

## TERMS AND CONDITIONS FOR SUPPLY OF SERVICES

### 1. Interpretation

The following definitions and rules of interpretation apply in these Conditions.

#### 1.1. Definitions:

**Business Day:** a day other than a Saturday, Sunday or public holiday in England, when banks in London are open for business.

**Charges:** the charges payable by the Customer for the supply of the Services (and any Supplementary Services for which any additional charges are agreed) in accordance with clause 6 (Charges and payment).

**Commencement Date:** has the meaning given in clause 2.2.

**Conditions:** these terms and conditions as amended from time to time in accordance with clause 12.5.

**Contract:** the contract between the customer and NGP for the supply of Services and any agreed Supplementary Services, incorporating the Letter of Authority and these Conditions.

**Controller, processor, data subject, personal data, personal data breach, processing and appropriate technical measures:** as defined in the Data Protection Legislation.

**Customer:** the person or firm who purchases Services and any agreed Supplementary Services from NGP.

**Customer Default:** has the meaning set out in clause 5.2.

**Data Protection Legislation:** the UK Data Protection Legislation and any other European Union legislation relating to personal data and all other legislation and regulatory requirements in force from time to time which apply to a party relating to the use of personal data (including, without limitation, the privacy of electronic communications); and the guidance and codes of practice issued by the relevant data protection or supervisory authority and applicable to a party.

**Energy Contract:** a contract entered into by the Customer (or by NGP on the Customer's behalf) with the Energy Supplier, resulting from and/or as part of provision of the Services.

**Energy Supplier:** the energy supplier the Customer chooses to enter into an Energy Contract with.

**Intellectual Property Rights:** patents, utility models, rights to inventions, copyright and neighbouring and related rights, moral rights, trademarks and service marks, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how and trade secrets), and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights

and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.

**Letter of Authority:** a letter from the Customer authorising NGP to act on behalf of the Customer in matters pertinent to the supply and service of gas and electricity to the Customer.

**NGP:** Northern Gas & Power Limited, a company registered in England and Wales under company number 08430003, with registered address as Baltic Place East Tower, South Shore Road, NE8 3AE, together with our group companies and subsidiaries, (including but not limited to NGP Utilities Limited, NGP SME Limited, NGP EMS Limited, Energies France Limited, and Global Procurement Group Limited).

**Scope of Services:** the description of the Services provided in Schedule 1.

**Services:** the services to be supplied by NGP to the customer for the purposes of brokering energy supply contracts as set out in the Scope of Services.

**Supplementary Services:** any specific services that are agreed between the parties and which are additional to the Services.

**UK Data Protection Legislation:** all applicable data protection and privacy legislation in force from time to time in the UK including the General Data Protection Regulation ((EU) 2016/679); the Data Protection Act 2018; the Privacy and Electronic Communications Directive 2002/58/EC (as updated by Directive 2009/136/EC) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended.

#### 1.2. Interpretation:

(a) A reference to a statute or statutory provision is a reference to it as amended or re-enacted. A reference to a statute or statutory provision includes all subordinate legislation made under that statute or statutory provision.

(b) Any words following the terms including, include, in particular, for example or any similar expression, shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.

### 2. Basis of contract

2.1. The Letter of Authority constitutes an offer by the Customer to purchase the Services and any agreed Supplementary Services in accordance with these Conditions.

