

Smart News

Spring 2025



Welcome to the team

Welcome to Damian Ciesielski, Energy Development Director and Matthew Lambe, Field Team Leader to Ganymede Energy.

Delivering Excellence

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

Spotlight on Safety

When working on an electric meter installation, a visual inspection must be carried out before commencing.



Welcome to Smart News, Ganymede Energy's quarterly newsletter

Welcome to our newsletter. I hope this message finds you and your families safe and well.

2024 surpassed all expectations across both our key contracts with OVO Energy and E.ON Energy. We entered 2025 with ambitious growth plans for both. The team's hard work, resilience, and passion have been pivotal in achieving what can only be described as another amazing year.

There is real excitement about the potential growth with one of our key clients following the success of our support for their winter contingent programme over the past two years. With discussions progressing positively, the outlook for securing a new long-term contract is promising. This opportunity would enable us to support their in-day work programme, helping to manage attrition and growth – a significant milestone for the team. It would also strengthen our position for future long-term contracts across their networks and further develop our partnership.

Another exciting development is the near completion of the accreditation process for our training facilities under the National Skills Academy for Power (NSAP). Once approved, this will allow us to expand our training offerings, deliver additional value to clients, and unlock new revenue streams.

Finally, a big thank you to everyone. Your hard work, dedication, and teamwork continue to drive our success. It is a pleasure to work alongside such a talented group of individuals.



Joe Prestedge
Head of Energy



General Updates

Welcome to Damian Ciesielski

Damian has joined Ganymede as the Energy Development Director to develop the strategy for new business and opportunities for the Energy division to expand its offering and capabilities across the Energy and Utilities industry. He will be working closely with Energy Suppliers, Network Operators, and Contractors to provide the workforce and skill sets they require to install and manage the smart homes of the future.

As many of you will be aware, Damian has worked with Ganymede previously. He has over 10 years of experience in recruitment sales and developing client-specific solutions for companies including SSE, E.ON, HomeServe, and Gas Safe, among others.

Connect with Damian



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07894 235 606



Connect with Damian on LinkedIn



Damian Ciesielski - Energy Development Director

Welcome to Matthew Lambe

Matthew will be joining our operations team at Ganymede in April as a Field Team Leader, overseeing our contracts in the North.

He has been promoted from his current role as a Smart Meter Engineer at E.ON and brings a wealth of technical experience. Matthew will be driving our team to deliver on productivity with a strong focus on safety.

We look forward to welcoming him to the team and wish him great success.

Connect with Matthew



matthew.lambe@ganymedesolutions.co.uk



Matthew Lambe - Field Team Leader

Since the start of the year, we also had the following starters:



New starters since
January 2025

25



New starters since
January 2025

12

OPERATIONS UPDATE

Once our accreditation through NSAP is approved, we will be able to offer EV qualifications as an upskill for our current Engineers.

The course content will be available on an online platform, allowing Engineers to complete the lessons at their own pace. This flexibility will support our workforce during their learning process. Upon completion of the eLearning modules, they will be invited to our training facilities for face-to-face assessments and sign-offs.

We are also 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 enhance our operational structure.



Billy Early
Operations Manager

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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:

SEAN COHEN - OVO - DUAL FUEL ENGINEER

"Sean joined Ganymede in October 2022 and has since become an integral part of the OVO Berkshire team, known for his professionalism and approachable nature. His support and willingness to help others, especially new apprentices at OVO, have been greatly appreciated by his colleagues.

In 2024, Sean consistently ranked as the top performer in the "Completed Meter Installations" table. He was the leading installer, fitting 939 meters over the past 12 months with a completion rate of 77.54%, compared to the team average of 65.84%.

He is an outstanding individual and a true team player."

- Anthony Howell, Area Manager

ROBERT FOWLER – E.ON – DUAL FUEL ENGINEER

"Rob had installed the highest number of meters (761 assets) in the North Wales CAR throughout 2024. He was really pleased to have received a call thanking him for all his hard work throughout that year."

