

RobinHoodenergy

A not for profit company



Welcome
to your business energy

Welcome

Thank you for choosing Robin Hood Energy to supply your energy needs. We are confident that you will be satisfied with your choice now and in the years to come. We understand business, and we know just how valuable your time is. We will tailor our products to best suit your needs, and you can spend less time focusing on gas and electricity, and more time doing what you do best.

Your Switch Begins

We'll get in touch with your existing energy supplier to let them know that you're switching to Robin Hood Energy – you don't need to do this.

Your existing supplier may contact you if they have an objection to you leaving. You'll need to resolve any outstanding matters with them directly before we can switch your energy supply over to us. If they do object, your energy switch could take a little longer than three to six weeks.

Meter Reading Needed

A few days before we begin supplying you we'll contact you for your meter reading. We will use this reading to start your billing with us and your old supplier will use the reading to close down your account with them.

Switch Complete

We'll let you know once the switch process is complete, and you're on supply with Robin Hood Energy - via your chosen method of contact.

Questions about the Price Plan you've selected, and how you pay for your energy, are shown on the following pages.

We'll also send you a meter reading reminder each month, before you're billed, via an email, or text message. This will help to make sure your bill is as accurate as possible and you only pay for what you've used.



Energy Efficiency Advice

We're keen to help our business customers become more energy efficient so you have lower bills to pay. At Robin Hood Energy you can always trust us to offer you the cheapest tariffs we have and the best energy saving advice to keep your bills lower.

For more information,

W: www.robinhoodenergy.co.uk/business-energy/energy-saving-tips

T: **0800 0121 661**

E: business@robinhoodenergy.co.uk





Robinhood Energy – About Us

As a not for profit company, we like to do energy differently.

Launched by Nottingham City Council, our mission is to provide low cost energy to all businesses. No private shareholders. No Director bonuses. Just low and competitive energy plans. Because we know that no-one wants to overpay for their gas and electricity we work hard to keep our prices low and competitive to help our customers save money on their energy bills.

As the UK's first local authority owned energy Supply Company, we set ourselves apart from the 'Big Six' and many other private sector energy companies.

We make it easy to switch to Robin Hood Energy, we keep customers on a low price when they renew with us. Our entire switching process is designed to help both commercial and domestic customer's nationwide save on their energy bills.

Once again, thank you for choosing Robin Hood Energy and we look forward to a long and mutually beneficial relationship with you.



Making it easy for you

Enclosed in your welcome pack, will be a Price Plan letter regarding your supply with us. Please take the time to read all the documents and complete, sign and return the Agreement so that we can set your account up as quickly as possible.

Price Plan Offer

Contains important information regarding your supply contract with us.

Direct Debit Mandate

Included in your price plan offer letter you will find a Direct Debit mandate instruction form which needs to be completed and returned to us in order for the Direct Debit payment option to be set up. If you have not already set up a Direct Debit with us. If you have not already set up a Direct Debit with us, please contact us for a Direct Debit Instruction form which needs to be completed and returned to us in order for us to notify your bank.

VAT Declaration Certificate

If your site is a non-profit making organisation (e.g. a charity, hospital, school etc.) then you could be entitled to the 5% VAT rate.

For more information on VAT applicable to energy supplies, please contact the HMRC VAT helpline on 0845 010 9000 or visit hmrc.gov.uk - the HM Revenue and Customs website where HMRC VAT Notice 701/19 covering Fuel & Power can be found.

To ensure the correct VAT exemption is applied to your account, please contact us to send out a VAT declaration certificate if this applies to you.

Emergency Information sheet

This is located further along in this document. We would recommend you display in a prominent location within your premises.

Meter Reads

To ensure accurate billing please provide us with a meter read between the 25th and the last working day of the month via www.robinhoodenergy.co.uk, meterreadsforbusiness@robinhoodenergy.co.uk or call on **0800 0121 661**. In addition to help assist with the accuracy of your first invoice, please provide readings on the date the supply transferred. If we do not receive a reading in time your bill will be based on an estimate which will then be reconciled whenever a meter reading is provided.

At Robin Hood Energy we are committed to delivering the highest level of customer service. Should you have any queries or comments regarding your supply or our service levels please feel free to contact us on **0800 0121 661**.

Questions you might have

What are my current prices?