- 2.2. The offer referred to in clause 2.1 shall only be deemed to be accepted when the Letter of Authority signed by the Customer is received by NGP at which point this Contract shall come into existence (Commencement Date).
  - 2.3. Any samples, drawings, illustrations, descriptive matter or advertising issued by NGP, are issued or published for the sole purpose of giving an approximate idea of the Services and any agreed Supplementary Services described in them. They shall not form part of the Contract or have any contractual force.
  - 2.4. All of NGP's proposals provided to the Customer contain indicative energy market prices and as such do not constitute a contract and the rates are not guaranteed. NGP's proposed rates are only guaranteed once a contract has been agreed between the Customer and the rates have been confirmed and secured by the Customer's chosen energy supplier.
  - 2.5. These Conditions apply to the Contract to the exclusion of any other terms that the Customer seeks to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.
  - 2.6. Any quotation given by the Energy Supplier, via NGP, shall not constitute an offer, and is only valid for the period specifically stated when the quotation is offered.
- 3. Supply of Services and any agreed Supplementary Services**
- 3.1. NGP shall supply the Services to the Customer in accordance with the Scope of Services in all material respects.
  - 3.2. Supplementary Services (including for specific projects or consultancy work) may also be provided by NGP where the scope and cost of these additional services are agreed in writing between NGP the Customer. An indicative list of the Supplementary Services that are available to the Customer through NGP upon request and subject to NGP's agreement (in line with clause 6.7 below), is set out at Appendix 1.
  - 3.3. NGP shall use all reasonable endeavours to meet any performance dates specified by us, but any such dates shall be estimates only and time shall not be of the essence for performance of the Services and any agreed Supplementary Services.
  - 3.4. NGP warrants to the Customer that the Services and any agreed Supplementary Services will be provided using reasonable care and skill.
- 4. Agency & Partnership**
- 4.1. NGP is an independent energy consultant, and nothing in these Terms is intended to, or shall be deemed to, establish any partnership between the parties, or constitute any party the agent of another party.
- 5. Customer's obligations**
- 5.1. The Customer warrants, represents and undertakes:
    - (a) To co-operate with NGP in all matters relating to the Services and any agreed Supplementary Services, including providing all relevant information in a timely manner as may be required;
    - (b) To comply at all times with these Terms, as well as any applicable terms & conditions of any relevant supplier, relating to any energy supply contract;
    - (c) To comply with all applicable legislation;
    - (d) That it shall not (nor shall it authorise any third parties to) make any amendments to the Energy Contracts without the prior written consent of NGP;
    - (e) That the Energy Contracts will commence (i.e., the supply of energy to the Customer will start (Go Live)), run their full course and will not be cancelled, terminated, assigned to a third party, or otherwise transferred away from the Customer or Energy Supplier without the prior written consent of NGP; and
    - (f) To immediately inform NGP of any change in the Customer's circumstances, or business(es); which may affect the provision of services, or the fulfilment of any energy supply contract.
    - (g) That it has given NGP its express permission to communicate with it by telephone, email or in writing to discuss further products or services, including but not limited to future Energy Contracts, which permission remains effective unless and until the Customer tells NGP otherwise.
  - 5.2. If NGP's performance of any of its obligations under the Contract is impacted, prevented or delayed by any act or omission by the Customer or failure by the Customer to perform any relevant obligation (Customer Default):
    - (a) without limiting or affecting any other right or remedy available to it, NGP shall have the right to suspend performance of the Services and any agreed Supplementary Services until the Customer remedies the Customer Default, and to rely on the Customer Default to relieve it from the performance of any of its obligations in each case to the extent the Customer Default prevents or delays NGP, or the Energy Supplier's performance of any of its obligations;
    - (b) NGP shall not be liable for any costs or losses sustained or incurred by the Customer arising directly or indirectly from the NGP's, or the Energy Suppliers failure or delay in performing any of its obligations as set out in this clause 5.2; and
    - (c) the Customer shall reimburse NGP on written demand for any costs or losses sustained or incurred by NGP arising directly or indirectly from the Customer Default.