- Shane Mackenzie, Field Team Leader

TRACY ROBINSON – E.ON DUAL FUEL ENGINEER

"Tracy has only been with the company for a few months, working on the E.ON contract. Since going live in the field, she has quickly become a valued member of both my team and the E.ON contract.

Tracy's knowledge and skills have proven to be a real asset, particularly in matters of safety. She recently attended a site with an extremely hazardous electrical installation, where live conductors were exposed, parts of the meter and equipment were missing, and signs of tampering were evident.

Tracy promptly dealt with the situation, following all industry and client procedures to ensure the installation was left safe."

- Thoumas Yianni, Area Manager



RYAN VONHAARTMAN – CADENT – FCO (FIRST CALL OPERATIVE – GAS ESCAPE)

"I would like to nominate Ryan for the newsletter. He has been with us on the Cadent contract for six months and has consistently demonstrated dedication and professionalism.

Ryan has received multiple 10 out of 10 customer feedback scores, along with positive feedback from his Managers at Cadent, who have praised his reliability and willingness to help wherever needed.

Customer feedback highlights his exceptional service:

- "Very good at his job and made me feel safe and aware."
- "The Engineer was very patient, very thorough, and explained what was going on. He invested time in the visit, which was greatly appreciated."
- "Ryan was here within the hour as advised. He was thorough and explained everything he was doing. He showed respect inside my property by using shoe covers and was a very polite and friendly young man."

- **Ian Shields, Area Manager**

KULJEET BAMRAH – OVO – DUAL FUEL ENGINEER

"Kuljeet has recently received two customer feedback emails sent to his OVO manager, highlighting the excellent experience they had with him.

Both his OVO manager, Chris Willis, and customers have praised his technical expertise and outstanding customer service. Customers have described him as polite, helpful, and efficient."

- **Lee Bailey, Field Team Leader**



Our winners are...



Taking Pride

Ryan Vonhaartman - Cadent
FCO (First Call Operative - Gas Escape)



Safety First, Safety Always

Tracy Robinson - E.ON
Dual Fuel Engineer

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

Customer Feedback

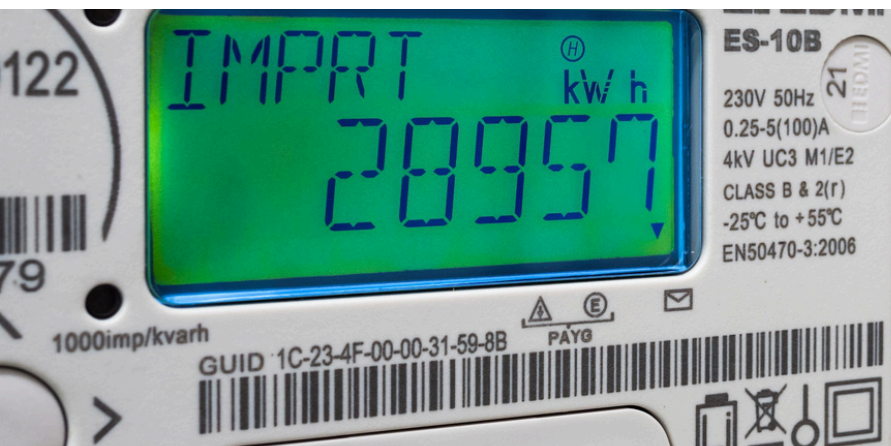
Delivering Excellence to customers is always a priority, and positive feedback about operatives is something to celebrate and share. Here are just a few of the fantastic comments received. Well done to everyone mentioned!

ZAHEER RASUL - E.ON

"Had a smart meter fitted on 17.02.25. The representative was on time, friendly, and kept us fully informed about what he was doing. He genuinely cared that we understood how the smart meter worked, how to access our energy usage information, and even provided tips on reducing our energy consumption. He also left written information for us to read at our leisure."

