

# power direct

## energy for business

### Third Party Intermediaries (TPIs)

Third Party Intermediaries (TPIs) in the energy world are organisations or individuals that give advice aimed at helping you to buy energy and/or manage your energy needs. TPIs include switching sites, energy brokers and any company that offers support with energy procurement.

**Ofgem**

#### Our role as a TPI

We understand that it can be difficult and time consuming navigating the energy market to get the best solution. So we search for competitive energy prices, and negotiate contracts on our customers' behalf. This means our customers are free to focus on the revenue-generating activities of running their business, and on what they do best. Our services are wide-ranging and flexible – from a full energy management service including site works and invoice validation, to simple pricing and contracting. Whatever the requirement, we aim to help all customers, regardless of their size, on their journey towards smarter business energy. Our services are non-obligatory, so if we provide prices for a customer, there is no commitment to proceed. When a customer does take up our offer, we place the contract on their behalf. This means the supply contract will always be with the energy supplier – we do not supply energy.

#### How we are paid

One of our core values is to be as open and transparent as possible about how we are paid. When we provide a price for an energy contract, we include an 'uplift' that is our fee. The energy supplier collects this fee through the customer's bill and we claim it back from the supplier. So that customers understand the value we deliver, we make sure we outline our fees upfront – so customers can be clear about how much they will be investing, and the support they will receive in return.

#### Our guiding principles

Although TPIs are not regulated, Ofgem has set out some voluntary principles by which we comply. In addition, we are regularly audited by one of our suppliers and in our last audit we received the highest rating



#### Honesty

We clearly identify ourselves, our services, and any organisations we represent (directly and indirectly) at the start of any interaction with a customer. We 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.



#### Respect

We aim to delight our customers and have a strong commitment to respecting our customers' wishes. We follow GDPR guidelines and TPS guidelines to comply with customer preferences with regard to communication and marketing.



#### Accuracy

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 customers to ensure a full understanding.



#### Transparency

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. We clearly outline the terms of the contract and ensure that customers understand their commitment.



#### Customer-focused

Our energy consultants establish strong relationships with clients. Testimonials and a retention rate higher than 95% reflects our customers' satisfaction with our services. We operate a case system to resolve any customer issues and we ensure excellent communication via both the telephone and email.



#### Professionalism

All staff have regular training to remain up-to-date with industry issues and the skills needed to do their jobs to the best of their ability. We also record all calls, for training purposes.

#### Contact us:

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