

# Energy — Treating Customers Fairly



## Ensuring we treat our customers fairly

**Focus Energy is part of Focus Group, one of the UK's largest independent business solution providers, offering our 30K+ customers cost effective, latest technology products and services.**

Focus Energy has built close relationships with over 20 UK utility suppliers during the last 12 years and has helped over 4000 businesses with their costs, queries, meter installations, contracts and more by offering a no obligation service to Focus customers which comes with a real consultative approach.

We pride ourselves on being open and honest with our customers, and in all interactions, we ask ourselves ‘is this the right thing to do for our customers?’ Then we ask five more questions:



**Is this a fair thing to do?**



**Are we being professional?**



**Are we offering products, services and advice appropriate for our customers' needs?**



**Are we being transparent and communicating clearly?**



**Are we being honest? This includes admitting mistakes and acting quickly to put things right**

We've put the following FAQ's together to try to answer any questions you, as a business, may have with regards to working with Focus Energy, but if there are any further questions or observations that are not covered, then please contact us using the email address shown at the bottom of this document and we will be happy to answer.

### **Are you a utilities supplier?**

No, but during the last 12 years we have built relationships and signed agreements with over 20 UK suppliers of energy, gas and water. This enables us to conduct a full and thorough review of various tariff options to ensure we are providing your business with truly unbiased advice.

### **Does Focus Energy bill my business?**

No, once you have decided which option suits you and your business needs, Focus Energy will act as the intermediary to ensure your new contract is in place with your chosen supplier (which may even be your current supplier) and your billing relationship will be with them. Focus Energy will remain your point of contact and should you have any billing queries, service issues or require any additional assistance our team of dedicated Account Managers will be on-hand to assist.

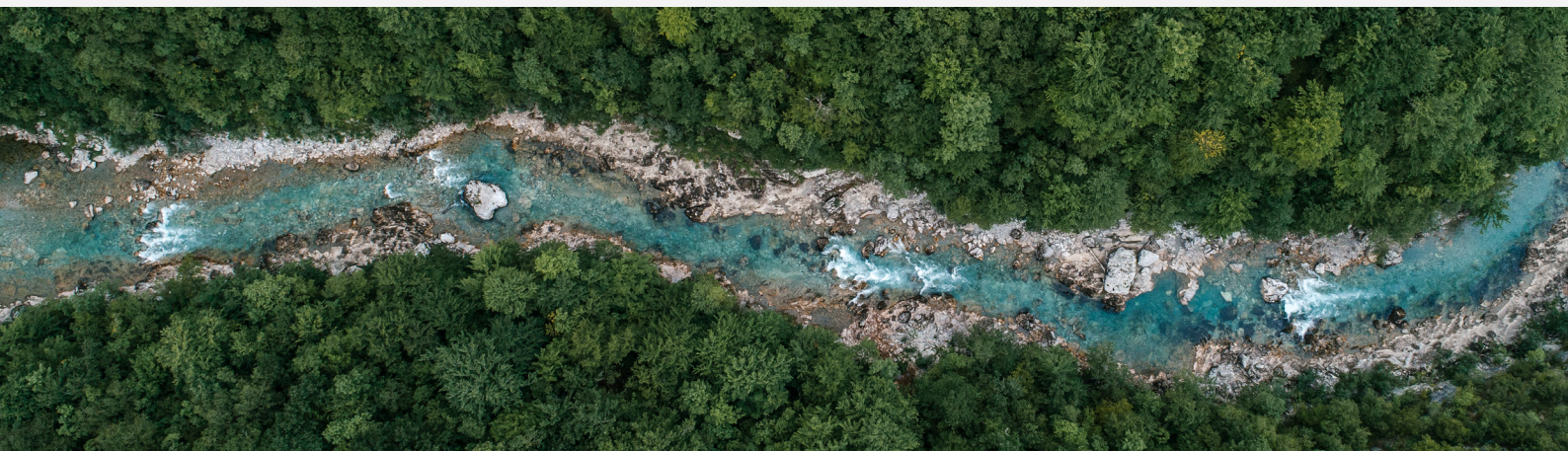
### **Can you sign contracts on my behalf?**

No, Focus Energy only act as your intermediary and have the authority to negotiate prices and contract options on your behalf. Focus Energy cannot sign a contract for you, but will, once you have decided which option works for you, send you your new contract to sign and we will also go through any queries you may have.