GURWANT SINGH - OVO

"He went above and beyond to find out where the customer was using so much energy in their property. He found the source of the problem in an outbuilding. Clearly delivering some great customer service! A credit to OVO and Ganymede."



IAN EVANS - E.ON

"Please can I mention that Ian is really standing out in a positive way? He is always supporting the business and, if you do have any recognition system, then I feel he deserves recognition for his hard work, support, and determination he brings to his work. It is a pleasure to have Ian in the team."

ZAYAD NEWAZ - OVO

"I wanted to give feedback on one Engineer in particular, Zayad Newaz, who has been spectacular. His positivity around the process is refreshing, and he has been inspirational in feeding back on the process, the gratitude of the customers, as well as areas we can consider for improvement."



BRIAN EDGAR - OVO

"Brian is one of the friendliest and most knowledgeable people I've met here at OVO. I shadowed Brian on an Engineer ride-along this week to understand better the challenges and difficulties our Smart Meter Engineers face day to day. It was a fantastic day for me, and Brian was incredibly helpful and willing to answer every single question I had. I am grateful for the time and effort Brian put into taking me along for the day! Thank you for everything, Brian!"



SCOTT HENDERSON - OVO

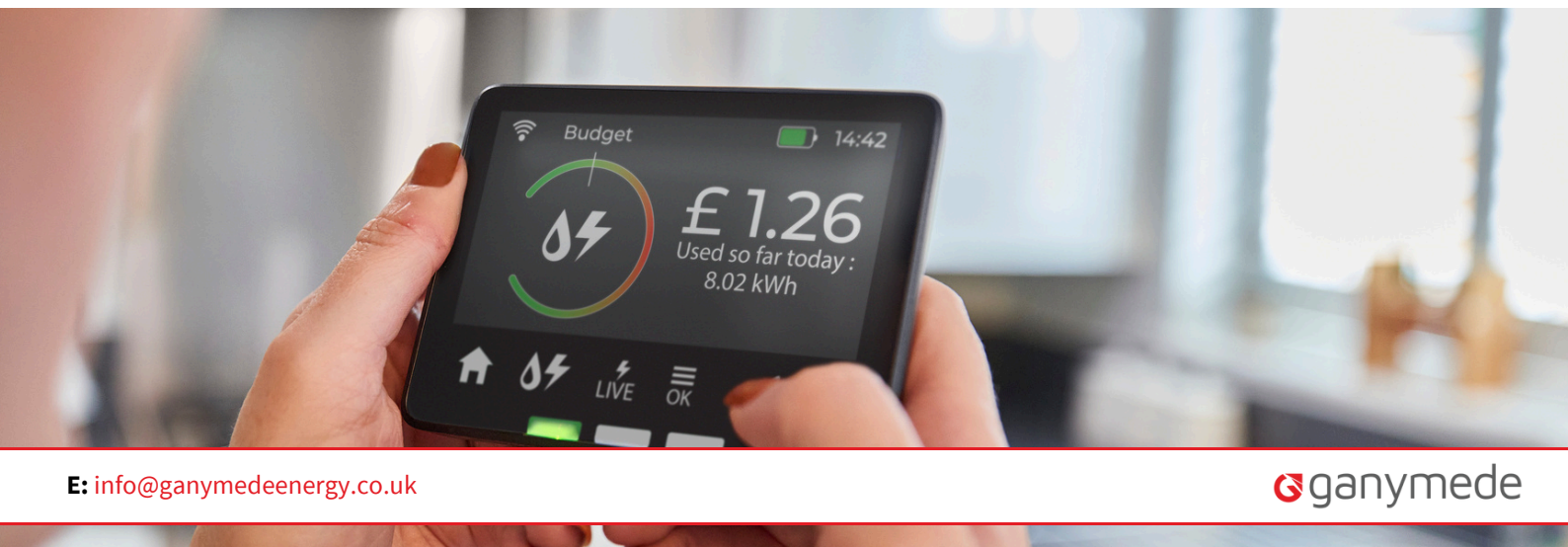
"I recently became an OVO Energy customer after moving to a new home, and I wanted to take a moment to highlight the exceptional service I received from one of your team members, Scott Henderson. On Friday, January 10th, I had a Smart Engineer appointment scheduled between 10 AM and 2 PM to exchange my traditional meters for SMETS2 smart meters. Scott arrived well within the allotted time slot, just after 12 PM. This timing was perfect as it coincided with my lunch break, ensuring that the brief power outage didn't disrupt my workday.