- 5.3. If the Customer uses NGP's Services in order to obtain an Energy Contract, which then fails to Go Live, or is cancelled, terminated, assigned or otherwise transferred away from the Customer or Energy Supplier, or the Customer chooses not to proceed with the Energy Contract for any reason, including but not limited to the agreeing of a duplicate energy contract or submitting a change of tenancy or change of occupancy (COT / COO), then NGP will be entitled to charge a Default Fee of the value equating to 5% of the total value of the Energy Contract to the Energy Supplier plus VAT.
- 5.4. The Customer acknowledges that by entering into an energy supply contract with an Energy Supplier, the Customer is contracting directly with the Energy Supplier in this respect, and not with NGP. As such, the Customer agrees that NGP is not liable in relation to any transactions, dealings, or arrangements made between the Customer and the relevant Energy Supplier, and that any such transactions, dealings, or arrangements (including any payment obligations) are the Customer's sole responsibility.
- 6. Charges and payment**
- 6.1. By agreeing to use the Services, the Customer agrees that NGP is entitled to receive a commission for providing the Services.
- 6.2. NGP will only earn a commission if it is successful in brokering an Energy Contract with an Energy Supplier on the Customer's behalf. If NGP is not successful in brokering an Energy Contract on the Customer's behalf with an Energy Supplier, NGP will earn no commission and the Services are cost free to the Customer, unless there have been prior alternative commercial arrangements agreed between NGP and the Customer.
- 6.3. If NGP earns a commission, the Services are not cost free to the Customer. Unless agreed otherwise, NGP's commission:
- is included within the energy suppliers' proposals that NGP presents to the Customer;
  - amount is included within the energy unit rate (kWh) and/or the standing charge in the Energy Contract;
  - is paid to NGP directly by the chosen Energy Supplier; and
  - where included in the energy unit rate, is dependent on the volume of energy unit (kWh) consumed by each meter or group of meters NGP has have contracted (brokered) on the Customer's behalf with an Energy Supplier.
- 6.4. The maximum commission NGP will charge in the energy unit rate is £0.03 per kWh of energy unit consumed by the meter or group of meters contracted.
- 6.5. The Customer will not pay any additional fees for NGP's Services on top of what NGP presents in the energy suppliers' proposals, unless there have been prior alternative commercial arrangements agreed with between NGP and the Customer.
- 6.6. NGP will disclose to the Customer on request the commission it is proposed NGP will receive in respect of a proposed energy supply contract, if the Customer's request is made prior to the Customer entering into that energy supply contract. NGP will have no obligation to provide the Customer with details of any commission that NGP has received (or is entitled to receive) in respect of an Energy Contract after the Customer has signed the Energy Contract.
- 6.7. There may be an additional fee for certain Supplementary Services. The Scope of any Supplementary Services NGP agrees to provide and any additional fees payable by the Customer to NGP for such Supplementary Services shall be agreed in writing and may be charged on a fixed fee or a time and expense basis. The Customer will not be charged for any Supplemental Service provided by NGP unless the fees for that Supplemental Service have been agreed between the Customer and NGP in writing.
- 6.8. This Clause 6 is without prejudice to NGP's right to charge a Default Fee under clause 5.3 above. Any Default Fee that becomes due and owing to NGP is payable no later than 30 days from the date of NGP's invoice.
- 7. Intellectual property rights**
- 7.1. All Intellectual Property Rights in or arising out of or in connection with the Services and any agreed Supplementary Services (other than Intellectual Property Rights in any materials provided by the Customer) shall be owned by NGP.
- 7.2. The Customer shall not sub-license, assign or otherwise transfer the rights granted in this clause 7.
- 7.3. The Customer grants NGP a fully paid-up, non-exclusive, royalty-free, non-transferable licence to copy and modify any materials provided by the Customer to the Energy Supplier for the term of the Contract for the purpose of providing the Services to the Customer.
- 8. Data protection**
- 8.1. Both parties will comply with all applicable requirements of the Data Protection Legislation. This clause 8 is in addition to, and does not relieve, remove or replace, a party's obligations or rights under the Data Protection Legislation. In this clause 8, Applicable Laws means (for so long as and to the extent that they apply to NGP) the law of the European Union, the law of any member state of the European Union and/or Domestic UK Law; and Domestic UK Law means the Data Protection Legislation from time to time in force in the UK and any other law that applies in the UK.
- 8.2. The parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the controller and NGP is the processor.