Your current prices will be stated on your contract or if you have received one, on your latest invoice.

What is included in a price?

Your price will be a mixture of energy costs, transportation costs and the other costs we incur supplying you with energy. The costs involved differ depending on the type of meter(s) you have, transportation costs, geography, and usage profile, among other factors.

What drives prices?

The energy markets in both gas and electricity are complex and volatile. They are affected by the factors that influence supply and demand, for example, changes in related commodities markets, weather, national and international events, disasters and politics. The volatility is caused by the change in the relationships between these factors on a daily basis. Gas prices have been heavily influenced by the factors involved in importing Gas as the UK becomes a net importer.

Electricity prices tend to follow the gas market as prices are heavily influenced by the cost of generating power and the commodities used as a basis for doing so.

What should my VAT rate be?

5% VAT – You will be charged 5% VAT if your site is a non-profit making organisation (Charity, Hospital etc.) and you have completed a VAT Declaration form which has been returned to us.

5% VAT – You can also be charged 5% VAT if your site (at account level) consumes below 4397 kWh (gas) or 1000 kWh (electricity) in any given month. This is automatically calculated on your bill.

5% VAT – A valid exemption certificate must be received by Robin Hood Energy. To find out if you qualify, please contact HM Customs & Excise.

20% VAT - This is the standard VAT rate that will be applied to the account if you are not exempt or eligible for the reduced rate.

Can my meter be read remotely?

Yes, we offer a remote meter reading solution. This will involve the installation of additional Automated Meter Reading (AMR) equipment at site which is attached to the meter. For further information on how your organisation can benefit from remote meter reading, please contact your dedicated Account Manager on **0800 0121 661**.

Meter Readings Actual and Estimates

How can I submit customer meter reads?

- Online, via **www.robinhoodenergy.co.uk** *once available
- Email via **MeteRreadsForBusiness@robinhoodenergy.co.uk**
- Telephone Business (gas or electricity) **0800 0121 661**.

Who reads my meter on the day of transfer?

We will send you a reminder to provide us with your opening meter read when you commence supply with us.

We can't send out someone to read the meter as we are not your supplier until the date of transfer. The meter reading companies will not accept our request until the transfer is complete, so we rely on customers to read their meters on or around the day of transfer to us.



How to make a complaint

We'd like you to be happy with our service. However, we know that sometimes things can go wrong. If you have a complaint, please contact us, we'll do everything we can to put things right as quickly as possible. Call us free on **0800 0121 661** or email us:

complaints@robinhoodenergy.co.uk

If you are a micro business the Citizen's Advice consumer service provides free and independent help and advice to small businesses on contract issues, complaints and debt. You can call them on **03454 04 05 06** or visit **citizensadvice.org.uk/energy**

If you're a microbusiness customer, you have the right to take your complaint to the Energy Ombudsman, if we haven't been able to resolve your complaint within eight weeks or you are not satisfied with the outcome. The Energy Ombudsman will carry out an independent investigation on your behalf.

You can call them on **0330 440 1624** or visit: **www.ombudsman-services.org/energy**

How to calculate your non-half-hourly electricity invoice

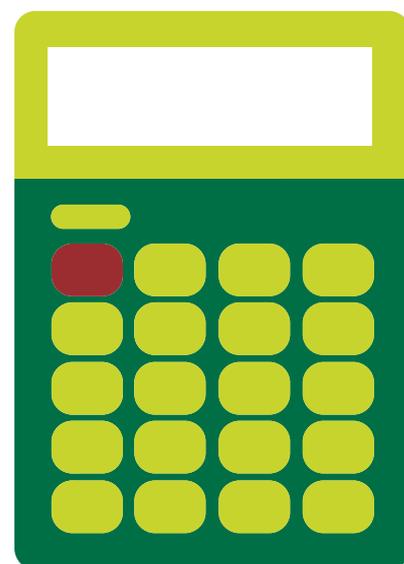
- To calculate the number of Billed Units (electricity consumed), deduct the present meter read from the previous one.
- Multiply the Billed Units by their respective price.
- Non-half-hourly meters may have a number of different readings. The time periods and prices these refer to are stated in your contract (or whatever you are going to call the letter). These meter readings may be actual, customer or estimate readings as indicated on your invoice.
- The Total Consumption is the consumption for all readings for the period of use. The total cost associated with the Total Consumption is also stated.
- Multiply the Billed Units of Standing Charge by price (if applicable).
- Multiply the Billed Units of Capacity Charge by price (if applicable).
- Add together Capacity Charge and Standing Charge to get the total other charges.
- Apply CCL rate including any reductions that apply.
- VAT applied at 20% unless exemptions apply.
- The sum of these calculations amounts to the Total of the electricity costs to you.

