



Integrity  
Information  
Communication



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# Overview

Full Power Utilities Ltd (Full Power) have been a leading voice in the commercial utility market **since 1997**. During this time Full Power have become one of the industry's 'Premier Brokers' and have forged strong working relationships with over **40 suppliers**. The company has an enviable reputation for client service and industry knowledge.

## Full Power Credentials:

- TPI Code of Practice Approved
- Industry Award Winners
- Management of over 30,000 contracts
- Chosen energy partner for numerous trade & industry associations
- Client Industries include:
  - Hotels, Restaurants & Bars
  - Retail, Sports & Leisure
  - Manufacturing & Logistics
  - Managing Agents & HMO Landlords
  - Schools, Colleges & Religious Establishments



# Philosophy & Culture

Full Power is continually proven to be an industry leader for educating clients to aid an informed decision-making process. This is achieved through:

- Demonstrating market knowledge and trends
- Educating clients on all aspects of the products that are available to select.
- Maintaining an open and honesty approach throughout the process.
- Providing ongoing relevant industry news and updates.

## Company Background

Full Power was established in 1997, making the company an early entrant to the Commercial Energy Broker industry. The company, which has always been internally funded, has grown into one of the UK's Premier Utility Brokers, by providing professional advice and incredible consulting services to its clients. Full Power have an exceptionally strong reputation with the Utility Suppliers who know the company to provide accurate information based upon sound advice.

In 2013 the company stopped cold calling as a method of driving business. This decision was taken as a result of feedback from clients and because it was believed that referral business would be a more professional and mature way of attracting new business. This strategy has proven to be a significant driver in moving the company forward. Full Power now have a large team of committed professionals who work incredibly hard for their clients, resulting in a very high level of customer service.

The company have built a nationwide referral network of over 1,600 Introducers who trust Full Power to help their business network contacts understand the energy market and make empowered procurement decisions. This network is managed by the Full Power Channel Team. The company delivers regular educational webinars and face-to-face seminars to ensure professional and accurate messages reach prospects and clients.

The company is financially secure and has sound processes and systems in place which are continuously reviewed for efficiency and compliance. Core values underpin how Full Power operate.

Being a Premier broker means that Full Power have access to the whole market ensuring that clients receive every possible option from both the suppliers that are approached and the products on offer. This increases the opportunity to secure the best option possible and means that no supplier is excluded from the process.

Full Power have been working with clients since 1997 to ensure that all aspects of energy are reviewed with the aim of understanding energy consumption with the view of managing this more effectively to paying less for each kWh that is consumed.



Full Power Introducer Agent Awards Dinner

# Core Values





# Procurement

The Full Power strategy incorporates proven methodologies, an extremely qualified team and a highly responsive approach to managing each client portfolio.

## Procurement

Full Power's procurement service is fully handled in-house by an experienced broker, qualified in tendering for both SME and Corporate clients.

With access to over 40 suppliers, the process of tendering commences by creating an initial short-list of those appropriate. Full Power then negotiate with the most competitive to obtain the best available prices. An analysis is then produced on a like-for-like basis to enable the decision on how best to move forward. All supplier offers are equalised and presented in a format which indicates both the projected annual spend and an individual breakdown of charges from each supplier. Despite the proposed recommendation resulting from the tender, the client retains the right to decide how to proceed.

## Creating a Bespoke Strategy

Full Power will create a procurement strategy that is based on each client's own business

requirements. The brokering team understand that each client has their own preferences when it comes to buying energy and will advise accordingly, whether it be a fixed, flex or pass-through contract strategy.

## Green Energy Procurement

Full Power understands that some clients will want their supply of power to be as renewable as possible, which is why the company has direct access to suppliers who's electricity is generated from 100% renewable sources.

## Support & Query Resolution

Full Power's procurement service does not end once a client's contract has gone live. The support team are on-hand to deal with any issues whilst contracts are on supply via Full Power. If a client has a question or concern they are free to contact the team, who will work with them to resolve the issue.