- 8.3. The Customer acknowledges that any additional data relating to the Energy Contract may be accessed and processed until three months after the Energy Contract has ended.
- 8.4. The Customer acknowledges that NGP, once authorised to do so by the Customer (by signing the Letter of Authority), may:
- gather the Customer's data (both commercial and incidental personal data as the case may be) from the Customer and from third party suppliers, including but not limited to organisations such as Ecoes, Xoserve, The AQ Checker and/or Electralink, which are each data acquisition tools that are sourced through third-party providers, subject to strict permissions and guidelines;
  - share the Customer's data (both commercial and incidental personal data) with the energy providers that NGP works with and, more specifically, with the Customer's chosen energy provider(s), which may require NGP to assign or at least share the right to process the Customer's data. The Customer consents to such sharing and/or assignment of those data, as the case may be; and
  - process the Customer's data for research and development purposes.
- 8.5. NGP will store the Customer's data anonymised as necessary for the purposes set out in clause 8.4.
- 9. Limitation of liability: THE CUSTOMER'S ATTENTION IS PARTICULARLY DRAWN TO THIS CLAUSE.**
- 9.1. Nothing in the Contract limits any liability which cannot legally be limited, including but not limited to liability for:
- death or personal injury caused by negligence; and
  - fraud or fraudulent misrepresentation.
- 9.2. NGP's total liability to the Customer in relation to an Energy Contract shall not exceed the amount of 5% of the average annual value of that Energy Contract to the Energy Supplier plus VAT. NGP's total liability includes liability in contract, tort (including negligence), breach of statutory duty, or otherwise, arising under or in connection with the Contract.
- 9.3. Subject to clause 9.1, NGP shall not be liable to the Customer, whether in contract, tort, (including negligence), breach of statutory duty, or otherwise, arising under or in connection with this contract for:
- Loss of profits;
  - Loss of sales or business;
  - Loss of agreements or contracts;
  - Loss of anticipated savings;
  - Loss of use or corruption of software, data, or information;
  - Loss of / damage to goodwill;
  - Indirect or consequential loss.
- 9.4. Unless the Customer notifies NGP that it intends to make a claim in respect of an event within the notice period, NGP shall have no liability for that event. The notice period for an event shall start on the day on which the Customer became, or ought reasonably to have become, aware of the event having occurred and shall expire six months from that date. The notice must be in writing and must identify the event and the grounds for the claim in reasonable detail.
- 9.5. This clause 9 shall survive termination of the Contract.
- 10. Termination**
- 10.1. Without prejudice to the foregoing, and any other rights and remedies that NGP may have, NGP shall be entitled to terminate or suspend the Services and any agreed Supplementary Services immediately upon written notice to the Customer in the event that:
- The Customer is in breach of any of the provisions of these Terms and that in the case of breach capable of remedy such breach shall not have been remedied within 7 days of written notice from NGP to the Customer specifying such breach; or
  - NGP suspects on reasonable grounds that the Customer may have committed or attempted to have committed any fraud against NGP and/or any relevant Energy Supplier.
- 11. Consequences of termination**
- 11.1. The Customer hereby agrees to indemnify, keep indemnified, defend, and hold NGP and its parent companies, subsidiaries, affiliates, and each of their respective officers, directors, employees, owners, agents, suppliers, contractors, partners, information providers, and licensors harmless from and against any and all claims, damages, liability, demands, losses, costs, and expenses (including legal fees) (whether or not foreseeable or avoidable) incurred or suffered by any of such parties and any claims or legal proceedings which are brought or threatened arising out of or in connection with any use by or conduct of the Customer in relation to any of the Services and any agreed Supplementary Services, any transactions, dealings, or arrangements made with any third party as a result of using the Services or any breach of any of the provisions of these Terms or of any law or the rights of any third party.
- 11.2. On termination of this contract the Customer shall immediately pay to NGP all of NGP's outstanding unpaid invoices and interest and, in respect of Services and any agreed Supplementary Services supplied but for which no invoice has been submitted, NGP shall submit an invoice, which shall be payable by the Customer immediately on receipt.
- 11.3. Termination (or expiry) of the Contract shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination (or expiry), including the right to claim damages in respect of any

breach of the Contract which existed at or before the date of termination (or expiry).

