

Independent energy consultancy

Fully integrated Gas and Electricity procurement and account management for your business



- Reduce costs
- Save time and effort
- Improve efficiency



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A company you can rely on

Founded in 2002, ADSI offer a range of cost effective business to business solutions with on-going account management for small companies, corporates and large enterprises.

Initially we entered into the telecommunications market by providing quality mobile solutions, and later, fixed lines for business. Over the years we have added energy consultancy, automated voice messaging, VoIP, IT support & service and a range of other professional managed services.

Our Energy Services

Every business uses energy but are YOU getting the best value for your energy supply? It's a tough world in business with margins and deadlines always getting tighter, the last thing you want to worry about is your energy supply!

At ADSI we offer businesses a complete service to keep customers on track of their business gas and electricity costs. From our initial FREE bill check on your current supply, through to the switchover of supplier or tariff

(if applicable), our experts are there for you taking away the stress and hassle of what could be a frustrating and tedious task for your business. Furthermore, our pro-active account management ensures that you will always receive good business advice and your accounts are constantly monitored for updates and changes that you will benefit from.

Having supply arrangements with all the major energy providers means that right from the very start of our

consultation we look into your current tariff and contract to find a better deal to suit your usage. We are uniquely placed to focus on our clients' specific requirements and negotiate with the suppliers on your behalf.

As well as the initial energy provider switchover, we also provide a Cost Recovery service for businesses that may have overpaid or have been unnecessarily contracted into an unsuitable contract or tariff with their current or previous supplier.

“ 65% of businesses think that switching energy suppliers is challenging* ”
it's not when you use us!

“ Over 75% of businesses never check their utility bills* ”
are you one of them?



Our Team, your support

Customer Care is paramount.

ADSI provide a cost effective solution whilst making sure you receive the maximum benefit on our recommendations. It is essential that your ADSI experience from start to finish is outstanding.

Our capability and effectiveness sets us apart from the rest. Our processes all adhere to best practice service, with continuous review of customer satisfaction to improve future performance.

We work closely with our suppliers and partners to ensure our staff are trained and accredited to the highest standards.

We want you to recommend us to all your business partners and associates.

Why us?

Are you...

- getting the best value for your energy supply?
- seeking to reduce cost and improve your operational efficiency?
- moving into new premises or adding new sites?
- unhappy with your current supplier?
- paying too much, and yet cannot explain why?

The energy supply market is complex with confusing tariff structures and contracts. We pride ourselves with staying up to date with all of the various offerings from each supplier and are truly impartial. We believe that our role in the market for your energy supply is to search out the best value for you.

Unlike many consultants who promise much more than they can deliver, at ADSI, our clients tell us we add value to their business because:

- We provide an Independent Brokerage Solution tailored to each client's requirement.
- We negotiate the best energy supply agreement on a 'no charge brokerage' basis.
- We receive a uniform brokerage fee from the supplier who successfully secures our clients energy agreement. There is no contract between ADSI and our clients for this service.
- No contract is placed without our client's written approval.
- We provide experienced and hassle free proactive **Account Management**.
- **On average our customers save in excess of 20% on their bills.**

We work with many leading suppliers to negotiate the best solution for your business;



Less time, effort and money for you

Here's a step by step guide on what happens next...

You will have your own dedicated Account Manager at ADSI; a single point of contact for all your utility procurement.

At the initial meeting, with yourself and your ADSI Energy Account Manager, we will discuss and look at your current usage, bills, tariffs and supplier contract. And, more importantly, get to understand your business challenges and goals so we can work with you to achieve the most cost effective outcome and provide you with the best possible service.

We will need a letter of authority from you so we can act on your behalf and liaise with your current and new Supplier. Don't worry! We even supply you with a sample letter with what to write.

Once we have this, we will discuss your options with your existing supplier on your behalf. You won't need to contact them at all.

We also search through all the offerings from all the energy suppliers for you, getting the best deal for your business.

We then contact you with all the options and a proposal for your future supply, taking into account the future market trends. This, along with our recommendations, will give you a firm idea of how much you will be saving.

