



Energy cost savings for Berkshire Care Association members

The Berkshire Care Association (BCA) has teamed up with Make It Cheaper to help its members benefit from the best available energy prices on the market. This document is designed to help the BCA to help its members save money on their electricity and gas.

1. Explain the background. Make It Cheaper is:
 - The largest non-domestic energy price comparison and switching service;
 - Independently owned and committed to offering the best deal for the customer ;
 - Free to use;
 - The only service to compare and offer prices from all of the 'Big 6' suppliers;
 - The preferred partner taking leads from eg uSwitch, HBOS, the Law Society and RETRA;
 - Receiving approximately 2k enquiries every week from businesses.

2. Explain how business energy contracts work:
 - Unlike household utilities, businesses are not free to switch suppliers at any time;
 - 95% of businesses are in a contract which lasts 1-5 years;
 - Suppliers offer attractive 'new customer' rates and penalise loyal customers with uncompetitive rates;
 - If a business does not serve notice on its supplier it will be automatically rolled in to a new contract typically on higher rates for another 1-2 years (Make It Cheaper can supply a template termination letter);
 - Make It Cheaper reads the small print, knows how and when to serve notice and can advise its customers on how to get on, and stay on, competitive energy rates.

3. Explain how Make It Cheaper works with the BCA and its members:
 - i. Help the customer to complete a Letter of Authority and see that it is faxed with recent bills to Make It Cheaper (0845 833 2714);
 - ii. The Letter of Authority allows Make It Cheaper to contact the customer's supplier(s) to confirm when its current energy contract(s) ends;
 - iii. Make It Cheaper contacts the customer and advises on its current situation and when action is required ie when the customer's current contract is due to end;
 - iv. Make It Cheaper calls the customer ahead of its contract renewal date to get it the best rates in the market in a process which should take no more than 10 minutes on the 'phone.

As a courtesy, Make It Cheaper can also help with household utilities.
Interested enquiries should call 01622 845510.