## **Do I have to go with one of the options you present?**

No, Focus Energy will discuss your needs and find a range of unbiased options whilst shortlisting the best options for you. There is no obligation to use one or any of these options, in fact if we think you are already on a great contract, we will let you know.



## **What will this cost my business?**

Our commission is built into the energy contract and typically is added either to the unit rate you pay or in some cases to the standing charges. Our earnings are then recovered directly from the energy supplier/s.

We are here to offer a great customer experience and hope that through helping your business, you may in the future look to the wider Focus Group for other business solutions.

## **How does your service work?**

Through our supplier relationships, we receive access to multiple pricing options at near wholesale rates which may not be available to businesses directly. Dependant on your meter type, energy usage, credit rating and other key items, we can find the right supplier and contract for your business.

## **Do you make any money from this service?**

Yes, like all businesses, we have ongoing costs for staff, heating & lighting, IT equipment and office space to enable us to run this service. We work on an 'uplift' model, which means we look at the wholesale prices we receive from suppliers, add a small uplift, and give you these rates as an option. Our average uplift is only 3% of the total cost of your new contract and this is paid to Focus Energy by your energy supplier. We will never ask your business to pay for any 'consultancy costs' or 'upfront payments' for the work we carry out. Focus Energy does not receive any payments from suppliers until after a business has successfully started their new contract.

## **Can you let me have the wholesale rates with no uplift?**

While it would be fantastic if we could do this, the wholesale rates we receive from suppliers may not be available directly for businesses. However, we strive to offer fantastic value to our customers and our average uplift equates to less than 3% of the average contract expenditure. On average, 1.5% of this covers our operational costs and the remaining 1.5% is classed as profit.

## **How do I know how much commission Focus Energy has made on my contract?**

We are completely transparent with regards to the uplift we receive from suppliers; we explain how we receive payment as part of the 'Letter of Authority' (that allows us to negotiate rates on your behalf) all the way through to having a dedicated email address whereby you can request exactly how much commission we have received. Our Focus Energy policy has a full summary on this and can be found at the bottom of our website, or upon request.

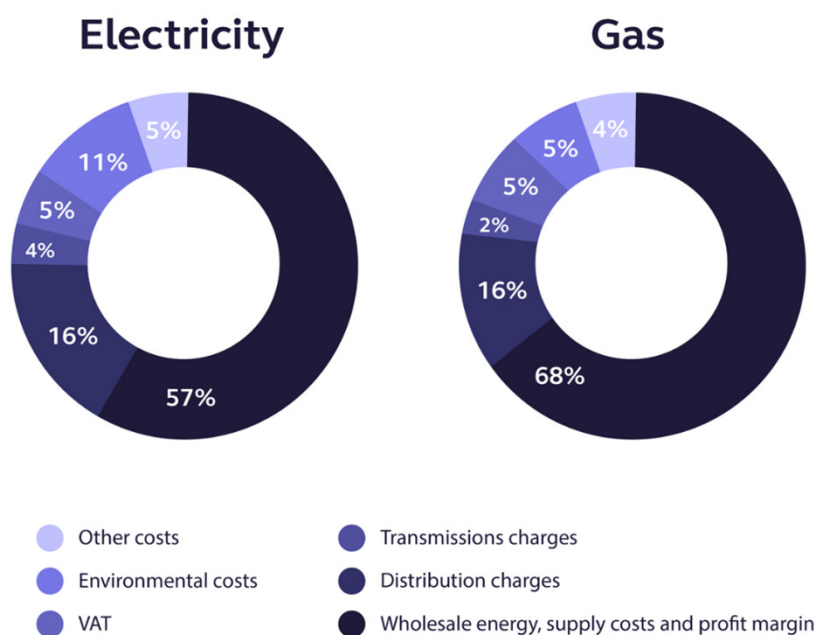
In addition, all of our suppliers partners are required to display our commission earnings at point of sale or the contract documents too so we really do support the need for transparency within the energy industry.

## Do suppliers stop you making too much commission from a contract?

Every supplier that Focus Energy are in partnership with govern how much 'uplift' we are able to add to their wholesale rates, and will not accept a contract that goes above this limit. The limits available differ from supplier to supplier, as do the methods by which Focus Energy receive any commission payments.

## Do you know how your energy bill is made up?

You can see from our graphic below that only a small part of your bill is used to buy the energy your company uses, the majority of the bill is the cost of the distribution and transmissions of power across the UK, Government charges to ensure renewable schemes can be funded, administration charges for things such as Direct Debits (seen under other costs) and VAT.





## Get in touch with your local team

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Let's connect. Let's grow.