

UtilitySaving Solutions Ltd

100 Frequently Asked Questions

Independent Business Utility Broker - Not an Energy Supplier
Customer-facing FAQs covering business energy procurement, contracts, switching, meters, bills, moving premises, multi-site businesses and support.

Important: UtilitySaving Solutions Ltd acts as an independent broker. Electricity and gas are supplied by the customer's chosen energy supplier. Supplier account management, billing, payment arrangements, meter operations and physical energy supply remain the responsibility of the relevant supplier or network operator, as applicable.

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About UtilitySaving Solutions Ltd

1. What does UtilitySaving Solutions Ltd do?

UtilitySaving Solutions Ltd is an independent business utility broker. We help businesses review their electricity and gas requirements, understand existing arrangements and compare contract options available through the suppliers and procurement channels we work with. We do not supply electricity or gas; the customer's chosen supplier provides the energy and manages the supply account.

2. Are UtilitySaving Solutions Ltd an energy supplier?

No. UtilitySaving Solutions Ltd is an independent utility broker, not an electricity or gas supplier. We act as an intermediary between business customers and energy suppliers. The energy supply contract is with the supplier chosen by the customer.

3. Why should I use an independent energy broker?

Business energy procurement can involve different suppliers, contract structures, prices and terms. We can help gather the relevant information, obtain available quotations and explain key contract details so your business can make its own informed decision.

4. Which energy suppliers do you work with?

We can approach suppliers available through our panel and procurement channels. Supplier and product availability can vary according to the business, meter type, consumption, credit requirements and other commercial factors. We will explain the options available when presenting quotations.

5. Can you compare business electricity and gas prices for me?

Yes. We can use information about your business and its energy supplies to obtain and compare available quotations from relevant suppliers within our market access.

6. Do you guarantee that you will find the cheapest energy contract?

No. Prices and supplier availability can change, and our quotations reflect the suppliers and procurement channels available to us at the relevant time. We can help you compare the options we obtain, but we do not claim that a particular quotation is always the cheapest option across the entire market.

7. How does UtilitySaving Solutions Ltd get paid?

Our remuneration depends on the service and contract arrangement. Where applicable, we may receive commission from an energy supplier in connection with a contract arranged through us, and this may be incorporated into the price payable under the energy contract. Please ask us for information about the remuneration applicable to a particular contract.

8. Will my energy contract be with UtilitySaving Solutions Ltd?

No. We act as the broker. Your energy supply contract is with the energy supplier you choose.

9. Who sends me my electricity or gas bills?

Your energy supplier normally issues your electricity or gas bills and manages your supplier account. We may help you understand information shown on a bill, but we do not issue or amend the supplier's bills.

10. How do I get started with UtilitySaving Solutions Ltd?

Contact our team with some basic information about your business and utility requirements. A recent electricity or gas bill is helpful because it usually contains important supply, consumption and contract information.

11. Is UtilitySaving Solutions Ltd independent?

Yes. We are an independent business utility broker rather than an energy supplier. We help customers review requirements and explore available supplier contract options.

12. Does UtilitySaving Solutions Ltd supply my electricity or gas?

No. We do not generate or supply your electricity or gas. The chosen energy supplier is responsible for supplying energy and managing the supplier account.

13. Who decides which energy supplier I choose?

You do. We can obtain available quotations and explain the options, but the final decision remains with your business.

14. Can I speak to someone about my existing energy contract?

Yes. If you provide your existing contract or bill information, we can help you understand details such as supplier, contract dates, rates and supply information. Account-specific matters controlled by the supplier may need to be handled directly with that supplier.

15. Can UtilitySaving Solutions Ltd deal with my supplier on my behalf?

In some circumstances we may communicate with a supplier on your behalf where we have appropriate authority. The assistance available depends on the issue, the supplier and the authority you have provided.

