

power direct

energy for business

10 questions to ask your energy broker

Energy costs can account for a substantial proportion of overheads, which means finding ways to reduce expenditure is critical.

An energy broker can help you to understand your expenditure and advise you on the best energy supply contract options, usually generating more competitive prices. And you can also access services to ensure you are paying the correct amounts throughout your contract, and get advice on contractual obligations and legislation which could impact your business.

But, the market is a crowded place and not all energy brokers work in the same way, or offer the same services.

So how do you know which is the right one for you?



Our guide will help you understand the questions to ask, in order to select the right broker

How do you charge for your service?

1

Power Direct Ltd answer:

One of our core values is to be as open and transparent as possible about our charges. We always disclose exactly how much we are being paid, and are happy to discuss our costs at any time before or during the contract period.

What makes you my best option?

2

Power Direct Ltd answer:

We are one of the UK's longest established privately owned energy brokerages. Our team comprises of experienced energy consultants and is built on the experience of Managing Director Anne Williams, who is a recognised industry figure. The relationships our account managers have with their clients are built on trust and confidence. And we are happy to provide references on request.

Do you offer a specific 'tailor-made service'?

Power Direct Ltd answer:

To ensure we offer a specific, bespoke service to our clients we always determine their energy needs prior to working together. Needs can vary depending on industry and energy usage, the complexity of the property portfolio and the level of service and support needed.

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Will I have a dedicated account manager?

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Power Direct Ltd answer:

All of our clients have a dedicated account manager who is an energy expert, alongside a highly competent customer support and administration team.

How will you understand my energy usage?

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Power Direct Ltd answer:

Understanding our client's energy profile ensures we give genuine advice and support. We establish an on-going relationship, which requires an understanding of how our clients are using energy. We will always talk with clients to determine the level of risk they are willing to take, and their key buying drivers.

Do you have any clients in my industry sector?

Power Direct Ltd answer:

We serve a wide range of clients nationally, of all sizes and from a very diverse mix of sectors, so we're well placed to address the needs of any client. We are happy to talk about our sector experience with any potential new clients.

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Can you offer unbiased advice?

Power Direct Ltd answer

We work with a range of suppliers and ensure the recommendations we make are based on clients' individual energy use and situation. We present all prices and clearly detail the options available in a standard format, making comparison easier. Our dedicated energy consultants will always talk through the options.

7

What type of contracts are you able to offer?

8

Power Direct Ltd answer

We can offer a full range of contracts dependent on a clients' needs. We work with a wide range of suppliers and are able to offer a variety of options depending on energy consumption and risk appetite. As an independent brokerage, we have no allegiance to any particular supplier.

Are you independent and how many suppliers do you work with?

9

Power Direct Ltd answer:

We are an independent, privately owned energy brokerage. We work with one of the widest selection of energy suppliers in the UK. We provide a written comparison which identifies the suppliers on offer and standardised pricing comparisons. In addition, we will go through each of the options with you so that clients fully understand them.

Are there any 'value-added' services on offer?

Power Direct Ltd answer:

We are proud to offer a full range of additional services that are determined by clients' individual needs. Our energy consultants establish strong relationships with clients, and testimonials and a 95% retention rate reflect our excellent customer satisfaction.

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For more information on how to select the right broker for you, read the full article here: <http://bit.ly/2LOSVL2>

In summary:



Transparency



Access to many suppliers



Good customer service



Demonstration of satisfied customers



Wide range of services

Avoid: Any suggestion that the service is 'free', 'paid for by the supplier', or 'just a small percentage of your energy price'

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