

Better value, delivered.

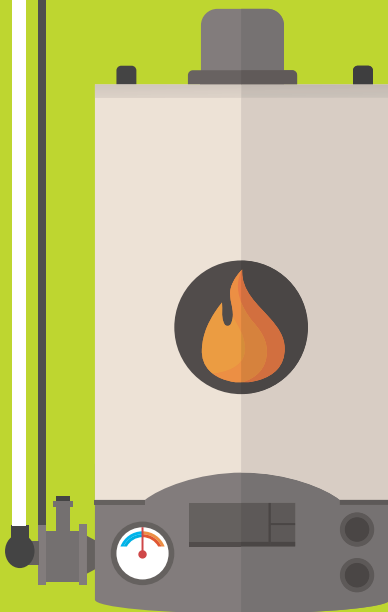


FAQs: Electricity and Gas Contracts

We have a wide range of energy framework solutions, all set up through a competitive procurement process ready for when you need to set up your school's compliant contracts.

We understand that securing energy contracts can sometimes be complicated, but we're here to support you every step of the way.

We've put together some handy FAQs to help guide you when it comes to electricity and gas contracts for your school. Start saving on energy – the power is in your hands!

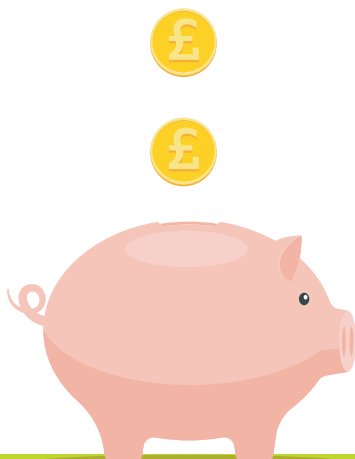


1. Why join one of our energy frameworks?

The contracts we offer aren't like the contracts energy brokers will try to sell you. Like most schools and academies, we're a public sector organisation too. We were set up in the 1970s to help schools and local authorities save money on products and contract agreements, so we don't work on commission and we're not trying to make a profit from our customers. All our support is free of charge and if we don't have the right solution for you at YPO, we'll point you in the right direction for something suitable for you elsewhere.

Top 5 reasons to choose YPO for your energy contracts:

- 1. Trusted by schools** – More than 3,500 school accounts managed by YPO
- 2. Reduce your bills** – We're generally cheaper against the average wholesale market cost. By trading your energy volumes intelligently, understanding market demands and by reviewing your whole bill, we aim to keep your costs as low as possible
- 3. Hassle free energy** – Our experts make sure your school complies with all procurement legislation. We'll also help you understand your energy bills, which isn't always easy!
- 4. Never hidden charges** – Because we're a not for profit organisation, there are no commercial management fees that you might get charged elsewhere. The savings are passed straight to you
- 5. Your energy partners** – Our energy experts are never more than a click or call away. We help validate your bills, provide access to your billing information online, and keep you up to date with changes to the energy market too



Over 3,500 schools
are using our gas and electricity contracts

2. How do I get a quote from you?

Drop us an email at: educationprocurement@ypos.co.uk and somebody in the team will guide you through the steps for sorting out your quote. The first thing you'll need to do is fill out a Letter of Authority (LoA). We've highlighted the three steps to take for receiving a quote below.

Step 1: Letter of Authority (LoA)

By signing a LoA, it lets us carry out a detailed price comparison on your behalf. Without this we can't give you a full picture on where you could be saving money on your energy, or carry out a thorough comparison. If we can't save you money, we won't encourage you to sign up to our contract. We'll never sign you up to a contract without your consent, and we don't request permission to cancel your current contracts without your knowledge, as some energy brokers have been known to do.

We've got a LoA template to help you. You'll just need to include the wording on your letterhead paper, sign it and email it back to us at: educationprocurement@ypos.co.uk



Letter of Authority (LoA)

To whom it may concern,

I hereby authorise YPO to discuss our energy contracts (gas and electricity) with its providers and to liaise with our incumbent supplier.

This LoA shall remain valid for a period of 24 months from the date of signature.

I authorise YPO to:

- I. Request and receive current and historical account information including consumption history, supply numbers, pricing details, contract end dates
- II. Obtain information from third party industry databases, for example supplier; metering details
- III. Request prices on my behalf

Date:

Printed name:

Signature:

Step 2: Dig out a recent gas and electricity bill

This can be a bill directly from your existing energy supplier or from your local authority. We can extract the information we need when we're sorting your quote.

The energy suppliers on our frameworks request that all new potential customers fill out a **new business form**, which will give them all the relevant data and information in order to provide you with the most accurate quote. We'll fill this form out on your behalf using the information from your recent bills.

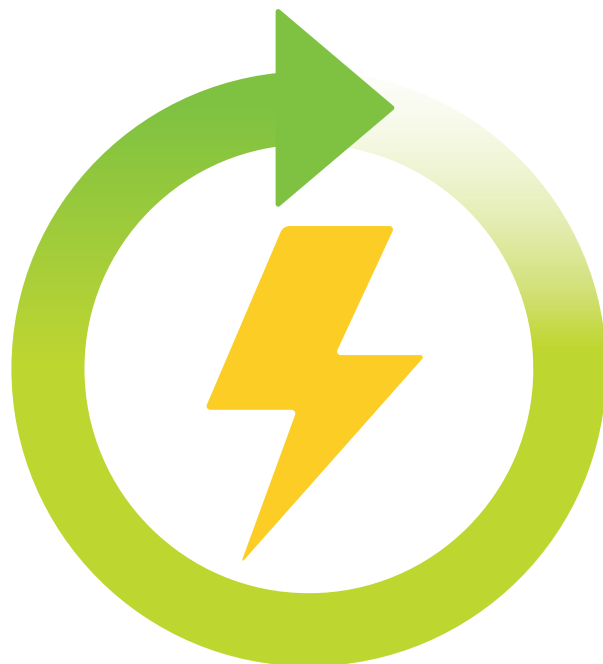
Step 3: New business form

When the new business form has been filled out and completed, we'll then send your new business request onto our relevant supplier. We'll discuss what contract option is best for you and look at ways to reduce your energy costs.