## 12. General

12.1. **Force majeure.** Neither party shall be in breach of the Contract nor liable for delay in performing, or failure to perform, any of its obligations under the Contract if such delay or failure result from events, circumstances or causes beyond its reasonable control.

### 12.2. Assignment and other dealings.

- (a) NGP may at any time assign, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with any or all of its rights and obligations under the Contract.
- (b) The Customer shall not assign, transfer, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with any of its rights and obligations under the Contract without the prior written consent of NGP.

### 12.3. Confidentiality.

- (a) Each party undertakes that it shall not at any time during the Contract, and for a period of five years after termination of the Contract, disclose to any person any confidential information concerning the business, affairs, customers, clients or suppliers of the other party, except as permitted by clause 12.3(b). For the avoidance of doubt, this shall include any potential fee paid to NGP, whether directly from the Customer or from the Energy Supplier.
- (b) Each party may disclose the other party's confidential information:
  - (i) to its employees, officers, representatives, subcontractors or advisers who need to know such information for the purposes of carrying out the party's obligations under the Contract. Each party shall ensure that its employees, officers, representatives, subcontractors or advisers to whom it discloses the other party's confidential information comply with this clause 12.3; and
  - (ii) as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.
- (c) Neither party shall use the other party's confidential information for any purpose other than to perform its obligations under the Contract.

### 12.4. Entire agreement.

- (a) The Contract constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.

- (b) Each party acknowledges that in entering into the Contract it does not rely on and shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in the Contract. Each party agrees that it shall have no claim for innocent or negligent misrepresentation, or negligent misstatement based on any statement in the Contract.

- (c) Nothing in this clause shall limit or exclude any liability for fraud.

12.5. **Variation.** Except as set out in these Conditions, no variation of the Contract shall be effective unless it is in writing and signed by the parties (or their authorised representatives).

12.6. **Waiver.** A waiver of any right or remedy under the Contract or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent right or remedy. A failure or delay by a party to exercise any right or remedy provided under the Contract or by law shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under the Contract or by law shall prevent or restrict the further exercise of that or any other right or remedy.

12.7. **Severance.** If any provision or part-provision of the Contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of the Contract.

### 12.8. Notices.

- (a) Any notice, or other communication, given to a party under or in connection with the Contract shall be in writing and shall be delivered by hand or by pre-paid first-class post or other next working day delivery service at its registered office (if a company) or its principal place of business (in any other case); or sent by email.
- (b) Any notice, or communication, shall be deemed to have been received:
  - (i) if delivered by hand, on signature of a delivery receipt, or at the time the notice is left at the proper address; and
  - (ii) if sent by pre-paid first-class post or other next working day delivery service, at 09.00 am on the second Business Day after posting or at the time recorded by the delivery service; and



- (iii) if sent by email, at the time of transmission, or, if this time falls outside business hours in the place of receipt, when business hours resume. In this clause 12.8(b)(iii), business hours means 9.00am to 5.00pm Monday to Friday on a day that is not a public holiday in the place of receipt.
  - (c) This clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any other method of dispute resolution.
- 12.9. **Third party rights.**
  - (a) Unless it expressly states otherwise, the Contract does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Contract.
  - (b) The rights of the parties to rescind or vary the Contract are not subject to the consent of any other person.
- 12.10. **Governing law.** The Contract, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by, and construed in accordance with the law of England and Wales.
- 12.11. **Jurisdiction.** Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with the Contract or its subject matter or formation.

