial remote interventions undertaken by the EMC. Electricity consumption **reduced by a further 7%**

## Step 3:

Continuous remote monitoring and interventions further **reduce savings to 80%**



# What are your most important drivers for a sophisticated energy controlling & management?



# Unlock your building's full potential...



## Visualise...

it all starts with the data. Our unique offering lets you view energy data of one or more sites, even if you have different BMS manufacturers



## Manage...

we can work together to drive down operational costs, increase asset life and standardisation across your estate and remotely manage BMS services and callouts



## Optimise...

our experts can suggest and remotely implement energy conservation measures delivering energy, carbon and cost savings



# Our retail credentials

**TESCO**

Sainsbury's

M&S

**T.K.maxx**

*Boots*

**real-**

Dixons  
Carphone

Over 5,000 retail & logistics sites remotely managed

Up to 40% energy & carbon savings

24 hours a day, 365 days a year remote site support

Highly experienced technical EMC team

Serving our customers for over 12 years



# EMC Europe

“Bringing you technical experience and in depth knowledge coupled with technology through **OPTIMUM** to deliver powerful solutions”

## The EON Energy Management Centre:

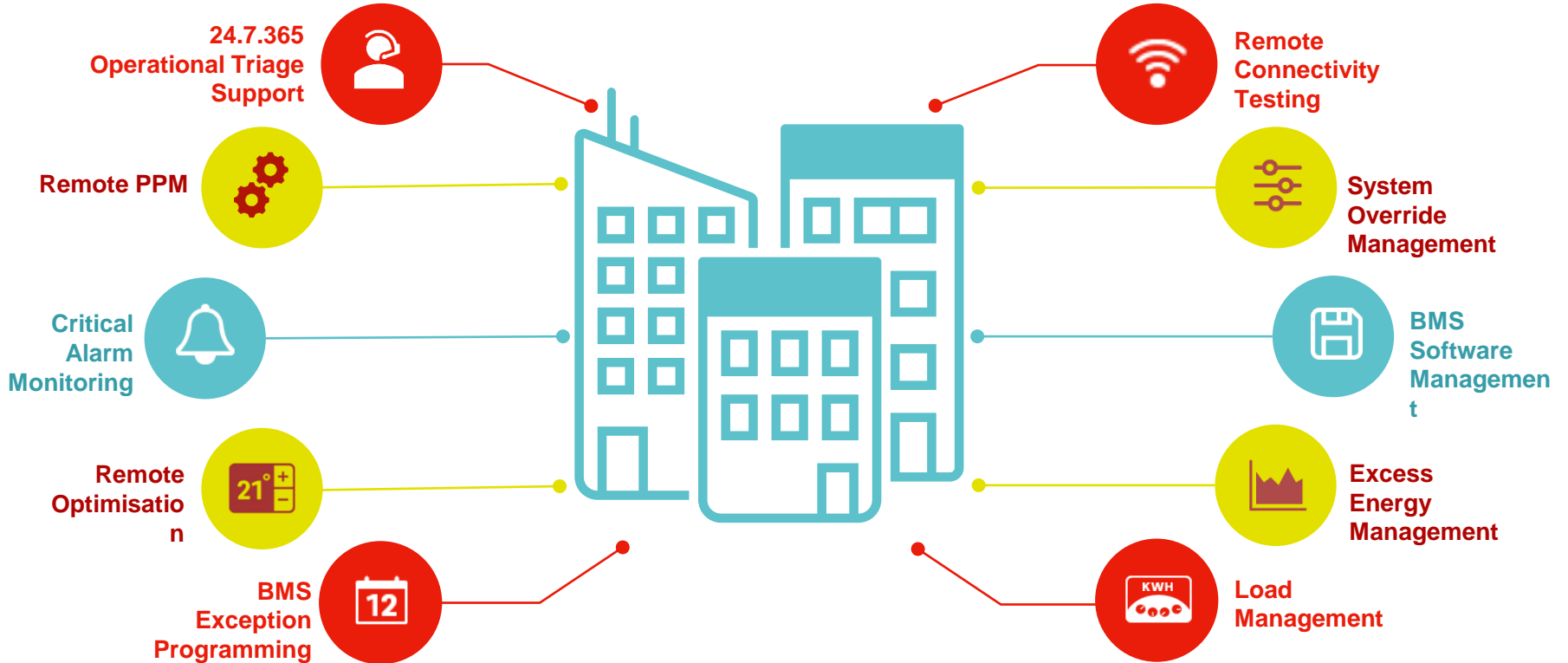


Manage

- Remotely manages BMS and associated controlled assets
- Provides a range of services to ensure that your building is controlled, managed and efficient
- Provides insights into how your building operates, allowing understanding and proactivity
- Ensures the balance between building operations and energy efficiency
- Technology and solutions driven by the power of knowledge and experience of our people
- Experience of delivering single-site and estate-wide building management with a large UK customer base and growing European presence

# EMC Services...

We have an extensive range of services to remotely manage, control and optimise your buildings' performance



**Monitoring over 6,000 sites every day across the UK and Europe**



# EMC Service highlight...



## 24.7.365 Operational Triage Support

Delivered by our technical triage helpdesk

The EMC provides a remote support helpdesk for site BMS / building control incidents 24.7.365 utilising trained BMS technicians to investigate, diagnose and correct issues, preventing the requirement for engineer attendance to site, saving unnecessary costs.

Where issues cannot be resolved remotely, technical commentary detailing the suspected cause alongside a recommended course of action is passed to the relevant next step owner to ensure that we maximise the chance of achieving a first time fix on site.

### Operational Issue

E.g. Air Handling Unit not running

### Remote Investigation

Technical investigation via remote BMS connection. Reported issue checked and root cause identified