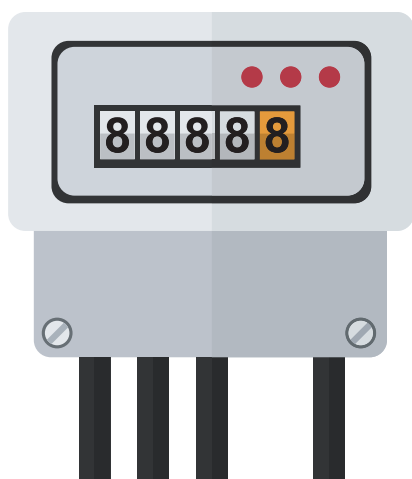
When we send the quotation requests onto our suppliers, we include the following information:

- New business form
- LoA
- Your contract requirements
- Preferred contract start date

We usually see quotes returned to us within three-five working days after all information has been sent to the supplier.



3. Where can I find my meter point number?



Electricity meter number – You can usually find your electricity supply number on your electricity bill. It's a 21 digit number which usually starts with an 'S' and will be in either a table or a row. It's also known as a Meter Point Administration Number (MPAN).

Gas meter number – You can usually find your gas supply number on your gas bill. It consists of 6-10 numerical digits and is also known as a Meter Point Reference Number (MPRN). Alternatively, this information can be requested from your existing supplier, or you can send us a copy of your most recent bill and we would be happy to get this information for you.

4. What contracts do you have available?

We offer a range of contracts that are available across a variety of contract lengths, this includes periods of 12, 24, 36 and 48 months.

Contract options – Our energy contracts aren't like the ones energy brokers will try and sell you. By joining YPO, you become part of a huge group of public sector energy customers. We manage more than 3,500 school accounts, so you're in safe hands.

YPO flexible contract – Our most popular choice. For customers in this trading basket, the volumes are bought throughout the preceding 24 months at optimum trading times when prices are lowest in order to deliver a fixed 12 month price from 1 April each year.

This means we can take advantage of dips in the market and reduce supplier premiums and pass these benefits to our customers. You receive a fixed price each April for the following 12 months based on the pricing we've secured.

.....

YPO fixed contract – This provides contract pricing based on wholesale market pricing on the day the quote is prepared and is a good option when the market price is low. It locks the cost of the electricity or gas for the duration of the contract but pass-through costs (the additional costs such as green taxes or industry charges) can change as regulation changes. This option provides some level of budget certainty as the price remains static unless there's any change to the pass-through costs.

Available in contract terms from 12-48 months to suit your specific needs. Our fixed contract provides many of the benefits associated with the flexible contract, but provides longer term budget certainty that some customers prefer.

Please note – This is available for electricity (MPAN) half hourly meters and gas (MPRN) meters only.

YPO fully fixed contract – If you prefer budget certainty and would like the stability of knowing that your monthly charges cannot change over the length of the contract, this option would be the best one for you. This is available in 12-48 month contracts also and operates like a fixed contract, but everything on the bill is fixed, not just the cost of electricity or gas.

This option is typically slightly higher in cost due to the supplier taking the risk of any changes passed through from government or the energy industry. But if that does happen, those costs can't be passed onto you. Long term budget certainty is assured. This is a great option for peace of mind and making sure your energy costs work within your budget.



5. When does my current contract end?

If you're already supplied under the YPO framework for your gas and electricity supplies, please contact us with your MPRN or MPAN and we'll contact the suppliers on your behalf. Email: educationprocurement@ypo.co.uk

If you're not under one of our frameworks, please request this with your current energy provider. After you've been sent this information, we'll then be able to help and guide you forward with any renewal requests you might have.

6. Are we eligible for reduced VAT?

VAT is normally charged at 20% on business energy. However, in certain circumstances a business energy customer can qualify for a reduced VAT rating and only needs to pay the domestic rate of 5%.



7. What are deemed rates?

These are the rates that apply when your current contract expires or is terminated, and you haven't switched to a new supplier.

Please note – These rates can often be double the usual amount.

8. Do you offer a bill validation service?

Yes! Our framework: **Bill Validation and Energy Management – 1033** offers a bill validation service through Utilidex. This framework started on 1 October 2020 and is available until 30 October 2024.

Bill validation is a service which checks that the invoices sent from an energy provider are accurate and correct against your own defined criteria. This framework provides you with an online portal to support you with your day to day energy management at school, and has analytical tools to help you with your energy/carbon reduction targets as well.



9. Do I get account management support from you?

Yes you do. Our contracts have dedicated support staff inside our supplier's organisations, meaning you don't get a call centre number for support like you would with a contract from an energy broker. You get a dedicated account manager and credit controller who you can contact directly to discuss any aspect of your contract.