

# UNDERSTANDING ENERGY PURCHASING SME



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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?