### Remote Resolution

✓ BMS software error – corrected strategy and confirmed correct operation

## Support Benefits: Building Operations



Average remote resolution time of 20 mins



Reduces callouts by up to 75%



Increase in first time fix rate



Increase the efficiency of staff / call outs



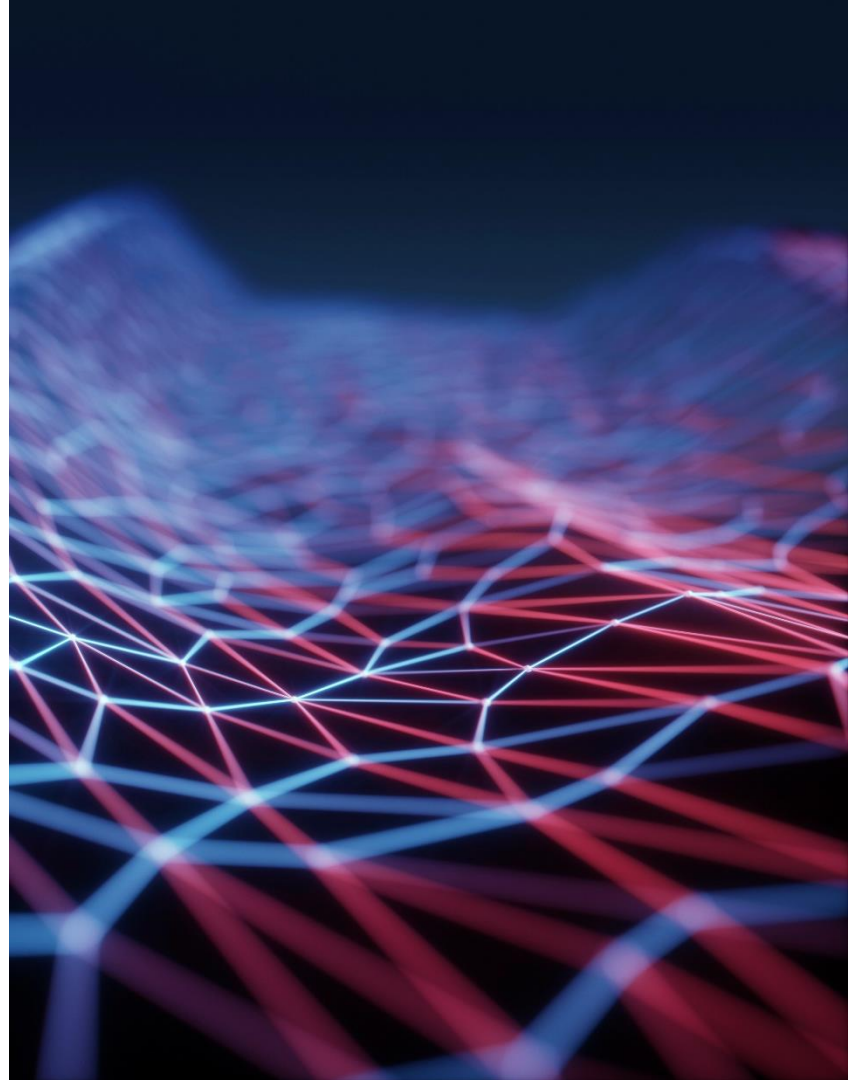
Non technical staff & engineer support



Compliments your existing maintenance supply chain

## **Q4: How important is this 24/7 support to you?**

- A Required / must-have
- B Nice to have
- C Not really important
- D Question not relevant



# EMC Service highlight...



## Critical Alarm Monitoring

In accordance with your needs

Critical alarm monitoring and management in accordance with client spec and pre-configured alarms.

Alarms delivered to managed Energy Management Centre platform and alarm escalation plan followed for each incident alert.

The EMC monitors critical environments including; data centres and pharmaceuticals sites on a daily basis.

### Active Alarm

E.g. Boiler 1 failure

### Remote Management

Alarm notification received instantly on EMC alarm platform

### Notification

✓ Alarm passed to site on-call engineer

## Support Benefits: Building Operations



Alarms managed within minutes of activation



Manage critical environments



Perfect for non-manned buildings



24 hour peace of mind