16. What is a Letter of Authority?

A Letter of Authority, often called an LOA, is a document that can permit a broker to obtain specified information or communicate with relevant parties on your behalf within the scope stated in the document. An LOA is not the same as an energy supply contract.

17. Why might you ask me to sign a Letter of Authority?

We may request an LOA so that we can obtain relevant supply information or communicate with suppliers in connection with the service you have asked us to provide. The scope of the authority should be clear before you sign it.

18. Does signing a Letter of Authority automatically change my energy supplier?

No. Signing an LOA does not by itself change your electricity or gas supplier. A supply contract is a separate agreement.

Comparing Business Energy Contracts

19. What information do you need to provide a quotation?

We will normally require information such as your business name, supply address, current supplier, contract end date, annual consumption and supply identification details. A recent bill usually contains much of this information.

20. Can you help me compare business electricity and gas contracts?

Yes. We can help obtain and compare available business electricity and gas contract options. Availability depends on your business and supply circumstances.

21. What should I look at when comparing business energy quotations?

Consider the unit rate, standing charge, estimated annual cost, contract duration, payment arrangements and important terms and conditions. Also check which elements are fixed and which may change.

22. What is a fixed-price business energy contract?

A fixed-price contract generally fixes specified pricing components for an agreed period. It does not necessarily mean that every element of the final bill can never change, so check exactly which charges are fixed.

23. What is a variable business energy contract?

A variable contract allows certain rates or charges to change in accordance with its terms. Before agreeing, understand how prices are determined and when they may change.

24. How long should my business energy contract be?

There is no single contract length suitable for every business. Available terms vary, and the choice can depend on budgeting requirements, contractual flexibility and your business circumstances. We can explain available options, while the final decision remains yours.

25. Why is my business paying a different energy price from another business?

Business energy prices can differ because of timing, consumption, meter type, location, supply characteristics, contract duration, credit requirements and supplier pricing. Comparing one unit rate with another may not give a complete picture.

26. How quickly can you obtain business energy quotations?

Timescales vary depending on the business, meter type, consumption, supplier requirements and information available. Straightforward supplies may be quicker to quote than complex or high-consumption sites.

27. How long is an energy quotation valid for?

Business energy quotations can have limited validity periods because supplier pricing and energy markets can change. We will explain relevant validity information where it is provided.

28. Why has an energy quotation changed since I first received it?

Prices may change because of market movements, supplier pricing, contract start dates, updated consumption information or other factors. An expired or withdrawn quotation may need to be refreshed.

29. Can I compare several suppliers before deciding?

Where multiple suitable quotations are available through our supplier and procurement channels, we can present them for you to consider and explain the relevant prices, terms and durations.

30. Is the lowest unit rate always the cheapest contract overall?

Not necessarily. Standing charges and other applicable costs can affect the total. It is better to consider the expected overall cost and contract terms rather than one price component alone.

31. Can energy prices change while I am considering a quotation?

Yes. Business energy quotations can be time-sensitive. If a quotation expires or is withdrawn before acceptance, an updated quotation may be required.

32. Why do different suppliers offer different prices?

Suppliers use their own pricing models, purchasing strategies, operating costs, risk requirements and commercial criteria. This can lead to different prices for the same business supply.

33. Will every energy supplier provide my business with a quotation?

Not necessarily. Suppliers have their own acceptance criteria and may decide whether to quote based on consumption, meter type, credit requirements and other commercial factors.

Contracts, Credit Checks and Acceptance

34. Will an energy supplier carry out a credit check on my business?

A supplier may carry out credit or other eligibility checks before accepting a business energy contract. The checks and criteria are determined by the supplier.

35. What happens if my business has a poor credit history?

Options may be more limited if a supplier's credit requirements are not met. A supplier may request different payment arrangements, additional security or decide not to offer a contract. The supplier makes its own credit and acceptance decisions.

36. Can a supplier refuse my energy contract?

Yes. A quotation or application does not guarantee acceptance. Suppliers can apply their own credit, eligibility and commercial acceptance criteria.