# Bureau Services

## Bill Validation

The Full Power bespoke bill validation service ensures the client is only billed for the energy & water they use, at the rates that have been agreed on the contract. It also provides a great tool to assist with the monitoring of energy efficiency. The bill validation service re-calculates every single element of the invoice to ensure errors are highlighted and challenged. Full Power will then work on behalf of the client to recover amounts due.

### Key Components Checked:

- All contract rates
- Meter serial matches
- Meter read inconsistencies
- Usage tolerances
- VAT checks
- Climate Change Levy (CCL) check and CCL exemptions
- Accuracy of site billing after Change of Tenancy (COT) or contract
- Excess supply capacity notifications
- Half-hourly data versus billed usage

## Bespoke Reporting

Monitoring and Targeting is simple yet powerful. It is a structured approach to identifying inefficient performance and eliminating waste; monitor what you manage, relate it to the independent variables that influence your energy consumption and set realistic targets.

Full Power work closely with clients to provide detailed reports according to a wide variety of requirements & frequencies:

- Budgeting
- Energy Data Analysis
- Bespoke Reporting
- Landlord Vacant Tenant Management



# Siteworks & Compliance

## Metering Solutions

Full Power can help with the sourcing of innovative metering solutions for your electricity and gas requirements, as well as project managing any new installations.

## Compliance

Increasingly, energy consumers are facing environmentally linked reporting obligations.

Often these are seen as a burden, when in reality, with the right help, they can be beneficial if approached strategically.

The Full Power strategic energy compliance service is designed to not only ensure you understand, meet and stay compliant to your obligations but wherever possible you also benefit from these processes.

Full Power's compliance service includes:

- Mandatory Carbon Reporting (MCR)
- Energy Saving Opportunities Scheme (ESOS)
- Display Energy Certificates (DECs)
- Energy Performance Certificates (EPCs)
- Air Conditioning & Refrigeration Systems (TM44)





# Energy Efficiency

Full Power understands that strategic procurement is one method of reducing a client's cost of energy supply, but by working with our clients to reduce actual consumption we can further minimise their overall spend. The company has partnered with several solution providers to offer a range of products that can reduce overall consumption and reliance on the national grid.

## Combined Heat and Power (CHP)

### Benefits:

- Guaranteed reduction in your energy costs.
- Improve your environmental impact by lowering your carbon emissions.
- Reduce your exposure to volatile electricity market prices.
- Increase your resilience against grid supply issues such as black outs.

## Energy Storage Solutions

### Benefits:

- Reduce grid and peak power charges.
- Optimise your on-site power use.
- Increase self-sufficiency in combination with on-site generation options.
- Reduce your dependence on the grid.
- Increase business resilience and avoid production losses with backup power.
- Create additional revenues by utilising storage solutions in the central market.

## Demand Side Response

### Benefits:

- Generate income.
- Avoid peak charges.
- Increase your flexibility in a rapidly changing energy market.
- Help secure the UK's energy supply and integrate renewable sources.
- Give you more control over your energy spend.

## Solar PV

### Benefits:

- Take advantage of a commercially attractive solution; you can substitute taking power from the grid with consuming renewable power at a financial benefit, even without relying on the Feed-in-Tariff.
- The Power Purchase Agreement (PPA) means you can save on your energy bills and reduce your carbon footprint without paying for the installation.

## Building energy Management Systems (BeMS)

### Benefits:

- Remotely maintain your BeMS and update software.
- Optimise your operating strategy and conditions.
- Monitor and resolve critical plant alarms.
- Diagnose faults and recommend fixes, reducing call outs.

# Forensic Auditing

Forensic auditing investigates historical electricity, gas and water billing and identifies potential savings that would not be found in any normal invoice validation process.



Data preparation over 6 years.



Detailed analysis of each MPAN/MPR/SPID.



Detailed report highlighting both over/under charges.



Instigate recovery/ cost saving measures, supplier credits/refunds, final resolution.

## Tenant Management & Landlord Recharge

Full Power work closely with commercial & social landlords and managing agents to provide change of tenancy and landlord recharge services for let and vacant properties.

