

# power direct

## energy for business

### A history of powering business energy

We've worked hard to become a trusted energy advisor, looking after businesses of all sizes, in all industry sectors. We get to know each of our customers and their individual energy needs and we monitor the market, so we can provide forward-looking insight to help customers make more informed decisions. We have had successful business growth and, while we are still a small consultancy, our service delivery has never been small in its ambition. We want to provide the best of what is available to all our clients and to offer a personal touch that feels like an extension of your own company.

Read about how we got to where we are today.

## Heritage



We are one of the UK's longest established privately-owned energy brokerages. We began in 1998 under the sole operation of Vic Shepherd.

In 2003 we became a limited company.

In 2008, Anne Williams joined as a consultant, rising to Co-Director and then Managing Director.

In 2009, our first employee joined – and is still here today!

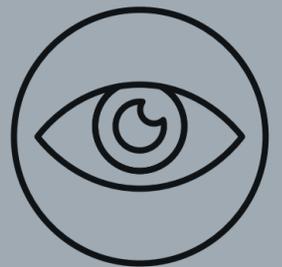
In 2012, we acquired Budget Control, doubling the size of our business.

## Core values

Transparency is central to what we do. We want customers to have a clear understanding of what they are paying and the service received in return. We outline our fees upfront, and are happy to provide a breakdown to customers of what they have paid at any time.

We believe in looking after our employees and ensuring a healthy work life balance, so we support flexible and part-time working. We believe this is why our staff remain very loyal.

We have 12 members of staff, and each plays a key role in the business's success.



## Knowledge and expertise



Every staff member is given one-to-one training to ensure they are competent and confident in the role they are delivering. Regular reviews, team briefings, internal and external training, and opportunities to share knowledge and ideas, help to continuously improve our business.

We have developed internal IT systems that are built with our clients in mind and designed to make our team more efficient by automating routine time-consuming processes.

## Delighting customers

Our Account Managers spend their days working to achieve the best outcomes for customers.

Although we have no binding contracts, 95% of our customers choose to stay with us at renewal.

Responses in our customer survey, and our many testimonials and case studies, demonstrate our commitment to delighting customers.



## Targeted advice



We work with one of the widest selection of suppliers in the UK, in order to provide the best options to customers.

We take the time to understand a business and its current and future energy needs.

We will present each of the options we recommend to customers, ensuring a full understanding that allows customers to make informed decisions.

## Market reputation

Our energy consultants have built successful relationships with the suppliers that we work with, and we have a reputation for providing an honest, transparent service.

We've been recognised with the Best Consultancy in the South West award.

We are audited by one of our suppliers who praise our commitment to operating as a reliable and trustworthy brokerage.

