VERIFICATION STATEMENT

Scope of work

npower Ltd (npower) engaged EcoAct UK to provide independent third-party verification of its ‘Cleaner Energy Fix October 2019’, ‘Go Green Energy Fix December 2019’ and ‘Go Green Energy Fix May 2020’, (Go Green) tariffs in relation to their environmental claims. We assured the systems (processes, people, software) that npower designed to ensure that these claims are met.

Tariff environmental claims

npower state that 100% of the electricity consumed and 15% of the gas consumed by customers on these tariffs will be matched by Renewable Energy Guarantees of Origin Certificates (REGOs) and Renewable Gas Guarantees of Origin Certificates (RGGOs) respectively. For customers of the ‘Go Green’ tariffs, npower will also pay Trees for Cities to plant a tree in the UK.

Roles and responsibilities

The management of npower is responsible for:

- Designing, implementing and operating the ‘Cleaner Energy Fix October 2019’, ‘Go Green’ tariffs whilst ensuring the products are aligned with internal npower product documentation, and;
- Maintaining internal control and quality checks so that the tariffs’ operation and environmental claims are fairly stated and free from material error.

- EcoAct is responsible for:

  - Expressing an independent assurance opinion on the ‘Cleaner Energy Fix October 2019’ and ‘Go Green’ tariffs in relation to their environmental claims, and;
  - Reporting our opinion, conclusions and recommendations to the management team of npower.

Description of activities

We evaluated the design of the ‘Cleaner Energy Fix October 2019 and ‘Go Green’ tariffs, including the processes and controls implemented for product management, to maintain its environmental claims. As part of our work, we:

- Audited the system that npower designed and operates to ensure that the environmental claims of the product are met;
• Analysed the interaction between the “Cleaner Energy Fix”, “Go Green” and “Business Renewable” products and reviewed npower’s Fuel Mix Disclosure (FMD) calculations;
• Reviewed the service agreement and partnership with Trees for Cities and the implementation of the “tree planting” claims;

Conclusions

Based on the information provided by npower and our activities outlined above, nothing has come to our attention to suggest that the ‘the ‘Cleaner Energy Fix October 2019’ and ‘Go Green’ tariffs do not meet their stated environmental claims.

Mark Chadwick
CEO, EcoAct UK
London, October 2018