How to calculate your half-hourly electricity invoice

- Billed units are calculated for the period of use and they are measured in kWh.
- These units are then multiplied by their respective prices.
- Half-hourly meters may have up to six consumption periods. The time periods and prices these refer to are stated in your contract.
- The Total Consumption is the consumption for all consumption periods for the period of use. The total cost associated with the Total Consumption is also stated.
- Multiply the Billed Units of Standing Charge by Price (if applicable).
- Multiply the Billed Units of Capacity Charge by Price (if applicable).
- Add together Capacity Charge and Standing Charge to get total other charges (if applicable). Please note that there may be charges specific to your individual contract.
- Apply CCL rate including any reductions that apply.
- VAT is added at 20% unless any exemptions apply.
- The sum of these calculations amounts to the Total of the electricity costs to you.

How to calculate your gas invoice

- To calculate the gas used, subtract the previous read from the present for each meter.
- Multiply the figure by the Correction Factor (CF).
- To calculate the number of M3 used, multiply this figure by the Conversion Factor (shown below/above in the table and on the reverse of your invoice).
- Multiply this figure by the Calorific Value (CV).
- Divide this figure by 3.6 to convert to kWh.
- Multiply the number of kWh by the unit price to calculate the cost per meter.
- Add together the cost of gas for each meter to calculate the total cost, excluding VAT.
- VAT is added at 20% unless any exemptions apply.
- Apply CCL at a rate of 0.169 per kWh unless any reductions apply.
- The sum of these calculations amounts to the Total Cost of Gas.



Payment Options

Direct Debit Payment

You can save money by paying with Direct Debit.

If you haven't already set one up, please contact us for a Direct Debit instruction form or alternatively download one from our website robinhoodenergy.co.uk, complete and return it to Robin Hood Energy via

Post: Business, Robin Hood Energy, PO Box 10461, Nottingham, NG1 9JS.

Email: Business@robinhoodenergy.co.uk

Further information is also available on our website, www.robinhoodenergy.co.uk. You can call us on Phone: **0800 0121 661**

By Post

Please send your cheque to Business, Robin Hood Energy, PO Box 10461, Nottingham, NG1 9JS.

Please make your cheque payable to "Robin Hood Energy" and put your account number on the back.



At a Bank

You can pay by cash, or credit/debit card at your Bank, local Post Office or PayPoint outlet. Please remember to take this bill with you, as it has a bar code on it which needs to be scanned.

Statements

If you would like a statement of your account, please call **0800 0121 661** where one of our Account Managers will be happy to help.

Enquiries

If you have any queries regarding your invoice please call **0800 0121 661** Further information is available on our website www.robinhoodenergy.co.uk.

BACS Payments

For customers wishing to pay by BACS, our account details are:

Bank Name: Lloyds Bank plc

Account Name: Robin Hood Energy

Account No: 56275360

Sort Code: 30-96-18

Please ensure that the remittance advice clearly states the Invoice Number, the amount paid and the Account Number. This should be marked for the attention of Robin Hood Energy. You can email the remittance advice to us at Business@robinhoodenergy.co.uk



Gas and Electricity Emergencies

Gas

If you can smell gas and believe there is a gas leak please call National Grid's 24 hour gas emergency service on: 0800 111 999

Smell Gas?

What do I do in the event of a possible gas escape?

- Report the gas escape on 0800 111 999. If you are calling from a mobile phone, then go outside first.
- Turn the gas off at the meter/emergency control and leave it off until the escape has been repaired.
- Extinguish all naked flames.
- Open doors and windows for ventilation.
- Keep people away from the area affected.
- Do not turn any electrical switches on or off.
- If an electrical security entry lock/phone is fitted, then this must not be operated. The door must be opened manually when the engineer arrives.
- Immediate access by the National Grid engineer is required.
- Do not smoke or strike matches.
- *Underground advice* Do not re-enter the area, even to turn off the meter. Turn off all other appliances above ground, evacuate the building, and inform the site manager.