Once you're happy and decided on the option that suits you best, we can go ahead and do all the organising for you, completely hassle free!

We arrange a switchover date for you and oversee the entire process to ensure a changeover of supply with no interruption to your business.

Your Account Manager will keep on monitoring your account for you and pass on any recommendations for changes as and when they are applicable. This gives you complete peace of mind knowing that you will not miss any renewal deadlines, and in-turn ensure your contract is not rolled onto any rates that are higher than necessary. Because we monitor the market, we'll also know the best time to start negotiating a new deal for you.

“ ADSI took the hassle out of negotiating my energy deal ensuring I stayed on the most competitive pricing and that I didn't waste my time and money ”
Industry - Gym

Our clients

We work closely with all types and sizes of companies in both public and private sector, including charities and non-profit making organizations.

It's a completely free service – we handle all the paperwork and switchover for you.

Our ultimate aim is to **REDUCE** your energy expenditure. We **CAN** help your company achieve substantial savings on your everyday gas and electricity costs.



FAQ's

Q. Will there be any interruption to my supply?

A. No, there is no interruption whatsoever. There is no need to change any meters, wires or pipes – your new energy supplier will use the same ones as your old one. The only changes that you will notice will be a lower bill and improved customer service from us and your new supplier.

Q. How much will it cost us to change?

A. Nothing. ADSI are paid commission by the supplier, you pay nothing to us or them.

Q. What details do I need to supply?

A. Just send us your latest gas and electricity bills and one of our consultants will analyse them taking into account your current usage and tariffs. ADSI are not obligated to any energy supplier so our advice will be completely impartial and will be the best deal available for you and your company. Don't forget our bill checking is completely FREE.

Q. Do I need to contact my current supplier?

A. No, ADSI will organise and complete the whole switching process for you. Your energy consultant at ADSI will ensure the whole process is done smoothly and hassle free. You will have to sign a permission form to authorise ADSI to act on your behalf for your old supplier and also a direct debit form for the new supplier.

Q. How can I claim money back?

A. If you have a case for either incorrect readings or overcharging with your current / previous supplier, ADSI will put together all the information and prepare a claim for you. This may involve you providing previous bills back to when you wish to claim for. However, it will be a completely stress free service by your energy consultant.

Q. Can I have the same supplier at all the sites?

A. Yes, we can arrange for multiple sites with the same energy provider, making billing simpler. Just ask one of our consultants to arrange.

Q. What are deemed or out-of-contract rates?

A. Deemed, or out-of-contract, rates are prices put in place by a business energy supplier when no formal contract has been agreed between them and the customer. Fortunately these rates are offered as part of a rolling 28-day contract, so only 28-days' notice is required before switching.

Q. What benefits are offered for non-profit organisations?

A. In terms of energy, non-profit organisations are still deemed as a business. However, it is possible to reduce the amount of VAT that you pay. It's important to note that this reduced rate of VAT is not offered as standard and you will need to specifically request the lower rate.

“ We saved £33,000 across 3 years with ADSI's service ”

Industry - Leisure Centre & Pool

“ My meters were overcharging and thanks to ADSI I was rebated by my energy supplier ”

Industry - Manufacturing

Energy bills explained...

Glossary of terms you're likely to find;

Account number

Your account number is how you reference your specific account when contacting your current supplier. This number will be printed on your bill and may also be called your customer number.

Bill date and number

This is the date the bill was sent on, as well as the number of the bill. This information is often used by suppliers to quickly and easily identify your bill when making enquiries.

Billing period

This the period of usage that you're being charged for

Calorific Value (CV)

'Calorific Value' (CV) is a scientific term used to describe how much heat is generated when a known volume of gas is completely burned away. Gas passing through the National Grid has a CV of 37.5MJ/m³ to 43.0MJ/m³, but the CV for your specific area should be displayed on your gas bill.

Put simply - the CV measures how 'useful' your gas is, so your supplier can charge you based on the quality of the gas that is supplied to you.

