

Smart News

Autumn 2025



New contract

Exciting times ahead as we strengthen our footprint and unlock new opportunities with Cadent Gas!

Delivering Excellence

Engineers who demonstrate excellence every day will be nominated, and winners are chosen on a quarterly basis.

Spotlight on Safety

Discussing the importance of rigorous visual inspections and full compliance with IGEM/G/11 procedures.



Welcome to Smart News, Ganymede Energy's quarterly newsletter

As we step into the heart of Autumn, I want to take a moment to thank each and every one of you for your continued dedication and hard work in driving the future of our Energy division.

This season brings with it new opportunities for growth, innovation and collaboration, and I'm excited to share some key developments within both our business and the wider industry.

We have officially signed a new contract with Cadent Gas, which significantly strengthens our position and opens the door to further long term opportunities across their network. This is a huge step forward and a testament to the quality of work and professionalism our team delivers every day.

We are also in discussions with several new clients, with some exciting partnerships on the horizon. These conversations are progressing well and reflect the growing recognition of Ganymede as a trusted partner in the energy space.

We are proud of everything we have achieved so far this year, and even more excited about what is ahead. Let us keep up the momentum and continue building on our shared success.

Wishing you all a productive and enjoyable Autumn.

Thank you, as always, for your commitment to excellence in everything you do.



Joe Prestedge
Head of Energy



Operations Update

We are working hard behind the scenes, tendering for more work. We are looking to branch out into commercial and CT metering and possibly HV metering.

This will open up opportunities across the country to upskill our current workforce.

We are looking to grow our workforce and are always on the lookout for dedicated Engineers with a proven track record of performance and safety to progress into new positions that will be created to enhance our operational structure.

I would also like to take this opportunity to thank everyone for their hard work over this quarter.

We are receiving positive safety figures and great feedback from our clients and customers, which is all down to your dedication and quality of work.



Billy Early
Operations Manager



Delivering Excellence

In this section, Engineers who demonstrate excellence every day will be nominated, and winners will be chosen on a quarterly basis.

Nominations are based on some of our values: Delivering Excellence, Safety First, Safety Always and Taking Pride.

Our nominees are:

SAMUEL MILLS – DUAL FUEL ENGINEER – E.ON

“Sam joined my E.ON team in September 2023 as a Dual Fuel Smart Engineer covering the Kent area. He is an exceptionally dedicated, friendly Engineer who is always willing to help others. Due to his level of performance and application to the role, he was recommended by E.ON to undertake their 3 Phase course at E.ON's training centre in Kingswinford.

On Thursday 20 February 2025, he successfully completed the training and achieved his 3 Phase accreditation. As 3 Phase installations are a more specialist role, he is now covering appointments in both Kent and Surrey.

He is an outstanding Engineer and a true team player.”

- Anthony Howell, Area Manager.

ZAYAD NAWAZ – DUAL FUEL ENGINEER – OVO – FLYING SQUAD

“Zayad is a pleasure to work with, whether it is asking him to support us in the field with asbestos sampling, air ratio testing, visiting emergency asbestos disturbances, or even inviting him onto Teams calls with our clients to give details and run-downs on the different scenarios and in-day issues he has found while completing the various aspects of this type of fieldwork. No task is ever an issue, and Zayad always comes in with positivity and a great outlook on the role whilst maintaining a polite and professional manner.”

- Karl Smith, Area Manager.

JAMES DAVID CARTER – DUAL FUEL ENGINEER – OVO

“James passed his probation with a raving review. He has been a pleasure to manage and has embraced his job role with a willingness to learn the OVO ways of working, taking on board everything he has been asked by his OVO FTL (Jason Cowdell). His QDC has also commented on how well he has adjusted to OVO's working methods. His attitude and enthusiasm for the role have been second to none.”

- Shane Mackenzie, Field Team Manager.



LUKE ARTHUR – DUAL FUEL ENGINEER – OVO

“Luke was recently recognised and given an OVO Customer Hero Award for his outstanding work and customer service.

This award was presented in recognition of the exceptional support Luke provided to one of our client’s gas energy customers during a recent site visit. His professionalism and dedication significantly improved the customer’s experience.

Here is a quote from the OVO Manager describing the situation:

“Luke attended a property where the customer was very distressed, as they were dealing with ongoing debt issues and had experienced multiple failed appointments from their electricity supplier. Their electricity account had not yet been switched to our client, but Luke proceeded to complete the necessary pipework for the gas installation in preparation for his next visit. He personally rebooked the appointment and ensured he would be the attending Engineer.

On his return visit, he encountered several challenges with the customer’s account and tariff. Despite this, Luke worked diligently to resolve each issue, ultimately leaving the property with two fully functioning PAYG meters and a very relieved customer.”

Congratulations to Luke on this well-deserved recognition. His commitment to excellent customer service is a great reflection of our team's values. Keep up the fantastic work.”

- **Thoumas Yianni, Area Manager.**

HARRY MALINS – DUAL FUEL ENGINEER – E.ON

“I would like to nominate Harry as, at every team brief, his E.ON manager always has a good word to say and has stated that Harry is one of his top performers who can always be called upon to help.

He has mentored several direct E.ON and Ganymede Engineers.”

- **Ian Shields, Area Manager.**



DAVID LANGLEY – DUAL FUEL ENGINEER – OVO

David has been doing some outstanding work for many months now. He is always one of the highest performers in my team, reaching completion percentages consistently around the 80% mark. In a recent monthly review with OVO, his name was mentioned for his desktop audit reviews as they were above 91%.

