

# power direct

## energy for business

### Our full energy management package

Power Direct Ltd's energy management package enables our customers to call upon years of deep supplier relationships and industry knowledge to achieve positive outcomes every time.

#### Invoice Validation

We will check invoices and validate them before payment, resolving any billing discrepancies as they arise, and keeping customers updated with the progress of any queries. Monitoring invoices allows us to ensure that the consumption information used for billing is accurate, and to ensure customers are within the consumption tolerances of their contracts. We use the consumption information from invoices to help with renewals, and in setting budgets throughout the contract period. If there are any unexpected changes within an invoice, we will liaise with customers and the supplier, in order to resolve any queries and avoid penalty implications.

#### Dispute Resolution

Trained, expert staff, will manage all aspects of customers' accounts. Each customer will have a dedicated Account Manager, who will undertake supplier dispute resolution and – unlike many of our competitors – this is a value-added service for which we do not charge extra. We are the first point of contact for any questions and queries and will take the lead in proactively resolving any issues. We keep customers informed at every stage, setting realistic deadlines and expectations for all parties. Our aim is to receive the best outcome for our customers, and we have a successful track record in receiving compensation or goodwill gestures for customers when the supplier has been at fault.

#### Procurement

Our aim is to provide expert energy buying guidance that delivers savings in money, time, and effort. We attend conferences and training to remain up-to-date with market changes and legislations that may impact our customers, and monitor the energy market throughout the year. If there are changes that will affect the market, we alert customers, advising them when to renew to gain the best possible price. We will update customers on any changes in legislation that may have a future impact, in order to help them plan for changes.

In addition, we manage termination processes and ensure customers are able to review the market and make an informed decision on their supplies. We will track contracts throughout the transfer process, ensuring there are no objections or complications.

#### Site Works

We regularly co-ordinate site works for our clients, which may include upgrade or downgrade supplies; new meter installations; relocating meters; supply disconnections and reconnections; meter exchanges; new supply connections; capacity reviews; and smart metering.

We support clients who are moving into new premises and need upgraded supplies, and, where clients are building premises, we support them in order to arrange the supply, meter and contracts, meaning that staff are relieved from coordinating this work.

#### Audits, Solutions and Optimisation

We can also offer audits, delivered in association with a partner. Energy audits on a customer's premises ensure they are never using more energy than they need to. Expert auditors offer energy-efficient solutions tailored to an individual's business with various options and costing to meet requirements.

Contact us:

0333 1234 313 | [powerdirectltd.com](http://powerdirectltd.com) | [info@powerdirectltd.com](mailto:info@powerdirectltd.com)