Contract details

This is a brief outline of your current contract details.

Dual Fuel

Dual fuel is where you receive your gas and your electricity supply from the same energy company. You can often receive a discount from your energy supplier by doing this.

Economy 7

Economy 7 is a type of electricity tariff that uses different prices for the electricity you use during the day and the electricity you use during the night.

Typically the electricity you use at night will cost you less than electricity used during the day. With Economy 7, the 'night' usually refers to the early hours, between around 1am to 8am, but these hours can vary between suppliers.

Economy 10

This structure gives you three off-peak hours in the afternoon, two in the evening and five hours overnight. The designated hours will change between suppliers.

Estimated (E) or actual (A) readings

If your meter reading has been estimated that means your energy supplier has assumed your usage for the bill period based on your past consumption.

If they don't have information on your previous usage (you just moved or just switched), they will use national average figures to estimate your consumption and therefore your costs.

If you have submitted a reading or your supplier has sent someone to take a reading, then this will appear as 'actual' on your bill.

Tip: To ensure your bills are as accurate as possible — and to avoid under- or overpaying for your energy — it is best to submit your own meter readings.

Fixed Monthly Direct Debit (MDD)

If you hold a monthly direct debit with your supplier, then you will pay a set amount to your supplier every month. However this does not mean that unit rate is fixed, as is the case with fixed price plans.

Your energy supplier needs to give you notice if they intend to change the amount of the monthly direct debit, which may occur during seasons change and your usage goes up or down.

How to convert units to kWh

On your energy bill, your gas units will be converted to kilowatt hours. Please note that the **Calorific Value (CV)** will change depending on your area - so please check your bill for the correct figure.

Use the following formula to convert units to **kWh**:

Total **units** used x **metric conversion factor** (2.83) x **volume correction factor**(1.02264) x **calorific value / kilowatt hour** conversion factor (3.6).

This works for meters that record hundreds of cubic feet where your gas meter shows 'ft³' next to the reading. If your meter measures in cubic meters with an 'm³' next to the reading, then go through the same sum while removing the metric conversion factor of 2.83.

Example for meter that records hundreds of cubic feet:
1 unit x 2.83 x 1.02264 x 39.1 / 3.6 = 31.43 **kWh**

IGT Network/charges

IGT stands for 'Independent Gas Transporter'. If your property is supplied by an Independent Gas Transporter Network, it means that it is not connected to the National Grid, which supplies most of the UK with gas.

If your MPRN number is 10 digits long and begins with 74 or 75 then you are supplied by an IGT.

Kilowatt hours (kWh)

A kilowatt hour is the standard measurement of energy that your energy supplier will use to bill you. A kilowatt hour refers to a person using 1,000 watts of electricity for 1 hour. Your prices will be set per kilowatt hour (kWh) of energy you use.

Meter point administration number (MPAN)

Your meter point administration number will often be referred to as your MPAN or your supply number. It can also be referred to as your 'S' number. This number is assigned to the electricity meter at your property to identify it, and can be found on your electricity bill.

Meter point reference number (MPRN)

Your meter point reference number will often be referred to as your MPRN number. This number is assigned to the gas meter at your property, and can be between 6 and 10 digits long.

Metric conversion factor

An imperial to metric conversion factor of 2.83 is used in the calculation to convert units into kilowatt hours (kWh).

NSC - No Standing Charge

If you are on an older energy plan, your bill may include the abbreviation 'NSC' or the words 'No Standing Charge', which means your supplier does not apply a fixed daily charge to your plan. In an effort to make your energy costs clearer, Ofgem banned "No Standing Charge" plans, requiring that all suppliers charge a daily rate.

Plan/tariff name

The name of your energy plan identifies which tariff you are on, which in turn dictates the prices you are charged.

Although Ofgem has worked to reduce the "clutter" of plans on the market, there are hundreds of different plans available, and naming conventions will differ between suppliers.

