

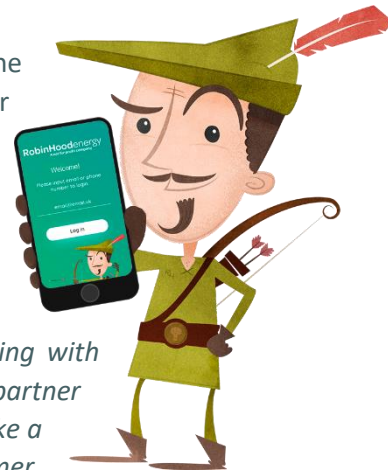
Robin Hood Energy Selects Eliq for Utility Customer Engagement Apps

Robin Hood Energy has signed an agreement with Eliq to deliver its first mobile applications, utilising Eliq's market-leading platform for energy customer engagement. The agreement will provide their customers with a state-of-the-art user experience, enabling them to understand, control and ultimately reduce their energy bills.

Robin Hood Energy is a not for profit energy supplier launched by Nottingham City Council in 2015. The company is scaling up quickly using an innovative model, where it is the licenced supplier for other UK energy companies and is helping to redress the balance in the energy industry in favour of the consumer by delivering fairly-priced energy. Providing engaging customer applications is the next stage in that journey.

The app, which is free to use and download, will be available for iOS and Android devices, and will allow customers to better monitor, understand, manage and reduce their consumption, receiving AI-based alerts on consumption spikes and access intuitive self-service tools around billing, payment, meter read submission and budgeting.

Robin Hood Energy is the licenced energy supplier for nine energy suppliers in the UK and as part of the agreement with Eliq, they will each be releasing their own app next year.



"We are excited to be working with Robin Hood Energy and their partner utilities. We're looking to make a step-change in customer engagement, raising engagement levels by 10x among mobile users. By helping customers to understand their consumption and get access to better self-service capabilities, Robin Hood Energy will be lowering their costs for churn as well as customer service", said Hakan Ludvigson, CEO and founder at Eliq.

"Customers expect an engaging digital interface from their service providers. Partnering with Eliq means we can provide our customers, and particularly some of most vulnerable customers, with a free App which will enable them to monitor and budget their energy usage. As well as helping customers see the energy they are using we hope this will also increase the uptake in Smart Meters and help create loyal customers who stay with Robin Hood as an energy supplier"

- Gail Scholes, CEO at Robin Hood Energy

Notes to Editors

Robin Hood Energy

- Robin Hood Energy (RHE) was the first 'Not For Profit' energy supplier in the UK, which is owned and controlled by Nottingham City Council
- All profits made are wholly reinvested back into our customers
- Robin Hood Energy believes it is the missing piece of the energy industry puzzle, helping to redress the balance in the energy industry in favour of the consumer and championing the public's right to access fairly-priced energy
- Robin Hood Energy is the licenced supply partner to: Angelic Energy, CitizEn Energy, Ebico, Fosse Energy, Great North Energy, The Leccy, Ram Energy, White Rose Energy and Your Energy Sussex

Eliq

- Eliq are based between London and Gothenburg, Sweden, and has proceeded to establish itself in the UK market as a leading provider of customer engagement software and mobile apps for utilities.
- Awarded the Energy Monitoring Solution Award 2017 at the Future Utility Summit in London.
- Eliq has integrated its platform with Gentrack/Junifer; the leading UK utility billing software, Paypoint; a utility pre-payment payment provider and meter provider Secure Meters, in order to provide a seamless user experience for the UK's Smart Meter enabled customers in both stages of the country's Smart Meter rollout; SMETS1 and SMETS2.

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