37. When does my new energy contract become confirmed?

The process varies by supplier. Agreeing to or submitting a quotation may be followed by supplier validation and acceptance processes. Relevant confirmation will be provided when available from the supplier.

38. Who is authorised to agree to a business energy contract?

The person agreeing to the contract should have appropriate authority to enter into the agreement on behalf of the business. If you are unsure, establish this before proceeding.

39. Can a business energy contract be agreed over the telephone?

Depending on the supplier and circumstances, contracts may be entered into through telephone, electronic or written acceptance processes. Make sure you understand what you are agreeing to before providing acceptance.

40. Should I read the supplier's terms and conditions before agreeing?

Yes. Understand the supplier, price, contract duration, start date, payment arrangements and other important conditions before entering into the agreement.

41. What is a business energy contract?

It is an agreement between a business and an energy supplier covering the supply of electricity or gas to premises. It can specify prices, standing charges, duration, payment arrangements and other terms.

42. Can I cancel a business energy contract after agreeing to it?

Do not assume that a business energy contract can automatically be cancelled after agreement. Cancellation rights depend on the circumstances and contract terms, so understand the agreement before accepting it.

43. Do business energy contracts have a cooling-off period?

Do not assume a business energy contract has the same cooling-off rights commonly associated with domestic consumer contracts. Rights depend on the circumstances and applicable terms.

Renewals and Switching

44. When should I start reviewing my next business energy contract?

Understand your contract end date and notice requirements well before expiry. Depending on the supplier and contract, future options may be available in advance.

45. Do I have to accept the renewal offered by my current supplier?

Not necessarily. You can review your existing supplier's renewal and, where your contractual circumstances allow, compare it with other available options.

46. Can UtilitySaving Solutions Ltd help me change energy supplier?

Yes. As a broker, we can assist with arranging a contract with your chosen supplier. The actual transfer is managed by the relevant suppliers and industry systems.

47. Can I arrange my next contract before my current contract expires?

Potentially, yes. Depending on supplier availability and your circumstances, a future-dated contract may be available before the current agreement ends.

48. Can my existing supplier object to a switch?

There can be circumstances in which a supplier raises an objection. The supplier should be contacted to establish the reason and what needs to be resolved. We may assist with communication where appropriate.

49. Will my electricity or gas be disconnected when I change supplier?

A normal supplier change generally does not involve physically disconnecting the premises. Energy continues through the existing network while commercial responsibility changes between suppliers.

50. What happens when my business energy contract ends?

This depends on your supplier and contract terms. If another agreement has not been arranged, different rates or contractual arrangements may apply.

51. What happens if I forget my contract end date?

Missing important dates may affect your options. Keep records of contract end dates and any notice requirements. We can help review available contract information.

52. Can I switch supplier before my existing contract expires?

You may be able to arrange a future contract before expiry, but the actual transfer timing depends on the existing contract and applicable switching arrangements.

53. Will you remind me when my business energy contract is approaching renewal?

Where we are managing your procurement requirements and have relevant contract information, we may contact you around an appropriate review period. Businesses should also keep their own records of important dates.

54. Can I stay with my existing supplier if their renewal is suitable?

Yes. Using a broker does not mean you must change supplier. Where an appropriate renewal option is available through our procurement channels, it can be considered alongside other available options.

55. What information should I keep after agreeing to a new energy contract?

Keep relevant contract documents, confirmation information, agreed pricing, contract start and end dates, important correspondence, supply numbers and meter information.

56. What happens if my new supplier doesn't take over on the expected date?

The reason will need to be investigated. Possible causes include an objection, incorrect supply information or another industry process issue. We may assist with communication, but suppliers manage the transfer process.

Understanding Your Energy Supply and Meters

57. What is an MPAN?

An MPAN, or Meter Point Administration Number, identifies an electricity supply point. It can usually be found on an electricity bill and should not be confused with the customer account number or meter serial number.