Standing charges

All energy plans now include a standing charge — this has changed recently as part of Ofgem's efforts to simplify the market. A standing charge is a fixed daily charge meant to cover the costs of keeping your property connected to the grid. The idea is that by separating out this daily non-energy-consumption related charge from your unit rate, what you are charged for is made clearer.

You can still effectively get a "no standing charge" plan by looking for a supplier that charges zero for their standing charge.

Standing Order

If you hold a standing order with your energy supplier, you have arranged for a fixed amount to be sent from your bank account to pay your energy bill as often as necessary. You have control of this payment method, so your energy supplier cannot change the payments at their end, even with your permission.

Supply number

Your supply number can also be referred to as your MPAN or electricity meter point administration number.

Tiers

Tiered energy pricing is yet another tactic that Ofgem has done away with to help clarify your costs.

Any plan introduced after April 2014 should not have a tiered pricing scheme. If you check your bill and see two different rates, this could be two things: you're on a variable rate plan and your supplier implemented a price change; or you are on an economy 7 plan.

Units

Although your gas will be charged according to kilowatt hours (kWh) used, your gas will initially be measured in units. This is then converted to kilowatt hours on your bill using a standard formula.

Variable Direct Debit (VDD)

If you have a variable direct debit set up with your energy supplier, then you are giving them control over the direct debit. They will amend the amount taken each month to pay off the outstanding bill, and they do not have to give you notice before changing the amount.

VAT

As with many products, VAT is charged at a rate of 20% on your business energy bill. It is important to note that your gas and electricity bills will show all unit prices before VAT. If your Business VAT number on your bill is incorrect you should inform your supplier.

Unfortunately for most businesses, there's not much that you can do about reducing your VAT. However, there are some exceptions. For example, charities and other non-profit organisations are entitled to a reduced rate of VAT, but this must be applied for and is not offered by default. It's also worth noting that if your business consumes less than 33 kWh of electricity, or 145 kWh of gas per day, then you can reduce your VAT costs to as little as 5%.

Volume correction factor

The volume correction factor of 1.02264 takes into account the changes in the volume of gas based on temperature and pressure.



We asked our Energy team to share their work ethics ...

In a nutshell, what do you ultimately aim to deliver to customers?

Our energy consultancy is all about helping customers and easing their workload by sharing our knowledge of the industry. It can be very complex and confusing when dealing with big energy providers so we aim to put services into simple terms that the customer can understand to a similar degree that they understand their own industry. If we can achieve that goal it makes winning business an easier task.



What is the key point you try to achieve when building trust in a new customer relationship?

We always seek to deliver solutions that help customers because without them we wouldn't have a business. Regular contacts and dedicated account management are vital. Adding value, experience and best practice costs nothing but time — which is our investment. Customers are always going to test the market as price is important, but building up a strong relationship with customers gives them a reason to remain with us long-term.

We are proud of our customer recommendations...

“ ADSI were extremely professional, helpful and efficient in sorting out our energy supply. I am happy to recommend this service as I have their mobiles to others ”

How is this achievable?

It's not just about what we offer as an individual, but as a team we have over 30 years' experience and specialist knowledge to give customers advice and management so they can get on with their business, safe in the knowledge their energy costs are taken care of by experts.

What should customers consider when thinking about changing their supplier?

Price transparency is vital to help customers understand and analyse offers. A billing price is made up of numerous elements so breaking down the actual costs and identifying each element helps to simplify the offer. Thankfully there are now more government regulations and guidelines to help protect customers and ensure fair practice by the big suppliers.

As wholesale energy costs have been both reduced and increased in recent years and keeping tabs on energy efficiency is very important — using no more energy than necessary help keeps costs under control. The team at ADSI advise customers how to get the best from their energy contract and regularly monitor costs throughout its duration.

What is the most rewarding part of your job?

It's definitely challenging. Every business is approached daily by sales people promising to save them money and give them the earth, but at ADSI we provide the whole package with no hidden agenda — just a simple, clear service at no cost. Our team thrive on the buzz from winning contracts and building long term business relationships; helping customers' manage their costs is actually priceless! We don't win every account but by offering an open and transparent service the door is always open for the future.

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