



**ENERGY
BATTLECARDS**



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HOW TO HANDLE CUSTOMER QUESTIONS & OBJECTIONS TO BUSINESS ENERGY...



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CUSTOMER QUESTIONS & OBJECTIONS



Q. WHY DO YOU NEED A COPY OF MY ENERGY BILL?

A. Your energy bill provides us with everything we need to offer you an accurate quote including: your meter details, contract end date and energy usage data.

Q. WE ORGANISE OUR OWN CONTRACTS...

A. No problem, however do you know that you are getting the best deal available to you? We find that comparing the market and analysing the best tariffs available at the prime time usually means a better price, if we cant beat your deal, we'll leave you to it!

Q. WE HAVE A HALF HOURLY METER...

A. Not a problem, we offer prices to customers of all sizes, all half hourly meters are priced using our advanced analysis tool ensuring all of your data is accurately reviewed and we can look to provide you with a package tailored to your needs.

Q. OUR CONTRACT END DATE ISN'T UNTIL NEXT YEAR...

A. No problem, when the wholesale prices are at their projected lowest point, we can review the market, and offer you a competitive deal to start when your current contract finishes, locking in lower rates early.

Q. I CAN'T AFFORD TO LOSE SUPPLY...

A. It is a common misconception that transferring to a new energy supplier means there will be down time, where your electricity or gas are 'cut off' for a period of time. This most certainly does not happen, and there are no disturbances of supply during transfers.

Q. WE ARE CURRENTLY USING AN ENERGY BROKER...

A. No problem, however do you know that you are getting the best deal available to you? We find that some energy brokers overcharge customers, we are happy to analyse your current deal, and let you know if we can beat it. If not, we'll leave you to it!

Q. OUR BUSINESS IS IN A SERVICED OFFICE, OUR LANDLORD LOOKS AFTER THE ENERGY CONTRACTS...

A. Ok, if we could speak to your landlord, we can see how much money we could save for your building, reducing your rates at the same time.



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CUSTOMER QUESTIONS & OBJECTIONS CONT.



Q. ONCE SIGNED UP, WILL I STILL NEED TO TAKE METER READS?

A. If you don't have a smart meter, yes you will still need to continue taking reads. If however you would like a smart meter installed, we can organise this on request for you with your new supplier. By the end of 2020, all businesses (and domestic properties) will be required to have a smart meter.

Q. WHAT DO YOU MEAN WHEN YOU SAY YOU'LL BE 'TERMINATING' MY CONTRACT?

A. The dreaded word 'Termination' causes fear and confusion amongst most energy customers, but it shouldn't! By 'terminating' your energy contract, you will not literally be cutting off your supply of Electricity and/or Gas. Once a contract is 'terminated' it simply means that the rates previously agreed to will end ON the contract end date, allowing us to search and analyse the market again for you, and move you onto the best rates available for your next contract. Generally most suppliers require a termination notice (this can be from you or us) at around 90 days before the contract end date.

Q. WE'RE MOVING OFFICES, OR PLANNING TO, HOW DOES THIS WORK?

A. When you first move into new premises, the previous tenant's energy supplier will still be supplying the energy; therefore will be your default supplier. This default supplier will be charging you 'deemed rates', much higher than you should be paying! As soon as you move into new premises, get in touch and we will arrange a contract with the energy supplier offering the best rates at the time for you, saving you from unnecessary high charges as soon as possible. Each day that you are not in a contract but using energy in the new premises, you will be charged on the inflated rates!

Q. WHAT IS AN OBJECTION?

A. Energy suppliers may object to your contract being transferred away from them to another supplier if you have an existing contract in place with them and the end date has not yet been reached, or if you have an outstanding debt on the account. We work with you to resolve any potential objections as early on as possible, ensuring the smooth transition from one supplier to another.



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DON'T FORGET ABOUT THE MANY BENEFITS...

- Your customers' utility bills are most likely last on their priority list, however they can be hugely impactful to their annual spends and budgeting plans. You are simply providing a free utilities health check, saving your customers time that they most likely don't have.
- You can provide a one-stop-shop for all utilities meaning your customer can deal with one person for their; Gas, Power, Telecoms and Water.
- You are saving your customers the time and hassle of calling around the market looking for a good deal.
- Blizzard are in continuous contact with the market and contracts can be fixed when market conditions are favourable, saving customers up to 30% on annual spends.
- Blizzard have direct relationships with almost all major UK suppliers, and are therefore able to negotiate the best rates possible due to our buying power.
- Blizzard will monitor customer contracts throughout, ensuring they are reviewed and re-quoted in advance of contract end dates at the right time, avoiding extortionate 'out of contract' rates.
- Blizzard deal directly with suppliers on behalf of customers, to resolve any supply and service problems as they arise.
- For larger customers, we can supply a range of value added energy services, such as invoice validation, consumption monitoring, forecasting technologies metering services and energy reduction.



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QUESTIONS YOU MIGHT HAVE...

- **WILL MY CUSTOMERS BE CREDIT CHECKED BY ENERGY SUPPLIERS?**

Yes, a poor credit rating will significantly reduce your customer's options but we can still help them.

- **WHAT IF THE NEW SUPPLIER OBJECT TO THE TRANSFER?**

This could happen, mainly this would be for an outstanding balance on the previous account which needs to be cleared, once paid we can re-apply for switch. We manage all objections for you and will keep you and customer in the know if a contract is objected.

- **WILL THE CUSTOMER HAVE DOWN TIME?**

No, this is a common misconception, whilst switching suppliers there is no down time.

- **HOW ARE RENEWALS HANDLED?**

We will ensure to keep a track on renewals for you, when the customers end date comes around, we will notify yourselves and/or the customer to offer a new contract for the next period.

- **WILL I RECEIVE REVENUE SHARE ON THE RENEWAL?**

Yes, once the customer has agreed to sign the new deal for the second running contract, you will begin to receive commissions for this as well.

- **WHAT DO I NEED TO GET FROM THE CUSTOMER?**

Simply a copy of their recent gas/electricity bill.

- **WHAT IS A LETTER OF AUTHORITY (LOA)?**

This is a document which allows Blizzard to submit a contract on behalf of a customer, once a contract has been signed, the customer would sign an LOA.

- **WHO PRODUCES THE QUOTE?**

Blizzard will produce this, we will then send this over to the customer and yourselves to get it signed and finalised.



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OUR MARKETING & SALES TEAMS CAN HELP...

We'll help you get your customers on board:

- Branded Email Campaigns on your behalf
- Branded Template Downloads (PDF)
- Website Design & Content
- Expert Sales Team on hand – ask questions whenever you need; we are the energy specialists and we're here to help you sell!
- Dedicated Pricing Account Manager – you will have a single point of contact responsible for managing all quotes and contracts, backed up by the wider team.
- Assisted Customer Visits Support in Person - for large opportunities we are happy to accompany you to meetings and present to customers.





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