

# fetch energy.

## ***Our Service Promise***

To deliver trusted energy procurement, portfolio management and advisory services for commercial, industrial and large business customers.

With over 40 years' experience across the electricity industry, including leadership roles in some of Australia's largest electricity retailers and supporting some of Australia's largest energy users, we leverage our industry experience and extensive network of relationships to identify, negotiate and deliver the best outcomes for our clients.

We invest the time to understand your business so that we can tailor solutions that more effectively integrate your business drivers with the National Electricity Market. That means we deliver better outcomes for your bottom line through our comprehensive understanding of electricity cost management and reduction strategies.

**We pride ourselves on offering exceptional customer service and delivering genuinely independent energy procurement solutions for our clients.**

## regional queensland.

### **Regional Queensland Tariff Customers.**

Electricity customers in Regional Queensland may have different electricity purchasing options to customers in the South East, through access to regulated pricing alternatives. We provide services to ensure that our Regional Queensland clients are on the lowest cost supply arrangement available to them.

#### ***Regulated Tariff Review and Optimisation***

Many customers are not on the most suitable regulated (or franchise) retail electricity tariffs for their business and as a result are paying more than they should for their energy. We review your regulated tariff options based on your current and forecast electricity usage and recommend the best available tariffs to minimise your electricity costs.

If appropriate, we arrange with your retailer to apply the tariff changes to your electricity account.

When a new business operation is being established it can be difficult to identify the most economical tariff. In these situations, we work with our clients to understand their business and implement regulated tariff strategies to minimise electricity costs.

#### ***Competitive Market Option Review***

Regulated tariffs and competitive market pricing both vary over time. As a result, the most appropriate electricity purchasing arrangements for Regional Queensland business customers may also change.

We evaluate the purchasing options for our clients to identify opportunities to achieve cost savings by switching from regulated tariff arrangements to competitive market retail contracts. We evaluate your



potential competitive market contract costs based on your current and forecast electricity usage and market conditions, and then compare these results with the most economical regulated retail electricity tariff available.

We deliver recommendations based on the outcome of our evaluations and, if you choose to change the way you purchase electricity, we will seamlessly manage your transition to a competitive market contract.

For our customers who purchase electricity through competitive market contracts, we provide ongoing support through a range of energy portfolio management services including:

- **Energy Procurement**

We apply an informed, independent, transparent and strategic approach to secure competitive contract and pricing outcomes for our clients.

- **Contract Management**

So that you can focus on running your business, we proactively manage your electricity contract requirements for the life of the agreement.

- **Invoice Reconciliation**

Retailers don't always get things right, and customers are at risk of being incorrectly charged. We can manage this risk for you by validating and reconciling your invoices.

- **Network Tariff Optimisation**

Network costs make up around half of your total electricity bill, so our network tariff review will make sure you are on the optimal network tariff.

- **Reporting**

We provide concise, customer-specific reports that clearly identify historical and forecast costs based on contracted rates and market prices.

- **Market Management**

There are numerous electricity market participants that must be properly managed to ensure that our clients continue to receive lowest cost supply and efficient service delivery.

Further details on our services can be found in the [fetch energy services brochure](#).

## Energy Advice.

The team at Fetch Energy apply their extensive industry experience for your benefit with advice on a range of energy-related matters including connection agreements, power purchase agreements and regulatory compliance reporting. We provide evaluations for energy efficiency, power factor correction and solar solutions which clearly identify how to effectively apply these technologies in a strategic and cost-effective manner.



Contact us to find out how we can be of service to you

[info@fetchenergy.com.au](mailto:info@fetchenergy.com.au)

[www.fetchenergy.com.au](http://www.fetchenergy.com.au)

Peter Chiverton 0447 114 434

Mark Easton 0417 604 486

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