Helps you to react quickly to ensure normal operation is maintained

# EMC Service highlight...

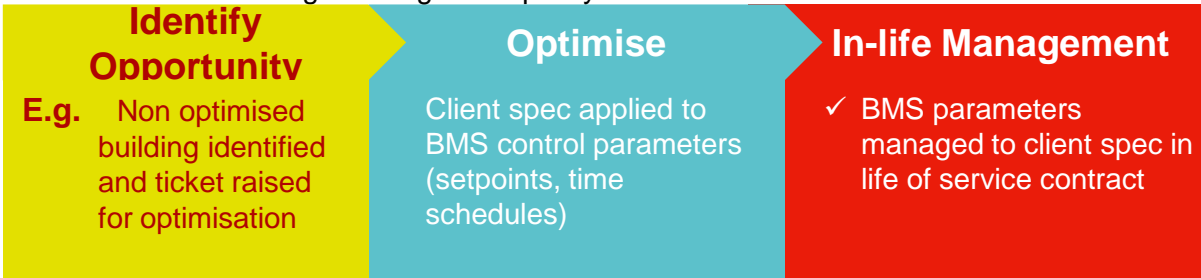


## Remote Optimisation

Of your building operations and BMS

The EMC will carry out Optimisation of BMS control time schedules, setpoints, parameters and adherence to Client Energy / Design standards. The EMC shall make necessary recommendations to the client regarding energy / design standard and provide advice on those parameters which will balance energy efficiency and building operations. In addition, where relevant, the EMC shall carry out Implementation of applicable changes to set points and time schedules for Summer / Winter.

**Change Management:** The EMC shall operate a strict change management policy, whereby BMS control parameter change requests, Temporary and Permanent are accepted, implemented and managed to minimise energy impact and to maintain control in accordance with Change Management policy.



## Support Benefits: Building Operations & Energy Efficiency



Optimised BMS can result in 10% - 50% energy efficiency



Optimisation is managed in life



Delivers stability to your building and environments



Changes are managed retaining your buildings energy profile



Drives efficiency across your buildings

Thank you for your attention.

Jelena Nikolic  
Projekt Leader Climate Action Initiative

Email: [nikolic@hde.de](mailto:nikolic@hde.de)

Phone: 030 - 7262 - 5068