



untied utilities  
Independent Utility Brokers

# FAQs

## We do like to help...

### How do you make your money?

We are paid an introductory commission by the new supplier when your supply goes live with them. We ensure the commission we earn from each supplier is the same, so we remain independent and impartial when we make our comparisons to find you the best deal

### Why do you need a Letter of Authority?

We need to comply with the Data Protection Act when dealing with suppliers on your behalf. Without a Letter of Authority a supplier is unable to give us the information (such as current contract end dates or usage information) which we need to be able to provide your quotes or agree a new contract. We never terminate current contracts or agree new contracts without your signed approval.

### Why do you ask for copies of our bills?

We ask for ideally one year's worth of bills because this enables us to calculate how many units of energy you use over a twelve month period. An accurate annual usage figure is important because each supplier has different pricing structures. One supplier may be more competitive for a low user and another may be better for a high user. The type of meter you have is also a factor and your bills provide all the information which we need to be able to provide you with relevant quotes.

### Do you still need copies of our bills if we are tied into a contract for some time?

If your current supply contract is not due to expire for some time, or you don't know when your contract is due to expire, it's still worth sending copies of your bills. We'll confirm the contract expiry date with your supplier, using your Letter of Authority. We'll then input the date and meter information into our specifically designed software which will flag up a reminder for us to contact you again 120 days prior to the contract expiring. This means if your supplier requires a 90 day termination period prior to the contract end date, we have plenty of time to find you a better deal so you don't miss that deadline.



## What happens when our new contract is due to expire?

We look after you for as long as you want to use our service and we aim to ensure that any contractual deadlines imposed by the suppliers are met. To this end, our system has been designed to automatically produce a supply termination notice 120 days prior to the contract expiry date. The termination notice is sent to you to be signed, along with an explanation about why it is needed. Once we receive the signed notice back from you, we forward it to the supplier at the correct time. Some suppliers require 90 days notice to terminate prior to the contract end date and others only 30 days. We then request new prices from the utility suppliers, including your current supplier, and send you a quote highlighting the cheapest price. We also provide you with an outlook of the current energy market to aid in your decision making. Once a new contract has been signed and submitted to the supplier, the whole process starts again.

## If I do nothing when my contract is due to expire what will happen?

Your current supplier should contact you themselves, at least two weeks prior to the notice of termination deadline with their renewal offer price. Currently, if you do nothing then your contract will roll onto this price once your current contract ends and you will be tied into that contract price for the next twelve months. Direct renewal offer prices are rarely competitive and we can almost always beat them. However, most of the "big 6" suppliers have abolished automatic rollovers and this will come into effect during 2014. The parameters are supplier specific but the knowledge of when your rates will change will be even more important because although you will be moved onto rolling contract prices when your fixed contract ends, non-contract prices are likely to have to increase to cover the cost of this change.

## What is Climate Change Levy (CCL)?

Climate Change Levy was introduced on the 1st April 2001. The levy is part of a range of measures designed to help the UK meet its legally binding commitment to reduce greenhouse gas emissions. The levy does not apply to taxable commodities used by domestic consumers, or by charities for non-business use. All suppliers charge CCL over a certain level of usage per month, as set out below.

### Electricity CCL:

Charged on all usage over the de minimis usage of 33 kWh per day, sites using less than 12,000 kWh p.a. are unlikely to be charged CCL unless they go over the de minimis usage during a day. This is subject to change. Please see our website for current charges on [www.untiedutilities.com](http://www.untiedutilities.com)

### Gas CCL:

Charged on all usage over 4,397 kWh per month, sites using less than 52,000 kWh p.a. are unlikely to be charged CCL unless they go over the de minimis usage during a month. This is subject to change. Please see our website for current charges on [www.untiedutilities.com](http://www.untiedutilities.com)