

Key questions customers should ask about an energy contract



The Chartered Institute of Purchasing and Supply (CIPS), through the CIPS Energy Group have been working with Ofgem to represent the interests of purchasing and supply management professionals involved in buying energy



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Ofgem's Non-Domestic Working Group, bringing together representatives from suppliers and buyers of energy, have developed a series of nine key questions customers should ask about an energy contract.

1 What are the charges per kWh?

- Are there any fixed or standing charges?
- For electricity, are there charges per kVA (for capacity charges)?

2 Can the price I pay for energy change during the life of the contract?

- If so, how will you tell me about this or any other changes to the contract? Are charges fixed or variable?
- If they are fixed, how long for?
- If they are variable, which parts may vary?

3 What happens at the end of my contract or the fixed-term period if I stay with you as my supplier?

- What happens at the end of my contract or the fixed-term period if I do not renew my contract?

4 What is the duration of this contract?

- Will you remind me of the contract end date?
- What do I have to do if I want to end the contract early?

5 How and when do I contact my supplier if I want to switch energy supplier?

- In what circumstances can you stop me switching to another energy supplier?

6 Who can I contact to find out more information about my contract, and what information will they need from me to look up these details?

7 Under what circumstances can my energy supply be cut off?

- What notification would I receive and what procedures must be followed?

8 What options are available regarding payment terms?

9. Am I committed to taking a minimum volume?

- Is there a maximum volume?

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