Electricity

In the event of an electricity emergency, the following contact numbers can be used:

1) Unlike gas where one number covers all regions, with electricity emergencies it is your area operator who will be able to assist. If you have a copy invoice - the reverse side shows you the number which applies to your area.

Alternatively, to ascertain which area you are in, this is found on your MPAN or your bill. Your area is shown by the first two digits of the bottom row, which represent your Public Electricity Supplier (PES) area. The corresponding contact telephone numbers are shown below.

First two digits of MPAN Core PES Area Emergency Tel. No:

- 10** Eastern (EELC) 0800 783 8838
- 11** East Midlands (EMEB) 0800 056 8090
- 12** London (LOND) 0800 028 0247
- 13** Merseyside and North West (MANW) 0845 272 2424
- 14** Midlands (MIDE) 08457 331 331
- 15** Northern (NEEB) 0800 66 88 77
- 16** North Western (NORW) 0800 195 4141
- 17** Scottish and Southern 0800 300 999
- 18** Scottish Power 0845 27 27 999
- 19** South Eastern (SEEB) 0800 783 8866
- 20** Southern (SOUT) 0845 770 8090
- 21** South Wales (SWAE) 0800 052 0400
- 22** South Western (SWEB) 0800 365 900
- 23** Yorkshire (YELG) 0800 375 675

Electricity Continued

Please report to us or to your area operator if any of the following incidents occur:

- Electricity meters and associated equipment that is not secure or waterproof.
- Overhead lines that are on the ground or have become low enough for the public or vehicles to come in contact with them.
- Sparking overhead wires that have become damaged or caught up by broken tree branches.
- Damage to equipment or lines.
- Broken substation fences or damaged electricity manhole covers in the road or pavement which leave live equipment exposed.

If there are cables on or near the ground, please keep clear of them and stop anyone else approaching them. The cables may still be alive and able to conduct electricity through damp ground or metallic objects. If these cables are on the public highway or footpaths, dial 999, and report the matter to the police. In the meantime you can help by keeping the public/passers-by away from the area.

2) Call Robin Hood Energy on **0800 0121 661**



Guaranteed Standards of Performance

As an energy supplier, there are Guaranteed Standards that Robin Hood Energy has to adhere to when delivering your energy supply. These standards are set by the industry regulator Ofgem. They apply to our domestic and micro-business customers and entitle them to compensation if the standards are not met.

There are also Guaranteed Standards which apply to your electricity distribution company and gas transporter. These cover supply interruptions and maintenance work etc.

Making and Keeping Appointments

You may ask us, or we may need to, visit your site to resolve a problem related to your energy supply. We will arrange an appointment in a reasonable time. We will normally offer you a 4 hour slot, but at your request we can agree on a 2 hour slot. If we need to rearrange your appointment we will let you know in advance. We will keep our appointment unless we rearrange it or you tell us you want to cancel it.

Failure to meet the Guaranteed Standards of Performance

If we fail to meet this standard, we will make a £30 payment to you within 10 working days. If we don't do this on time, you will be entitled to a further £30. If we don't pass within 10 working days a payment that we have received for you from an electricity distribution company or gas transporter we will also make a £30 payment to you.

When doesn't Guaranteed Standards of Performance apply?

There are exemptions to the Guaranteed Standards, under which we are not required to make a compensation payment covering circumstances beyond our control and including:

- We and you disagree over whether a standard was not met. If that is the case, we will explain you how you can raise a dispute with Ofgem.
- You told us that you did not want us to take any action.
- You are out when we visit at the agreed appointment time
- You cancel an appointment
- If we rearrange or cancel an appointment, but provide one day's notice
- If we're investigating if an appointment failed and this takes longer than 10 days, the additional credit of £30 wouldn't apply
- Severe weather
- We are unable to access a relevant building
- We would be in breach of any regulation

In these Guaranteed Standards, a working day means any day other than a Saturday, a Sunday, Christmas Day, Good Friday or a day that is a bank holiday. Working hour's means between 8:45am and 4:45pm on Monday to Friday. Any contact outside these hours will count from the next day.

If you have any questions regarding the Guaranteed Standards and how these affect you as a Robin Hood Energy customer, you can call us free on **0800 0121 661** or email us on **Business@robinhoodenergy.co.uk**



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