### **Schedule 1 – Scope of Services**

1. We (NGP) will in each case perform for you (the Customer) those services that are set out in your Letter of Authority. This will include, but is not limited to, gathering details of your existing energy contracts and energy requirements (including but not limited to your energy consumption pattern, specific needs, strategy, budget, green credentials, preferred payment method and credit history) for the purpose of obtaining energy contract offers from Energy Suppliers.
2. After considering your energy contracts and requirements, we will endeavour to secure a range of quotes for you. The choice of available suppliers may be limited due to your specific circumstances; including, but not limited to; credit score, payment type, customer's preferred supplier, meter type, location of meter, product choice, particular services required and load. These factors and others are out of our control and can impact upon the price(s) available to you and your access to certain supplier(s). We will provide pricing based on your own particular circumstances and requirements; this may give us more or less choice.
3. After reviewing the deals being offered by the suppliers that we have access to, and subject to your requirements and particular circumstances at the time we search for quotes, we will then present you with a number of energy contract offers obtained from Energy Suppliers for your selection. At this stage, upon request, we will provide you with any guidance or advice that you may require on these offers, although it is ultimately your decision as to which offer you select, if any.
4. We are not a price comparison service. Although we work with many suppliers, we do not have access to every supplier and to every deal that might be available to you or any other customer. We do not guarantee we will have access to the objectively cheapest deal on the market, or that you will qualify for any deal that an Energy Supplier may offer for the reasons outlined at point 2 in this Schedule 1 - Scope of Services.
5. Value for money is one of our considerations when putting forward different Energy Suppliers and specific energy contracts. For the avoidance of doubt, these deals may not be the cheapest on the market, but are the deals which we believe are broadly competitive and appropriate to you, and we do not warrant to always offer you the 'cheapest deal'.
6. Quality of Service is a priority as part of your customer journey. In addition to our procurement service, using our Services gives you access to our expertise and Supplementary Services. We refer you to Appendix 1 for further information and details of the Supplementary Services that we offer, which are available on request (in some cases for an additional fee) and subject to our agreement. If you are interested in any of these Supplementary Services, you can contact us on +44 (0)3 300 300 800.

### Appendix 1 – Supplementary Services

This is a list of Supplementary Services that are available through NGP. Some of these Supplementary Services are free of charge and some are chargeable. Supplementary Services are available upon request. If you are interested in any of NGP's Supplementary Services, you can contact us on +44 (0)3 300 300 800.

		What we do	Description	Benefits	Time Range
Contract negotiation stage	Energy procurement assessment	Dedicated pricing specialist	Essential to customer during tendering process	Use our expertise to provide a range of supplier options, contract lengths, contract types and any bespoke options	5 to 10 hours
		Bill analysis	First review of customer invoices by the account manager	Assessment of the current bill for anomalies such as overcharging of VAT and incorrect government charges such as CCL	2 to 5 hours
		Portfolio review	Required when the customer has multiple meters and sites in order to align contract end dates	Review / feedback on actions to be taken to align all contracts and take advantage of cost / time savings	Up to 1 hour
		Credit assessment & support	Our experience in the market means that we are able to support customers with poor credit ratings in getting suitable energy contracts	Our experience in the market means that we are able to support customers with poor credit ratings in getting suitable energy contracts. Using our awareness of a customer's 'poor' credit at the tendering stage means that contracts can be monitored closely	0.5 to 3 hours
		Quote presentation	Providing accurate and fully detailed quote documents to the customer to explain fit for purpose	Our expert knowledge allows us to present quote comparisons that are a transparent and as accurate as possible due to the use of Spark's grid API's	1 to 5 hours
		Supplier issue resolution	Letter of authority as a support mechanism to engage with supplier and resolve any issues on the customer's behalf	Prospective customers can draw on our expertise to help resolve issues they may be facing with their incumbent supplier	Varies



