



River Energy: Quote Framework

Step 1: Request for Information...

So that we can generate an accurate quote for you, we require a copy of your current gas and/or electricity bill(s) and a signed letter of authority (LoA). The LoA simply allows us to liaise with your current supplier and obtain technical information about your supply, as well as your annual usage, applicable rates and contract end dates. *We will never do anything to affect your current contract without your express permission.*

Step 2: Search the Market...

Once we have all the information we need, we can then use our in-house interactive pricing portal to access the very best live rates from as many as 18 suppliers in the UK. Whether it be traditional favourites or new bespoke suppliers, you are sure to have a wide selection available.

Step 3: Present the Options...

We will send you a PDF quote and arrange a call or a meeting to talk you through the tariffs being offered to you by the various suppliers via our wholesale platform, illustrating the savings compared to your existing contract or renewal terms. We will also highlight for you, our recommended option based on what you told us *you* want.

Step 4: Choose or Lose...

The energy market is extremely volatile at the moment and prices fluctuate continuously. To take advantage of trending prices, we have to act quickly. As such, our prices will not be valid for long. Quotes for non-half hourly meters expire after 5 days and quotes for half hourly meters expire after 2 days.

Step 5: Decision Time...

As soon as you let us know which tariff you want, we'll email you the relevant supplier contract for you to electronically sign, or if you prefer, we'll send you the PDF version for you to print, sign and email back to us. Assuming it's signed and returned within 24 hours, we can immediately lock-in the new contract with the supplier and secure your new rates for the chosen contract period. We will also provide notice to your existing supplier, confirm the start date of your new contract and let you know when it goes live.



It really is that easy but we understand that sometimes things take a little time...

- If you are *not* the right person to make the decision on your business' energy, just let us know who we need to speak to and when would be a good time to contact them.
- If you ran out of time to look at our quote, or got distracted by other matters, it is very likely that the market will have moved on and the quoted prices will no longer be available.

We can however refresh your quote and obtain up-to-date prices for you. Unfortunately, the nature of today's market means that refreshed prices may well be higher, which is why it is so important to strike as early as possible.

We will of course work with you as much as possible to get the right pricing for you at the right time for you, but should you require more than 3 quotes for the same energy supply contract, before coming to your final decision; a small administrative charge of £30 + VAT will be charged for each subsequent quote requested.

- If you decide not to take advantage of one of offers and chose to renew your energy contract(s) elsewhere, we would be grateful for any feedback so that we can improve on what we do and how we do it. Also, do please let us know your new renewal dates so that we can possibly re-visit your energy requirements in the future.

Company

Name

Signature

Position