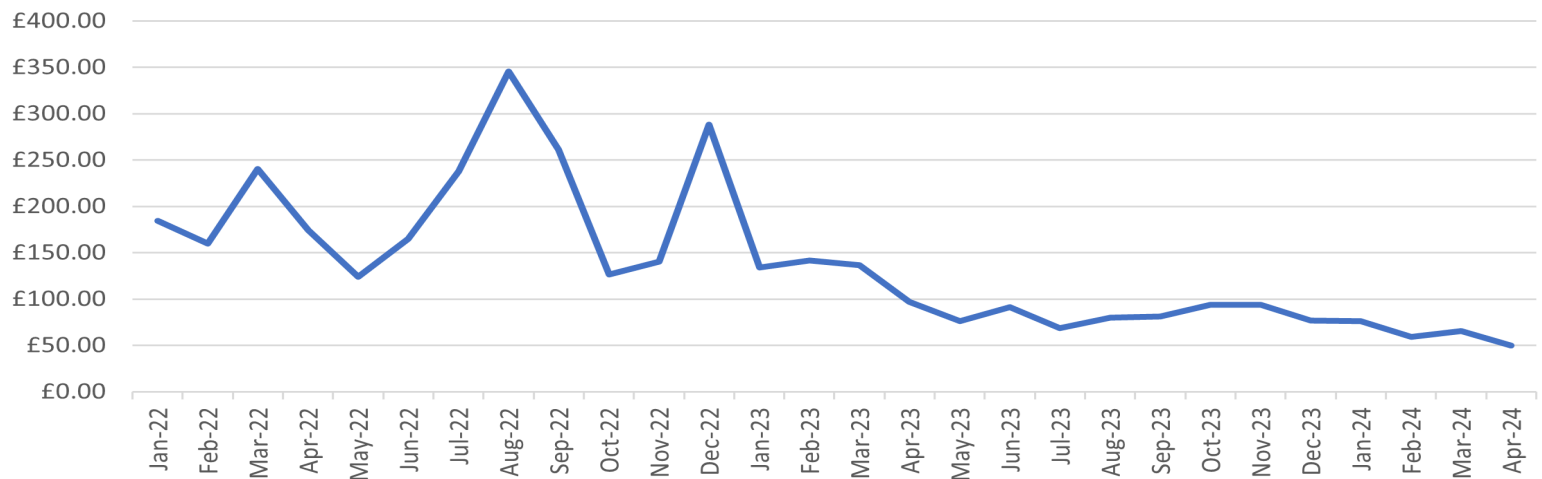




WHOLESALE ELECTRICITY PRICES

The graph below shows the weighted average price of electricity since January 2022. Clearly prices have levelled, will it last?

Electricity Cost



ARE YOU PAYING VAT AT 20% ?

If you are, you will also be paying a Climate Change Levy (CCL) on your energy bills. As a care provider you are very likely to be able to pay VAT at 5% and no CCL.



Please check your bills, if you are being charged VAT at 20%, let us know or send a copy of the bill and we can advise/help you recover the overpaid VAT & CCL

We have assisted care providers recover over £6M in the last 16 months and wonder how much hasn't been recovered.

LETTER OF AUTHORITY WARNING

We are seeing an increase in the number of providers approaching us for the first time with issues regarding their broker.

Some brokers have Letters of Authority (LOA) that allow them to enter contracts on behalf of providers. We have arranged a number of contracts only to find out that the transfer to the new much cheaper supplier is blocked as the broker has arranged a new contract without the providers knowledge, usually at a much higher cost.

Whilst the same brokers name keeps popping up, the practice isn't restricted to the one North Eastern broker.



We, along with solicitors are assisting over a dozen providers that have been placed in a very difficult financial position, due to blatant acts of greed, self interest and total disregard for their clients.

Interestingly the North East broker seems to place most supplies with 2 energy suppliers that hardly ever appear in the bottom 5 quotes we obtain. A fact that will be put before OFGEM shortly.

We suggest that providers email their broker (with a delivery and read receipt) and inform them that any Letter of Authority is cancelled with immediate effect. Any broker that acts professionally will be happy to provide a new LOA that doesn't permit the broker to enter contracts on a providers behalf.