58. What is an MPRN?

An MPRN, or Meter Point Reference Number, identifies a gas supply point. It can normally be found on a gas bill and is different from the supplier account number.

59. What is a Meter Serial Number?

A Meter Serial Number identifies the physical electricity or gas meter installed at the premises. It is normally printed on the meter and may also appear on the bill.

60. What is a kWh?

A kilowatt-hour (kWh) is a standard unit used to measure energy consumption. Electricity and gas bills generally show consumption in kWh.

61. Why do you need my annual energy consumption?

Annual consumption helps suppliers understand how much electricity or gas the business uses and can be important when preparing quotations.

62. What is a Half-Hourly electricity supply?

Half-Hourly metering records electricity consumption in 30-minute periods. It provides detailed consumption information and is relevant to certain commercial electricity supplies.

63. What is a smart meter?

A smart meter can record consumption information and, where communications are working, transmit meter data electronically. Exact functionality depends on the meter, communications arrangements and supplier.

64. What is an AMR meter?

AMR stands for Automatic Meter Reading. AMR technology can automatically collect and transmit consumption data, reducing reliance on manual readings.

65. How often should my business submit meter readings?

If the meter does not automatically provide reliable readings, regular accurate readings can help improve billing accuracy. Frequency depends on the supplier, meter and billing arrangements.

66. Why is the reading on my gas meter different from the kWh on my bill?

Gas meters generally measure gas volume, while suppliers bill energy in kWh. The measured volume is converted into energy using the applicable calculation.

Bills, Payments and Charges

67. What is a business energy standing charge?

A standing charge is a charge associated with maintaining and supplying an energy connection and is generally payable regardless of consumption. It should be considered alongside the unit rate.

68. What is an energy unit rate?

The unit rate is the amount charged for each unit of energy consumed, normally expressed as a price per kWh.

69. Why has my business energy bill increased?

Possible reasons include higher consumption, different contract rates, standing charges, taxes, seasonal changes, additional equipment or longer operating hours. We can help explain bill information, but billing decisions and corrections remain the supplier's responsibility.

70. Why am I receiving estimated bills?

A supplier may use an estimated reading when an appropriate actual reading is unavailable. Providing an accurate reading may help the supplier bill using actual consumption where appropriate.

71. What should I do if I think my energy bill is incorrect?

Check the supply address, meter serial number, readings, billing period, consumption and contractual rates. If something appears incorrect, contact the supplier, which is responsible for investigating and correcting its bills.

72. What if the meter number on my bill doesn't match my physical meter?

Compare the Meter Serial Number on the bill with the physical meter. If they do not match, contact the supplier so the discrepancy can be investigated.

73. Can UtilitySaving Solutions Ltd change my energy bill?

No. We are an independent broker and cannot issue or amend a supplier's bill. The supplier must investigate and make any correction.

74. Can UtilitySaving Solutions Ltd take payments for my energy bills?

Energy bills are normally payable directly to the energy supplier in accordance with the supply contract. We are the broker, not the supplier.

75. Who should I contact if I cannot pay my business energy bill?

Contact your energy supplier as soon as possible. The supplier manages billing, payment arrangements and the energy account.

76. Can you help me understand the charges appearing on my energy bill?

Yes. We may help explain common items such as unit rates, standing charges, consumption and other bill information. The supplier must investigate any suspected billing error.

77. Why does my first bill from a new supplier look different?

Suppliers use different bill layouts and presentation. Check the billing period, readings, consumption, unit rates and standing charges against your contract information.

78. Why is my gas meter reading different from the kWh shown on my bill?

A gas meter records volume while the bill normally charges in kWh. The supplier converts the metered volume into energy for billing.

Taxes and Other Charges

79. What is the Climate Change Levy?

The Climate Change Levy (CCL) is an environmental tax that can apply to energy supplied to businesses and public-sector organisations. Certain exemptions and reliefs may apply depending on the organisation and use of energy.

