



**Exchange
Utility**

ELECTRIC, GAS & WATER SAVINGS. MADE SIMPLE



Current customer rating*

Our commitment to you



* Correct at date of publication

Exchange Utility Limited, Athenaeum House, Market Street, Bury, Lancashire BL9 0BL Registered in England and Wales CRN 10255652 VAT 158 2871 80

Who are Exchange Utility?

We are an independent energy consultancy that specialises in helping businesses navigate the utility market. Our team of experts will effectively help you make smarter and more cost-effective energy choices.

We have provided energy management solutions for over 45,000 UK business switches. This gives us the power to negotiate more competitive contract prices with our panel of suppliers.

Our team provide a high level of customer service taking away the hassle of dealing with energy and utility suppliers directly.

Our Mission

Our mission is to assist all UK businesses in the management of their energy and utility bills.

With Exchange Utility, you will not have to worry about the renewal of your business energy and utility contracts again.

We will contact you during your renewal window to make sure you don't fall onto higher out of contract rates and to offer you a competitive rate that you are happy with.

Why work with us?



Access to competitive market rates

As one of the largest energy consultancies in the UK, we have access to a variety of competitive market rates with our panel of suppliers.



A dedicated Utility Expert

You will be assigned a dedicated Utility Expert who can liaise on your behalf with your current supplier and a range of suppliers sourcing suitable options for you and your business. Your Utility Expert will take away the stress of negotiating new tariffs for you. They can also act on your behalf in other areas of your account management, letting you concentrate on what you do best and that is running your business.



Access to a large proportion of the UK suppliers market

Due to the size of our ever-growing customer portfolio, we have access to a number of suppliers; all of the "Big 6", smaller independent suppliers as well as those that have a green energy focus. Through our panel we will offer tailored rates to meet the needs of you and your business.



5 star customer service

As an independent consultancy, we pride ourselves on the service we provide to all our customers. This is clearly demonstrated by our highly rated [Trust Pilot score](#).

We work with a wide range of UK suppliers

Through successful utility management our team of experts have helped businesses negotiate over 45,000 UK switches with our panel of suppliers, saving our customers time and hassle.



What happens next?

Step 1

You find a bill, we find competitive rates

We need to confirm some basic information about your business energy, all we need is a recent utility bill.

Our Utility Experts will run a comparison across our panel of UK suppliers to find competitive tariffs for your business. We will then advise you of the available options so you can decide which is best for you and your business.

Step 2

We make all the arrangements

Once you are happy with the rates we have provided, all it takes is a simple form and we do the rest!

After agreeing your new rates we will handle every aspect of your contract from start to finish.

We will speak to your supplier and move you onto the new tariff. You will also receive a welcome pack from us outlining the details and terms of your new contract.

Step 3

We manage your renewal

Your dedicated Utility Expert will call you with new tariff options when your contract is due for renewal to make sure that you don't roll onto higher rates.



1.3M UK businesses are overpaying their energy suppliers

Overpaying for your business energy will only ever be avoided by switching energy provider or renegotiating your contract



Only 20% of UK businesses check their gas and electricity bills on a regular basis

1 in 5 SME's have rolled over onto a standard tariff which can be up to 116% more expensive than other tariff options



It is estimated that UK businesses are overpaying a combined £500 million a year due to incorrect billing

Prices can skyrocket when bills are not checked properly or tariffs rollover

*Competition and Markets Authority. Energy Live News. OFGEM.



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What do our customers say?

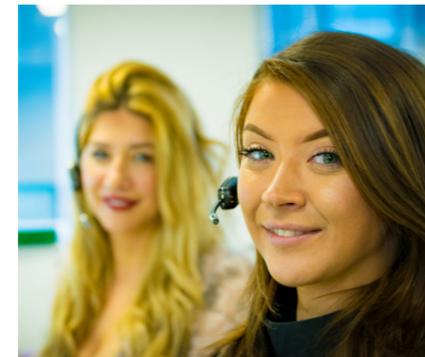


"Friendly and informative service. I contacted a number of brokers for quotes for business gas and electricity contracts and Exchange Utility offered the best all round package. This is my second time using them."