Services provided at contract agreement stage	Dedicated account manager	One key point of contact for the customer	Builds a good relationship and gives every customer the continuity of speaking to the same dedicated person.  Our customers are not dialling call centres and wasting their time selecting endless options in call management systems.	0.5 hours upward
	Market updates			Up to 1 hour
	Climate Change Levy & VAT query resolution	Assessment of different levels of VAT & CCL for businesses	Not often addressed by suppliers.  Completion of relevant reclaim paperwork.  Communication with supplier on the appropriate level of charges.	1 to 5 hours
	HH analysis	Preparation of analysis of Half-Hourly meter readings	Gives the opportunity to identify anomalies in kWh or if kVA has been exceeded.  Can continue throughout life of contract and will be provided by either account manager or Customer Services team	2 to 5 hours
	MOP contracts	Assessment of cost & service of 'Meter Operator Contract' contracts for the customer and proposal of better options	Service provided at any time through the customer journey through account manager or Customer Services team	0.5 to 3 hours
	AMR meter upgrades	Arranging an 'Automatic Meter Read' meter upgrade	Sales & back office team arrange required smart meter upgrade on behalf of the customer if not yet completed	2 to 10 hours
	Meter installs/removals	Whether new sites, meter upgrades or closing of a site, the account manager can arrange the installation or removal of meters through the DNO and suppliers	Whether new sites, meter upgrades or closing of a site, the account manager can arrange the installation or removal of meters through the DNO and suppliers	2 to 10 hours

		Green energy solutions	Green procurement options provided by sales team	Collaboration with technical / energy management teams on renewable projects (generate green energy/reduce brown energy consumption)	Up to 1 hour
		Legislation & compliance management	Support on registration or management of legislation such as ESOS, SECR and CCA's	Provided throughout the lifetime of the contract customer & energy management team support	5 to 20+ hours
Pre-live stage to go-live stage	Services provided by back-office teams, pre-live	Bill validation	Billing team collect and analyse bills on a monthly basis	Review of client's invoices with checking of extra points compared to first bill analysis (e.g. consumption, full set of charges, VAT & CCL)	2 to 5 hours
		HH analysis	Preparation of analysis of Half-Hourly meter readings	Gives the opportunity to identify anomalies in kWh or if kVA has been exceeded.  Can continue throughout life of contract and will be provided by either account manager or Customer Services team	2 to 5 hours
		MOP contract	Assessment of cost & service of 'Meter Operator Contract' contracts for the customer and proposal of better options	Service provided at any time through the customer journey through account manager or Customer Services team	0.5 to 3 hours
		Consumption analysis	Smart-Grid connectivity allows access and analysis of consumption data to review for customer	Checking if billed amounts are correct or if there is any over consumption / waste / unusual usage patterns	2 to 5 hours
		Monitor meter status	Constant managing of meter status to check if erroneous transfers occur in the lead up to contract live date	Our proprietary solutions developed around our grid access and internal CRM are used to automate parts of this process	Up to infinite
		Staff Training	One-off 2 Hour Training Session	Provided to one of our customers staff to teach them how to read energy bills, energy	2 hours

			provided to each new procurement customer	data and what to look out for regarding issues		
	Services provided by account manager, pre-live	Account management			1 to 5 hours	
		Bill validation	Billing team collect and analyse bills on a monthly basis	Review of client's invoices with checking of extra points compared to first bill analysis (e.g. consumption, full set of charges, VAT & CCL)	2 to 5 hours	
		Rebates & refunds	Support provided to our customers in dealing with the supplier to claim back incorrect charges or over charging		Our customers have access to our vast industry experience meaning they save time and money	
		CCL & VAT query resolution	Assessment of different levels of VAT & CCL for businesses		Not often addressed by suppliers. Completion of relevant reclaim paperwork. Communication with supplier on the appropriate level of charges.	1 to 5 hours
		Supplier issue resolution	We will use our strong relationships with our portfolio of suppliers to resolve issues on our customers behalf		Time-saving for our customers, potentially able to use our strong relationships to arrive at a more favourable solution	Varies
		Market updates	Provide our professional opinion on market conditions to enable our customers to make informed decisions		Frequent updates provided by account manager. Daily newsletter sent to staff about market factors. Advising customers on saving opportunities or protection against further price increases	
	Services provided at go-live	Meter check	Back office team checks meter regularly during 30 days before contract is going live	This is an automated service we have developed to ensure no other supplier has applied to 'take over' the meter and ensure the smooth easy transfer between suppliers	1 to 5 hours	
Contract live stage	Services provided by	Live date check	Checking if meter has gone live with call to customer from account		0.5 hours	

