



# We are an exclusive regional installer partner of EDF Energy

Client: **EDF Energy**

Measures: **Gas Boilers, Electric Storage Heaters,  
Insulation**

No. of properties insulated: **660 to date**

Date: **From April 2015**

**CORNERSTONE**



INSULATIONS • RENEWABLES • INVESTMENTS



## The Challenge

Cornerstone has been working with EDF Energy for five years. In April 2015, we formally commenced an ongoing agreement to self-generate gas boilers, electric storage heaters and insulation installations for EDF Energy.

In January 2016, we commenced a 12 month contract to service leads for gas boilers, loft insulation and cavity wall insulation passed to us directly from EDF Energy, providing exclusive coverage of the South East, London, and East Anglia regions.

## Our Solution

To service EDF Energy leads, Cornerstone appointed dedicated administration and customer service resource to achieve a seamless and supportive customer journey. This team was provided with specialist training and closely monitored to ensure standards remained high.

Monthly and quarterly volume targets were set for the self-generated works, with sales and marketing activity flexed to ensure consistency and reliability of supply for EDF Energy.

**‘EDF Energy has contracted with Cornerstone during 2016 to deliver installation services to offer insulation and heating measures under our ECO2 obligation programme. From the outset they have shown a thorough understanding of the customer journey requirements and have received a number of positive compliments as a result; we have been satisfied that they are a customer focused organisation who go the extra mile to deliver the quality of services we require and are happy to provide an endorsement of their services we have received to date.’**

– Steve Lawrence, ECO Obligation Key Partnerships Manager

## The Result

Cornerstone is measured against a number of KPIs, including the time in which we process leads from start to finish. Standard leads must be closed within 55 days, and priority leads within 45 days. We have met this KPI on 100% of occasions, regularly completing the installations in significantly shorter timescales to meet customer expectations.

In addition, customer satisfaction is measured using a Net Promoter Score (NPS), which ranges from -100 (very poor) to +100 (excellent). For our first quarter, we scored +91 – one of the highest scores on record.