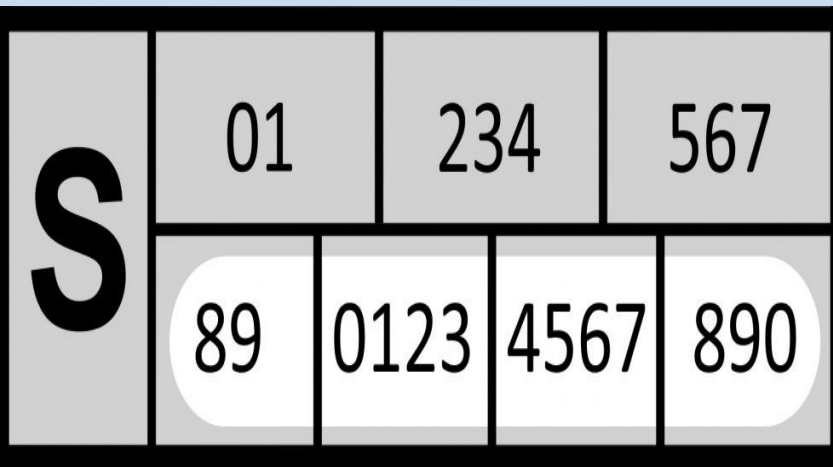
ENERGY AUDITS

We continue to discover overcharging on **every** audit we have carried out for providers. Whilst the willingness of energy suppliers to make the refunds quickly varies, they all have, even if some need pressure applied. Refunds of over £5,000 a home aren't unusual.

IS YOUR OUT OF DATE ELECTRICITY METER COSTING YOU £'s ?

Below is a typical MPAN number which is your electricity supply reference.

Regulations came into force in 2015 that requires meters that have 05,06,07 or 08 in the box that shows 01 in this example, to be switched to a half hour meter, which ensures more accurate readings and can reduce costs.



As more providers join the Care England Tender Scheme and send us copy bills, we are concerned with the large number of meters that should have been changed by the energy provider/broker at the next energy contract renewal after 2015, but haven't been.

One of the largest energy providers, upon us challenging them as to why meters haven't been changed are trying to wriggle out of their responsibility.

We are asking the care sector for help, by sending us any electricity bills with an 05,06,07 or 08 instead of the 01 above. We will collate the data and along with Care England present the data to Ofgem with a view to Ofgem enforcing the regulations and reducing providers costs.

IS BIGGER BETTER WITH UTILITY BROKERS?

It is interesting that large-scale users often initially feel they need to find a bigger broker. Doing so can be detrimental (financially) to you as a large brokerage could have:-

Hundreds of salaries and pension contributions.

Their own IT, utility and premises costs

Large advertising budgets

Financial incentives for staff

The above, are just some of their overheads BEFORE they make a profit and most brokerage businesses recover this by adding a hidden margin onto their customer's energy contracts. As Ofgem rules require all brokers to have access to the same prices, a smaller broker with less overhead should be adding a much smaller margin. Broker should advise you how much they are adding, but few do!

Extensive examination of over 170,000 energy bills, show that some well known brokers that hide large fees, appear to mostly use energy suppliers that rarely appear in the bottom 6 quotes when the whole market is looked at!

CARE ENGLAND ENERGY TENDER

Following the success of the 2022-23 Care England Energy Tender, which saved millions for care providers, Care England has launched the second round to offer UK care providers the opportunity to secure the lowest possible energy prices for gas and electricity renewals between 2023 and 2026. Those wishing to take part can register here: uk.surveymonkey.com/r/9LLD3XD

WHEN TO LOOK AT ENERGY CONTRACT RENEWALS ?



As the blossom falls and we hopefully look forward to a warm summer, we don't want to be kiljoys, but the dark nights and cold weather will be with us only too quickly.

As generally energy prices are lower and more stable during the summer and gas prices are back to the levels of 2021, if you have contracts that end before April 2025, it is worthwhile getting quotes and advice about contract lengths, allowing you to make informed decisions before needing to make a decision when prices are volatile.



Question from a Provider– *Our broker advises us that we can obtain better prices with a 1,2 or 3 year quote than we can with a non multiple of 1 year quote.*

Reply– The only way that a comparison could be made is to obtain a quote for say 17 months and another to commence the day after it ends for 7 months.

Obtaining non yearly quotes is more time consuming and difficult for brokers, but something we always consider if your renewal date falls in the winter, as prices are normally less volatile in the summer. A broker with the correct access to energy providers and acting in your best interest should be happy to assist you in reducing your costs by moving renewal dates.

If you have a question please send it to info@focusenergyservices.co.uk

Our website www.focusenergyservices.co.uk has regular updates and testimonials.