★ Trustpilot



New Life Baptist Church Kings Heath



"My 3 year contract with my electricity provider was due to end but when I called my supplier, I was disappointed to learn that new charges would increase by over 27%. I called Exchange Utility who managed to bring the cost down to less than 10%. I will be dealing with Exchange Utility again. When you are trying to run a small business you just don't have the time to trawl through the various providers and make these decisions. Thank you, Exchange Utility."

★ Trustpilot



Family Law Consultancy Ltd



"We have been working with Exchange Utility on our transition from our previous supplier and I must say that they have been very impressive beyond our expectations.

We have been treated badly in the past by some brokers but their professionalism and willingness to go the extra mile has been nothing short of exceptional."

★ Trustpilot



Resurrection Manifestations



"Exchange Utility are my go to people. Nothing is too much trouble for them, they are responsive and reactive to my needs and always a pleasure to deal with."

★ Trustpilot



Complete Management Solutions



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Businesses we have helped



Food Wholesaler



Annual Saving:
£9,738.29
(25%)



Rail Infrastructure



Annual Saving:
£21,733.51
(38%)



Conservative Club



Annual Saving:
£354.63
(2%)



Waste Management



Annual Saving:
£18,786.51
(33%)



Hospitality



Annual Saving:
£12,957.64
(41%)



Local Café



Annual Saving:
£756.63
(18%)



Hairdresser



Annual Saving:
£218.89
(10%)



Dental Surgery



Annual Saving:
£925.93
(20%)

Save energy in the workplace

With more focus nowadays on reducing carbon emissions and improving energy efficiency to help the environment, employer engagement can be key to achieving this in the workplace.

Everybody can play their part to become more energy efficient. Almost half of the UK's energy use comes from the places where we work so it's important to conserve gas and electricity use where we can.

There are plenty of ways to show employees and colleagues how they can individually make a big difference at your place of work.

Reducing your heating temperature by just one degree could save your business more than £100 on your winter energy bills each year.



- Reduce paper waste and only print when absolutely necessary and switch off and unplug appliances and electronics when not in use.
- Eliminate small drafts with proper air sealing throughout the workplace.
- Conduct energy audits and comparisons to identify areas for reducing energy needs.
- Replace existing light bulbs with compact fluorescent bulbs.
- Replace any outdated equipment with Energy Star appliances.
- Using draft excluders and thick curtains can prevent cold air from entering rooms that you want to keep warm.
- Covering up bare floorboards with a rug or carpet can help your business to avoid losing as much as 10% of the heat in your premises.
- Ensure that your door and window weather stripping is in good condition to avoid losing between 7% and 12% of the heat in your office.
- Keeping cavity and roof insulation maintained helps you to avoid losing as much as ¼ of the heat in your business premises.

Cut computer costs

Computers are an essential part of operating any modern day business, but that doesn't mean that they have to cost your business a fortune to operate.

While the price of energy may be the prime motivation to cut down on the costs there are other benefits in regards to computer systems. A computer system that saves energy will produce less heat which will eradicate all sorts of problems caused by overheating as well as an increased noise level as the computer fans try to cool the components.

Turn off your monitors

It seems simple, but only one computer monitor needs to be left active overnight to waste enough energy to print 500 pages according to the Energy Savings Trust.

Reduce the brightness of all of your businesses monitors

By reducing the brightness of your monitors from 100% to 70% can save up to 20% of the energy that the monitor uses.



Do you really need a screen saver?

According to intel.co.uk, screen savers waste energy because they do not allow the monitor to dim when it's not in use. Turning off your screensaver function will also help to improve your battery life if using a laptop.

Make your extension leads smart

By adding inset timers to cables you can take control of which hours your computers are using energy. Cutting power outside of office hours can help you to reduce your standby consumption and lower your bills.