From the moment Scott arrived, he was polite, friendly, and professional. He kept me informed throughout the process, explaining each step in a clear and reassuring manner. He began with the electricity meter, ensuring everything was in order before moving on to the gas meter outside. His efficiency and attention to detail were impressive.

Once the installation was complete, Scott guided me through a series of checks to ensure everything was functioning perfectly. He asked me to turn on the boiler and run hot water to confirm that everything was in working order. His thoroughness gave me complete peace of mind.

Before leaving, Scott took the time to walk me through an energy-saving survey. He pointed out a few simple changes I could make that could save me £125 a year on my energy bills. This extra effort to provide helpful advice was above and beyond my expectations and truly appreciated.

The entire experience was seamless and done with a smile. Scott's professionalism, expertise, and friendly demeanor made a potentially stressful process incredibly smooth."



Spotlight on Safety

Cable Strike Incident

Engineer Involved in Flashover Following a Cable Strike

As a business, Ganymede has a strong focus on safety, and this must remain the top priority for us all.

When working on an electric meter installation, a visual inspection must be carried out before commencing work. In a recent incident, an Engineer attempted to fit a hot shoe but failed to use the correct screw length, resulting in the main cable behind the meter board being pierced and causing a flashover.

It is essential that the hazards associated with the work shall be identified, the associated risks evaluated, and the appropriate control measures implemented.

Care shall be taken if distracted from the work at hand, and risks shall be continually assessed throughout the task.

Always follow your clients' company processes and procedures, and contact your local support lines for any further advice or guidance.

PROSTATE AWARENESS

March was Prostate Cancer Awareness Month, but we felt it was still a good idea to pass on some information that might help make a difference. In the UK about 1 in 8 men are diagnosed with it each year, for black men the rate is 1 in 4.

Symptoms of prostate cancer can include:

- Needing to pee more often than usual, especially at night
- Difficulty peeing – for example, a weak flow or having to strain to start peeing
- Feeling like you have not completely emptied your bladder
- An urgent need to pee
- Blood in your urine or semen
- Rarely, pain when peeing or ejaculating.

If you have any of these symptoms, it is important to have them checked by your doctor. Symptoms only happen when the cancer – or an enlarged prostate gland (non-cancerous) – is large enough to press on the tube that carries the urine from the bladder. In its early stages it may not cause any symptoms.

If you notice any symptoms please go and visit your GP, for more information [please see this leaflet from Cancer Research.](#)

DONATION TO MK FOOD BANK



Supporting the local community and charities is something we truly value. It is inspiring to see our team actively contributing to meaningful causes.

The Ganymede Energy team recently came together to organise a collection for the MK Food Bank. Their generosity will provide much-needed support to those in difficult circumstances, and it is great to know it will make a difference to those who need it.

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:

Billy Earley

Operations Manager

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Area Manager

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Shane Mackenzie

Field Team Leader

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Lee Bailey

Field Team Leader

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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 new 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: H&S@ganymedesolutions.co.uk | Phone: 0333 011 2048

Gary Lobue - Head of HSEQ

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 – Safety, Health and Wellbeing Support

Oversees and project manages our safety, health and wellbeing initiatives and also co-ordinates our environmental sustainability requirements

Chris Paddock – Safety and Competence Manager

Oversees the competence of our safety critical workforce, analyses our health & safety performance including close calls and carries out site safety visits to engage with the workforce

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.

