

Terms and Conditions

The following document sets out the terms and conditions of service for Energy Costcutters Limited. We have set out below the principal terms which come into effect once a customer uses the Energy Costcutters consultancy and switching service.

If you have any further questions about these terms and conditions, or anything else, please contact our Customer Services team who will be more than happy to help you further. Our Customer Services team can be contacted on 0116 365 0012.

These terms and conditions govern the use of the services Energy Costcutters provides to customers. It is important that you read these terms carefully before accepting them. By using the Energy Costcutters services you signify that you have read, understood, and agree to be bound by these terms and conditions. If you do not agree to these terms – DO NOT use our service.

Price Comparison / Switching Service

Energy Costcutters provides a price comparison / switching service to UK businesses. To be eligible to use this service you must be:

1. A business that is resident in the UK.
 2. Eighteen years or older (if a sole trader).
 3. Meet the credit scoring requirements of any supplier (if applicable)
- We reserve the right to refuse to provide our services to any customer at our discretion.

If the customer agrees to use our services, Energy Costcutters will use its reasonable endeavours to identify, negotiate, and secure competitive energy and water prices. Energy and water prices are obtained from a panel of energy and water suppliers using price books provided by suppliers.

The customer agrees to provide Energy Costcutters with accurate information to allow accurate quotations to be obtained – including estimated or actual usage of energy and water, contract end dates and other known factors that may influence prices and quotations. The provision of a quotation by a supplier via Energy Costcutters does not constitute an offer to the customer and offers will each have their own supplier's terms and obligations attached.

If the customer accepts a quotation and a contract is executed between the customer and the supplier, the contract is binding, and the customer may not be able to revoke such acceptance, subject to the supplier's terms and conditions. The supplier shall be entitled at any time to refuse to accept a customer's offer of acceptance at their discretion.

If the customer and supplier wish to enter into a contract, Energy Costcutters will provide a switching service (or renewal service) which will include organising the contract between the customer and the energy or water supplier for the purchase and supply of the energy or water services.

Energy Costcutters will not be responsible for any delays or failures caused by either the customer, the proposed supplier, or any existing supplier in relation to affecting either a transfer of supply or renewal of supply.

Energy Costcutters makes no guarantees as to either the quality of the services provided by suppliers, or the prices obtained at quotation. Energy prices fluctuate on a daily basis and whilst we attempt to help secure competitive rates to enable switching or renewal, we cannot guarantee any quote is the cheapest. The customer is reminded that ultimately it is their responsibility to validate the accuracy of any quotations presented.

The customer acknowledges that they are entering into a contract with a supplier for the provision of energy or water supply and not with Energy Costcutters Limited. To the extent permitted by law, Energy Costcutters Limited shall not be liable for any dealings, contracts, or transactions between the customer and the supplier, and any such transactions, contracts, dealings, or payment obligations are the customer's responsibility and risk.

By using our services, the customer agrees that Energy Costcutters Limited acts as an independent energy and water consultant and intermediary, facilitating the introduction to and arrangement of contracts between customers and suppliers. The customer further agrees that Energy Costcutters Limited does not act as the supplier and is not responsible for the provision or performance of any services delivered by the supplier.

Charges

Energy Costcutters Limited is remunerated directly by suppliers and receives commission for arranging and finalising contracts between the customer and the relevant energy or water supplier. This commission is typically incorporated within the unit rate or retail charges applied to your contract, either as an uplift or a fixed fee. The level of commission may vary depending on factors such as contract size, duration, and credit risk. On average, our commission represents a small percentage of the total energy or water costs. The commission received reflects not only the arrangement of the contract but also the provision of ongoing consultancy and support services throughout the contract term.

We will receive a commission from your new energy or water supplier for arranging this contract. A total commission of £XX has been applied in respect of Meter No. XXXXXXXX, based on your current estimated consumption over the contract term.

This commission is incorporated within the unit rates and/or charges agreed with the supplier. As such, the cost of Energy Costcutters Limited's services is included within the overall cost of the energy or water contract.

As we are remunerated by suppliers, we are only able to offer prices from those suppliers that form part of our panel. Our panel currently represents over 90% of UK business energy suppliers (by customer numbers), providing access to a broad and competitive range of options.

Further information regarding the level of commission we expect to receive in relation to a specific contract can be obtained by contacting our customer services team.

Duplicate contract fees

Where the customer enters into a contract with a supplier through the services of Energy Costcutters Limited, such contract shall be deemed legally binding. In the event that the customer subsequently enters into an alternative agreement with another supplier, resulting in the contract arranged by Energy Costcutters Limited not proceeding to live supply, Energy Costcutters Limited will not receive any commission from the supplier and will have incurred time, administrative costs, and loss of opportunity.

In such circumstances, Energy Costcutters Limited reserves the right to charge the customer a one-off "failed contract" fee of £500 per meter. This fee represents a genuine pre-estimate of the time, administrative costs, and loss incurred where a contract arranged by Energy Costcutters Limited does not proceed to live supply due to the customer entering into a duplicate agreement with another supplier. This fee is separate from, and in addition to, any charges that the supplier may seek to recover in relation to the failed contract. Customers are strongly advised that, once a contract has been entered into with a supplier, it should be honoured and no duplicate agreements should be entered into with alternative suppliers.

These terms and conditions are governed by and construed in accordance with the laws of England and Wales. Customer data will be handled in accordance with applicable data protection laws, and further information can be found in our Privacy Policy. Energy Costcutters Limited reserves the right to update these terms and conditions at any time, with any changes becoming effective from the date they are published.

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