

Strong foundations, raised ambitions

What is your view on the past year?

Erik von Scholz (CEO Enovos Luxembourg S.A. & Member of the Executive Committee Encevo S.A.): We faced an unprecedented challenge with the COVID-19 crisis. It completely changed our work life and, of course, it impacted our annual results as well. Some of the short term effects we saw were high fluctuations in energy consumption and price volatility, but we always managed to keep our focus. We performed rather well through these times as we contained potential damage through effective risk management. On the operational side, we made important progress in key domains, including ecomobility and energy efficiency, where we extended our customer service. As well, we further developed our asset base in the area of renewable energy. Most importantly, we were always there for our customers; maintaining our excellent customer relations. Our results were impacted, but our operative performance was excellent, and we learned a lot.

What were the major success stories in these difficult times?

First, the way we withstood the stress and the pressure generated by the crisis confirmed the importance of the strong foundations laid in previous years. Our business model proved to be robust. On the operative side, we realised key projects aimed at becoming even more customer-centric. We also made solid progress in the field of renewable energy. In Luxembourg, we connected a total of 15.67 MW capacity in photovoltaic energy to the grid. We will further install novel PV concepts for Luxembourg with car park shades and floating PV. In Germany, we are yet again among the market leaders in O&M. Finally, we are quite satisfied with our development in the Netherlands. Our newly installed assets performed well, and the project pipeline looks promising. In France, we continued our growth and success in the SME sector despite the difficult circumstances.

What are the big challenges ahead?

Our ambition to increased energy efficiency will further challenge us to motivate customers to implement more effective measures to realise energy savings. We will also further increase renewable energy production in the Greater Region; especially in Luxembourg. But the challenge will be to significantly increase photovoltaic capacity in larger installations on the surface of industrial rooftops that seems finite. Generally, the effects of the COVID-19 pandemic will still be felt on the markets for a while. But a challenge can also be an opportunity. We learned from that crisis. It allowed us to further strengthen our business model. Throughout this crisis we were continuously assessing what was working well and what needed to be improved. Most importantly, even though the climate emergency and transitioning to a sustainable energy model might not have been at the centre of public attention during the past year, our ambition to tackle this challenge grew during the crisis. I am confident that we will play our role as driving force in a sustainable energy transition through all channels at our disposal. Increasing our renewable energy production, pushing forward with energy efficiency measures, offering our expertise and appropriate products and solutions that help our customers contribute to a sustainable future, will all make a difference.