### Benefits Of Tenant Billing:

- Reliable & accurate utility consumption data.
- Fair method of reclaiming utility costs and producing tenant bills.
- Commercial tenants invoiced monthly.
- Experience shows that once a tenant is responsible for their energy usage, energy costs can be reduced significantly.
- Reduces time and costs associated with administration.



# Energy Intensive Industries (EII) Compensation

Energy Intensive Industry (EII) exemptions are government sponsored grants which can substantially reduce electricity costs for qualifying companies. Full Power offer a robust end-to-end EII service which includes eligibility screening, application processing, query management and execution.

## **Are you in an eligible sector?**

There are over 50 industries listed by the government that qualify for the exemption. These industries range from mining and quarrying to iron casting and chemical manufacturing.

## **Is your business electrically intensive?**

If your annual electricity expenditure is more than 20% of your total annual site costs, including staff costs and income, then your business could qualify for the EII compensation scheme.

## **How much can you save?**

The amount a company could save on energy costs through EII exemptions will depend on how 'energy intensive' its operations are. A fully optimised EII application that successfully reduces the maximum value of all third-party costs can yield savings of roughly £20,000 per gWh of energy consumed.

EII exemptions will remove a portion (85%) of the Renewables Obligation (RO), Contract for Difference (CFD) and Feed-in Tariff (FIT) elements from your electricity bill.





# Water

Full Power have been at the forefront of commercial water solutions since the market de-regulated in 2017, which opened up all commercial and non-household customers in England & Wales to competition. The company's water procurement and bill validation portfolio currently contains large I & C multi-site organisations to single site SMEs.

Full Power go further than other utility brokers by completing a forensic tender. The company does this by populating a water tendering information table, using a site list and the national water database (CMOS). This enables Full Power to identify any water meter that has entered the commercial water market and can be contracted outside the default supplier.

## Procurement

Full Power's water services are designed so that you never have to pay more than you need for the water you use. For most businesses the company can identify further savings through one or more of the following:

- Tendering the open market and switching to the most beneficial water retailer contract
- Bill Validation
- Metering Management

Full Power present final recommendations based on competitive and transparent market information, showing your wholesale service, retail service cost and the savings from your current default supplier. Full Power's fees for water procurement services are paid directly by the water retailer.



# Client Case Study: Crystal Units Ltd

As a commercial glass manufacturer, the cost of gas and electricity makes up a substantial percentage of Crystal Units' overall business costs. It has therefore always been a priority for the business owners to ensure they can keep the price they pay for their supply to a minimum.

**Client Since:** 2013

**Services Rendered:** Gas & Electricity Procurement & Energy Audit

**Procurement Savings Secured To Date:** £32,011

**Other Successes:** Site audit led to a successful CCL recovery of £38,046

**Total Savings To Date:** £70,057

"The cost of our gas & electricity supply makes up a substantial amount of our overall operational costs, so naturally it has always been an area of importance for us. I am pleased to say that for several years now Full Power have not only provided us with highly competitive quotes, but they have also impressed us with their knowledge and understanding of our requirements. Rather than simply looking at the price we pay, Full Power have pro-actively sought other ways in which to reduce our overall energy spend. Full Power are a vital part of our business".

**Pankaj Gorsia, Managing Director**



# Partners

Full Power believe that the commercial utility market is beset with overly aggressive cold calling tactics with regards new business development. In 2013, the company decided that the world of cold calling was not a professional way to source new clients and took steps to move away from this much-derided method. This has been achieved predominantly via our Partnership and Introducer Agent (IA) Programme. For a number of years now, Full Power have been delivering educational seminars to a variety of trade associations and other organisations, for which the company is proud to say it is the official utilities partner. These include:

- Association of Residential Managing Agents (ARMA)
- Property Investors Network (pin)
- Builders Merchants Federation (BMF)
- Society of Practising Veterinary Surgeons (SPVS)
- Veterinary Management Group (VMG)
- ActionCOACH UK
- Association of Dental Administrators & Managers (ADAM)
- The Company of Master Jewellers (CMJ)
- The Sunbed Association (TSA)





# We are here to help...

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