



Energy Purchasing SME

Nine key questions customers should ask about an energy contract.

1. **What is the charge per unit?**
 - Are there any fixed or standing charges?
 - For electricity, are there any capacity charges per KVA?

2. **Can the price I pay for energy change during the life of the contract?**
 - If so, how will you tell me about this or any other changes to the contract? Are charges fixed or variable?
 - If they are fixed, how long for?
 - If they are variable, which parts may vary?

3. **What happens at the end of my contract or the fixed-term period if I stay with you as my supplier?**
 - What can happen at the end of my contract or the fixed-term period if I do not renew my contract?
 - What do I need to do if I do not wish to renew my contract?

4. **What is the duration of this contract?**
 - Will you remind me of the contract end date?
 - What do I have to do if I want to end the contract early?

5. **How and when do I contact my supplier if I want to switch energy supplier?**
 - In what circumstances can you stop me switching to another energy supplier?

6. **Who can I contact to find out more information about my contract, and what information will they need from me to look up these details?**

7. **Under what circumstances can my energy supply be cut off?**
 - What notification would I receive and what procedures must be followed?

8. **What options are available regarding payment terms?**

9. **Am I committed to a minimum or maximum volume?**
 - If so what charges can be incurred in relation to this?