

# power direct

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## Kudos Care Limited

Supporting the journey towards smarter business energy

Kudos Care provides quality nursing care to the elderly at its residential care home, Knightsbridge Lodge, in Cheltenham.

### How we support Kudos Care Limited

We started working with Kudos Care in April 2019 when the business was referred by the care association of which it is a member. Kudos Care was dissatisfied with its current supplier where it had experienced rates escalating mid-contract, and approached us for help in sourcing new contracts.

We procured new contracts for the business's gas and electricity supply. But we encountered an objection to the transfer from the incumbent supplier. We supported Kudos Care with advice on how to challenge the objection, since the supplier was reluctant to liaise directly with us.

Before the new contracts went live, we checked the final gas and electricity bills from the incumbent supplier and discovered errors on both that disadvantaged Kudos Care. The readings on the bills did not correspond with those supplied by the customer, and the higher rate of VAT was billed on the electricity when the customer is eligible for 5% VAT. We worked with the supplier to amend the bills, resulting in a refund to Kudos Care of more than £3,800.

Kudos Care had already initiated a meter replacement from a single-rate meter to a three-phase meter. We supported the necessary site works by liaising with the different parties to organise the meter replacement. We also obtained prices for a day/night contract, which saved more than £500 compared to the single rate contract.

As well as procuring more favourable rates for the business's energy, we also provide our bill validation service, which means we check all of the care home's energy bills and resolve queries with the suppliers on behalf of Kudos Care.



Our Account Manager is very knowledgeable and professional and she has managed, so far, to sort out all our problems. She is also always polite, cheerful and understanding.

**Nick Coates - Registered Manager, Kudos Care Limited**

