

Utility Outlet - Terms & Conditions

The following document sets out the terms and conditions of service for Utility Outlet Ltd. We have set out below the principal terms which come into effect once a customer uses Utility Outlet Ltd to switch or renew their business energy.

These terms and conditions govern the use of the services Utility Outlet provides to customers. It is important that you read these terms and conditions carefully before accepting these terms and conditions. By using the Utility Outlet service/s 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

Utility Outlet 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, Utility Outlet will use its reasonable endeavors to identify, negotiate and secure competitive energy prices. Energy prices are obtained from a panel of energy suppliers using price books provided by suppliers.

The customer agrees to provide Utility Outlet with accurate information to allow accurate quotations to be obtained – including estimated or actual usage of energy, contract end dates and other known factors that may influence prices and quotations.

The provision of a quotation by a supplier via Utility Outlet 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 will not be permitted to revoke such an acceptance. **There is no cooling off period for business energy contracts.**

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, Utility Outlet will provide a switching service (or renewal service) which will include organizing the contract between the customer and the energy supplier for the purchase and supply of the energy services.

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

Utility Outlet makes no guarantees as to either the quality of the service suppliers operates, 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. Also, it is the customers responsibility to ensure that the contract(s) have been submitted to the supplier and will go live. This is usually

represented by receiving/accepting communication from either the new or old supplier to confirm that the switch/ renewal is occurring.

The customer acknowledges that they are entering into a contract with a supplier for the provision of energy supply and not with Utility Outlet. The customer agrees that Utility Outlet is not liable in any way for any dealings, contracts or transactions between the customer and the supplier and that any such transactions, contracts, dealings or payment obligations are the customers responsibility and risk.

The customer agrees by using the service that Utility Outlet is an independent energy brokerage and that Utility Outlet is not instructed by the customer to act as their agent or representative.

The customer agrees that Utility Outlet are not responsible for the provision of any supplier services.

Charges

Utility Outlet is remunerated directly by the suppliers and receives a commission for securing and finalizing the contract between the customer and the energy supplier. This is usually by way of an uplift that is applied within your unit cost for energy. The cost of Utility Outlet's service is therefore included within the unit cost of the energy contract that you agree with the supplier.

By way of example, we may secure a price for electricity at 26 pence per KWH and apply a 1.5p uplift. The contracted price we would offer would therefore be 27.5p. Our commission would be calculated as 1.5p multiplied by your annual energy consumption and multiplied by the contract term. Our uplifts depend on the size of contract, length and other factors such as credit risks. Our average uplift is a few percent of your total energy cost and typically around 1p. Because we get paid by suppliers, we only offer prices from those suppliers on our panel. Our panel currently consists of over 90% of the UK business energy suppliers (by customer numbers) so we have a very wide range

to price from. **This is not a free service – our fees form part of your energy unit rate.**

Further information on how much commission we expect to receive on a contract can be found by contacting our customer services team.

If you have any specific questions in relation to our terms and conditions, our Customer Service team will be more than happy to help. Likewise if you feel that we did not handle your issue in the right way or there is a problem we might be able to fix, please get in touch. Your views are very important to us. If we have not delivered the standard of service you expected, or if we made a mistake, we would like to know. We will investigate the situation and set about putting it right as quickly as we can, if we can. We don't want to make the same mistake again, so your feedback is very important to us.

You can contact our customer service team via email - hello@utilityoutlet.co.uk

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