80. Can my business qualify for reduced VAT or Climate Change Levy relief?

Some organisations or qualifying energy uses may be eligible for different VAT treatment or CCL relief. Eligibility depends on the circumstances and applicable rules, and the business should ensure the relevant requirements are met.

Moving Premises and New Businesses

81. What should I do when moving into new business premises?

Take meter readings when you take responsibility for the property, identify the existing suppliers and notify them of your occupancy. We can then help you explore available contract options.

82. What should I do when moving out of my business premises?

Notify the supplier of the date you cease responsibility and take final meter readings. Keep records or photographs where possible. The supplier is responsible for closing the account and issuing the final bill.

83. Can I transfer my existing energy contract to my new premises?

Possibly, but it depends on the supplier, contract and supply arrangements at the new premises. Do not assume a business energy agreement will automatically transfer.

84. What is a deemed energy contract?

A deemed contract can arise when a business consumes energy at premises without having agreed a specific contract with the existing supplier, for example after moving into a commercial property.

85. What are out-of-contract energy rates?

Out-of-contract rates may apply in certain circumstances when an existing agreement has ended and another suitable contract has not been put in place. The applicable rate and conditions depend on the supplier.

86. Can I change supplier if I'm on deemed rates?

Depending on the circumstances, you may be able to arrange a new contract with the existing supplier or another supplier. We can help review the supply and explore available options.

87. I'm opening a new business. Can UtilitySaving Solutions Ltd help?

Yes. We can help identify the information required to review available electricity and gas contract options. You should also identify and notify the existing supplier at the premises.

88. I have just taken over an existing business. What should I do about the utilities?

Establish when you became responsible for the premises, take meter readings, identify the existing suppliers and notify them of the change in occupancy. We can then help explore future contract options.

89. Should I take photographs of the meters when moving premises?

Yes, it can be useful to photograph the meters and readings when taking responsibility for or leaving premises. Keep the photographs with the date and your records.

Multi-Site and Different Types of Businesses

90. Can you help businesses with multiple locations?

Yes. We can assist businesses operating across multiple sites and help organise information such as suppliers, meters, consumption and contract dates.

91. Can you manage different contract end dates across multiple sites?

We can help organise supply and contract information across multiple locations and review procurement options as relevant dates approach.

92. Can you help shops and retail businesses?

Yes. We can help retail businesses review commercial electricity and gas arrangements.

93. Can you help restaurants, cafés and takeaways?

Yes. We can assist hospitality businesses with reviewing commercial electricity and gas requirements and obtaining available supplier quotations.

94. Can you help offices and professional businesses?

Yes. We can assist offices and professional businesses with commercial energy procurement requirements.

95. Can you help warehouses, workshops and industrial premises?

Yes. Commercial and industrial sites can have more complex requirements, particularly with higher consumption or specialist metering. We can review available information and approach appropriate suppliers where possible.

96. Can you help consolidate my business energy contract information?

Yes. For multi-site organisations, we can help organise relevant information such as supply numbers, suppliers, contract dates and consumption to make future procurement planning easier.

97. Do all of my business sites need to use the same energy supplier?

No. Different premises can potentially have different suppliers and contract arrangements. The approach depends on available options and your organisation's requirements.

98. Can you help if I acquire another business or open another location?

Yes. We can review the utility requirements of additional premises, help identify existing supply arrangements and consider the new site alongside your wider portfolio.

Other Common Questions

99. Can I have different suppliers for electricity and gas?

Yes. A business can have one supplier for electricity and another for gas. We can review each supply separately.

100. Can you help me with electricity only?

Yes. We can review a commercial electricity supply independently.

Customer Notice

These FAQs provide general website information. They do not replace the terms of a customer's energy supply contract, supplier policies, or professional legal, tax or regulatory advice. For supplier-account matters, billing corrections, payment arrangements, meter operations, emergencies or physical energy supply, the relevant supplier or network operator should be contacted.