



Hot off the press

Glatfelter uses transparent invoicing from Ørsted to underpin their energy efficiency strategy

US speciality paper and engineered products manufacturer Glatfelter is headquartered in Pennsylvania with manufacturing facilities in the UK, USA, Germany, France, Canada and the Philippines and has worldwide sales of US\$ 1.8Bn. The company has seen exceptional growth in recent decades and now employs around 4,500 staff.

The challenge

Sustainability is a key element of the way Glatfelter does business and is consistent with the company's values of financial responsibility and environmental responsibility. Consequently, energy, pricing and usage optimisation is of major importance to the business.

UK Energy Manager Jamie Lavis is responsible for procuring and managing energy supply for UK, including for the company's three UK locations.

He says, "Glatfelter has been with Ørsted for gas for many years so it's an arrangement that I inherited when I joined the company. However, I remain very satisfied with the supply relationship, which continues to work well for Glatfelter."

The solution – Trading Solutions

Like most energy-intensive companies, account service is a high priority for Glatfelter – along with competitive management fees and transparent pricing. Jamie says, "I get all of those things from Ørsted – and it's easy to get exceptional service when I need it. If I have any queries, I have direct access to my account manager who gets me talking to the right people straight away. Whilst he's the "go-to" guy, he's backed up by a team with expertise in billing, AMR, metering, technical services and industry issues – so I always get the support I need as soon as I ask for it."

Account management

Ørsted provides direct access to a dedicated account manager who is backed up by a team of experts ensuring the right support and answers are available as soon as they are needed. Ørsted prides themselves on delivering excellent customer service, reflected by their 92% retention rate.

Consumption transparency

As a manufacturing company, it is essential Glatfelter has access to accurate, current consumption data to spot anomalies and inform operational decisions. Without the succinct and transparent bills Ørsted provides, managing energy consumption would be much more difficult, time-consuming and inexact.

Risk strategy

Ørsted worked with Glatfelter to support and implement their risk strategy. By understanding Glatfelter's risk profile and the volatile market place, Ørsted delivered an energy procurement hedging strategy which was aligned to and optimised their risk strategy creating budget certainty.

The result

With the invaluable market information, accurate and up to date consumption data and account support provided by Ørsted, Glatfelter made informed, immediate hedging and future operational decisions. This provided Glatfelter with everything they needed to manage their energy consumption efficiently.

Jamie says, "The bills are succinct and transparent, with all charges clearly identified. This is really important to me as I need to closely monitor that information in detail as, in addition to being an important financial accounting tool, it underpins our energy efficiency strategy. Invoices are always accurate and arrive on time. Plus, Ørsted emails them directly to me - a small thing, but it's important to me so they have built it into the service they provide."

On the trading side, successful execution of the company's risk strategy relies on securing the right product. Jamie believes that Glatfelter has benefitted from Ørsted's partnership approach and appetite for customisation.

He says, "It's vital that our energy supply relationships are able to support our risk profile and Ørsted delivers this by understanding and helping deliver our energy procurement hedging strategy. In addition, we receive comprehensive pricing and market data to help manage, monitor and measure the market and our position.

"This information is very valuable as it informs not only immediate hedging decisions but our decision-making going forward. On top of that, we also receive monthly information about the regulatory environment, market fundamentals, network code updates and revisions to distribution charges – those things aren't always publicised a great deal and it's not always easy to forecast. With this information, plus the support of an effective and professional account service team, we have everything we need to optimise our energy spend."

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Jamie Lavis, UK Energy Manager, Glatfelter

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