- Lee Bailey, Field Team Manager.

MARK TAYLOR – DUAL FUEL ENGINEER – E.ON

Mark has consistently demonstrated a proactive and reliable approach to his work. He takes initiative, communicates effectively with colleagues, and maintains a calm, solution-focused attitude even under pressure. His attention to detail and willingness to support the wider team make him a valuable asset.

Mark's positive attitude and commitment to high standards have not gone unnoticed, and his ability to deliver consistently strong performance sets a great example for others.

In addition to his strong work ethic, Mark actively contributes to maintaining a safe working environment. He follows safety protocols diligently and is quick to flag any potential risks or concerns. Notably, Mark has maintained a perfect safety record during his time at E.ON, which reflects his consistent professionalism and awareness.

Given his approach, I would highly recommend Mark.

- Matthew Lambe, Field Team Manager.





Our winners are...



Delivering Excellence
David Langley - OVO



Safety First, Safety Always
Mark Taylor - E.ON



Taking Pride
James David Carter - OVO

A massive congratulations to all of the nominees and winners, we thank you for all your continued hard work and dedication.

CUSTOMER FEEDBACK

Delivering Excellence to customers is always a priority, and positive feedback about Operatives is something to celebrate and share. Here are just a few of the fantastic comments received. Well done to everyone mentioned!

LUKE PICKERING – OVO

We received a call from an energy specialist to our team with feedback from a customer regarding one of our Engineers, Luke Pickering. The customer said Luke was amazing and made them feel comfortable. He provided all the information needed to help them feel confident using the meter. He respected the customer's property and was very friendly and polite. Thank you!

PETER GLEDHILL – E.ON

My name is Nat, and I work with the NPS Customer Quality Team, where we receive all customer reviews via Trustpilot and NPS.

We have received some great feedback for a technician on your team. This is where a technician has been named personally, or the feedback states they have gone above and beyond. It is excellent recognition for their hard work and demonstration of outstanding customer service.

Peter Gledhill said:

"The Engineer was very good and so helpful and explained everything. The customer service was second to none. Thank you so much. He fitted our new gas smart meter and sorted out the portable smart meter also."

Please also pass on our thanks from the NPS Customer Quality Team for making this a great experience for our customers.

Spotlight on Safety

INCIDENT SUMMARY: FAILURE TO IDENTIFY AN EXISTING GAS UNSAFE SITUATION – BREACH OF METER BOX INTEGRITY

A Smart Meter Installer failed to identify a pre-existing gas unsafe situation during both the initial and final visual inspections of a customer's gas meter box. The meter box had sustained damage compromising its structural integrity. Specifically, screws had been inserted through the meter box, breaching its sealed enclosure.

It is the responsibility of all Engineers to identify any unsafe situations present during an installation, and to take the appropriate actions to make the area safe, accurately record the issue, and report it in line with procedures.

In the event of a gas leak, this type of breach introduces the risk of gas escaping into unintended areas such as wall cavities or the interior of the property. The presence of unauthorised penetrations creates an uncontrolled or "non-designed route" for gas flow, which contravenes the IGEM/G/11 Gas Unsafe Situations procedures.

The Engineer's failure to recognise this hazard represents a serious oversight in meeting safety and regulatory requirements. It reinforces the need for thorough visual inspections and risk assessments to be carried out in strict accordance with industry regulations and standards.

Safety must remain the highest priority for all Ganymede Smart Meter Installers. Work must align fully with the standards and regulations set by governing bodies, as well as with our clients' reporting and recording procedures.

Ganymede's Energy operational management team must continue to work collaboratively with our Smart Meter Installers to promote and maintain the highest standards of safety and quality on behalf of our clients and their customers.

Remember: Safety first. Safety always.



Your Key Contacts

Our Operations Team has had some changes in their structure to better manage and support our Engineers across the UK. This will allow us to continue to build on our operational structure in order to follow the predicted growth of the business:

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Matthew Lambe

Field Team Manager

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Ganymede Employee Referral Scheme

If you know of an Engineer that is Dual Fuel Qualified and potentially looking work, please email us back their name and number and we will give them a call to run through the opportunities we have.

If your referral is successfully offered a position with us and starts work, we will pay you £150 as a reward in vouchers (usually an Amazon Voucher) after they have completed 12 weeks work with us.

If you refer multiple Engineers, you will receive a reward for each individual referral.

Please see all of our latest vacancies by following the link below:

www.ganymedesolutions.co.uk/energy-jobs

Care first

As part of working for Ganymede you are entitled to our health and wellbeing benefits package.

The health and wellbeing of all our employees is extremely important to us, and this programme will provide all our employees with access to advice and support on health issues, work issues, and other issues that you may have in your home life.

Get access to the help you need 24/7 with Care first by calling on 0800 174 319, please reference RTC Group when calling or access help online on carefirst-lifestyle.co.uk using the username RTC002 and password Wellbeing456.

Meet your HSEQ Team



HSEQ

Email: health&safety@ganymedesolutions.co.uk | Phone: 0333 011 2048

Gary Lobue - Head of HSEQ - 07827 962 485

Oversees the HSEQ management of Ganymede's internal and external requirements including the safety, health and wellbeing of our internal staff and external workforce.

Suzanne Thorpe - HSE Manager - 07928 620 609

Leads and project manages safety, health, and wellbeing initiatives, while coordinating environmental and social value sustainability efforts.

Have your say!

If you want to give us any feedback on the Smart News newsletter, scan the QR code on the right or click [here](#). All feedback is recorded anonymously and reviewed regularly by our Energy and Marketing teams.