Use built in power saving features

Most operating systems come with power saving features that put hardware like hard drives or the computer monitor into idle mode. Alternatively, turn them off for the time they are not being used.

How we work

1. Services

- a. We will provide you with the Services subject to the Conditions. The Conditions apply to our agreement with you to the exclusion of any terms or conditions put forward by you or on your behalf.
- b. When providing the Services we will exercise reasonable skill and care. Time for provision of the Services shall not be of the essence.
- c. The Services are personal to you and any report, comparison or other document prepared as part of the Services may not be relied upon by any third party unless first agreed in writing by us.
- d. You understand and agree that we may contact credit reference agencies and carry out credit checks against you on behalf of a potential Supplier.

2. Provision of information and data protection

- a. In order for us to provide you with the Services we will require access to your billing and consumption data and other relevant information. We may, therefore, ask you to sign a letter of authority authorising your current Supplier to disclose this information to us. So that we might provide the Services efficiently and within a reasonable time we would ask you provide such authority and/or information promptly.
- b. As we rely on information provided by you or third parties we accept no responsibility for any losses or damage you might suffer in connection with our Services as a result of any error made by you or any third party in the information provided to us.
- c. We will be a Data Controller of your Personal Data and will comply, at all times with the Data Protection Laws.
- d. We are registered with the Information Commissioner's Office: ZA264637.
- e. We record telephone calls for training, monitoring and verification purposes.
- f. For more information on how we use and store your Personal Data, please see our Privacy Notice.

3. Status

- a. We are an independent utility broker, but only work with Suppliers who are on our panel
- b. We are not acting as your agent and nothing in these Conditions gives us the authority to enter into any obligations on your behalf.

4. Payment for our Services

- a. We will either charge you an agreed management fee or, more commonly, we will receive the Fee direct from the Supplier.
- b. If we charge you a management fee, our invoice becomes payable within 14 days of the date of invoice.
- c. We shall be entitled to charge interest at the rate of 4% above the base rate of Barclays Bank Plc from time to time on any overdue amount.
- d. We will provide details of the Fee upon request.

5. Limitation of liability

- a. Nothing in these Conditions shall limit or exclude our liability for personal injury, death, fraud, fraudulent misrepresentation or any other liability which cannot be excluded or restricted by law.
- b. Without prejudice to 5a:
 - i. our liability to you for any Losses (howsoever arising) shall not exceed £10,000 in the aggregate; and
 - ii. we shall not be liable for loss of profit, loss of revenue, loss of contract, loss of anticipated savings, loss of business opportunity whether or not such losses are direct or indirect and/or consequential.

6. Jurisdiction and applicable law

- a. These Conditions shall be governed by and construed in accordance with the laws of England.
- b. Any dispute will be subject to the exclusive jurisdiction of the courts of England.

7. Definitions

In these Conditions the following terms shall have the following meanings:

"Conditions": these terms and conditions;

"Data Protection Laws": the General Data Protection Regulation (GDPR) (EU 2016/679) and the Data Protection Act 2018 together with all secondary legislation, order, regulation made under them and any legislation (whether enacted in the UK or by the EU) which replaces, amends or complements them (whether in whole or in part) and all other laws applicable to the processing of personal data.

"Data Controller" and "Personal Data": as defined in the Data Protection Laws;

"Fee": a commission being an uplift expressed in pence per kilowatt hour and/or pence per day or a fixed sum, applied to the Supplier's base rates, included in your utility charges, collected by the Supplier and paid to us. The level of our uplift varies and depends on a number of factors, including contract length and credit risk.

"Losses": every liability and/or loss arising under or in connection with our provision of the Services to you including (without limitation) liability in contract, tort (including without limitation negligence), misrepresentation, restitution or otherwise.

"Privacy Notice" notice setting out our obligations and your rights under the Data Protection Laws which can be found on our website: www.exchangeutility.co.uk

"Services": utility procurement advice, installation and new connections.

"Supplier": utility supplier or utility installation company.



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