	back-office at live date		manager or Customer Services team to confirm		
Services provided by back-office during the contract	First bill check		First bill is requested either by business account manager or the back office team and checked against signed contract	Ensures contracted rates and product procured through GPG is correct	Up to 1 hour
	Bill validation		Billing team collect and analyse bills on a monthly basis	Review of client's invoices with checking of extra points compared to first bill analysis (e.g. consumption, full set of charges, VAT & CCL)	2 to 5 hours
	HH analysis		Preparation of analysis of Half-Hourly meter readings	Gives the opportunity to identify anomalies in kWh or if kVA has been exceeded.  Can continue throughout life of contract and will be provided by either account manager or Customer Services team	
	MOP contracts		Assessment of cost & service of MOP contracts for the customer and proposal of better options  Service provided at any time through the customer journey through account manager or Customer Services team		0.5 to 3 hours
	Consumption analysis		Smart-Grid connectivity allows access and analysis of consumption data to review for customer	Checking if billed amounts are correct or if there is any over consumption / waste / unusual usage patterns	
	Monitor meter status		Constant managing of meter status to check if erroneous transfers occur at any point during the contract	Our proprietary solutions developed around our grid access and internal CRM are used to automate parts of this process	2 to 5 hours

	Services provided by account manager during the contract	Account management			1 to 5 hours
		Rebates & refunds	Support provided to our customers in dealing with the supplier to claim back incorrect charges or over charging	Our customers have access to our vast industry experience meaning they save time and money	
		CCL & VAT query resolution	Assessment of different levels of VAT & CCL for businesses	Not often addressed by suppliers. Completion of relevant reclaim paperwork. Communication with supplier on the appropriate level of charges.	1 to 5 hours
		Supplier issue resolution			Varies
		Market price updates		Blend and extend or renewal / extension	
		Market updates	Provide our professional opinion on market conditions to enable our customers to make informed decisions	Frequent updates provided by account manager. Daily newsletter sent to staff about market factors. Advising customers on saving opportunities or protection against further price increases	Up to 1 hour
Renewal	Services accessible during the customer journey	ClearVUE Pro	Account managers & Customer Services team usually first arrange a demo with the tech/engineering team for the customer		
		ClearVUE Lite	Products are accessible for customers at any point before and during a procurement contract		
		Energy audit	Analysis of where, when, why and how energy is used in a	Identifies opportunities to reduce consumption, cost, emissions and eliminate waste by addressing operational,	

		process, building, site or organisation	behavioural and maintenance issues	
	Energy survey	Analysis of where, when, why and how energy is used in a process, building, site or organisation	Identifies opportunities to reduce consumption, cost, emissions and eliminate waste by addressing operational, behavioural and maintenance issues	
	SECR	Streamlined Energy & Carbon Reporting		
	ESOS	Energy Savings Opportunity Scheme	GPG's ESOS lead assessors can support customers through the complete registration with the relevant authorities.  Production of wide ranging plans for energy savings through auditing of a cross section of sites	
	EPBD	Energy Performance of Buildings Directive incorporating		
	EPC Certificates	EPC – Energy Performance Certificates (for landlords)		
	NGP can act as an advisor on helping you achieve Carbon Net-Zero			
	EE project siteworks	Expert advice and project management capabilities on all energy related installation projects	Includes feasibility studies, writing functional specifications, managing tender processes, project management	
	Virtual energy manager	Utilises data received from NGP's metering, monitoring and targeting services	Identifies expected consumptions, potential wastage, consumption peaks, ensures maximum capacities are not exceeded, degree day analysis	



		Part-time energy manager	Organisations can buy a set amount of time (often 12-24 days per year) and call off this time as required	Service delivered by energy management team.  A highly skilled Energy Manager is available with continuing detailed knowledge of the organisation without the need or cost of employing a full time resource	
		Staff energy awareness training	Delivery of staff energy awareness training by NGP's energy management team, allows real and on-going savings and energy reduction		