

power direct

energy for business

How we are paid

We offer an honest, reliable service and won't try to disguise our costs from you

We believe in being open about our charges. In fact, transparency is one of our core values, so we want you to have a clear understanding of how we are paid.

When we provide a price to you for your energy contract, we include an 'uplift' that is our fee. Your energy supplier collects this fee from you when you pay your bills and we claim it back from your supplier.

So that you understand the value we deliver, we outline our fees upfront, so you know how much you will be investing, and the support you will receive in return.

Value-added services

While we will always present you with the most competitive prices we can offer, including our uplift, we feel that the most beneficial thing you will receive from us is our ongoing customer service. Every one of our clients has a dedicated Account Manager – an energy expert, who is always on hand for advice and guidance.

We want you to be delighted with the support you receive and the value we deliver. The hours we invest on our clients' behalf has resulted in profitable resolutions for many. We have claimed back thousands of pounds on behalf of our clients and always ensure those savings go straight back to each client, instead of taking a percentage ourselves.

We really believe that dealing with these discrepancies is a key part of our role as energy advisors. And for those who take up our invoice validation service, we will monitor billing to prevent these types of discrepancies.

Always on hand for any queries

If there is ever any uncertainty about what you are paying for our services, we will be happy to provide a detailed breakdown of how you have paid us, and the services you have received in return.

Contact us:

www.powerdirectltd.com | info@powerdirectltd.com | 0333 1234 313