



Video Transcript Budget Certainty

00:00 [Title]
FOR SURE
Your guide to certainty in energy
#1Budget

00:08 [Karen Hosking]
Budget certainty is extremely important.

00:10 [Holly Chislett]
I think it's incredibly important.

00:12 [Steve Beer]
It think it's really, really important. It's probably the top priority that customers have.

00:16 [Luke Stavrou]
Certainty of budget is a must.

00:19 [Steve Silverwood]
To make it clear, no customer likes surprises.

00:21 [Title]
Why is certainty so important?

00:25 [Steve Silverwood]
I think certainty is becoming even more important, I think it's becoming extremely important. It affects how businesses plan, it affects things like cash flow, it affects future projects, it affects internal messaging to shareholders and stakeholders and it affects even basic things like pricing models. So if you're talking to a manufacturing customer for example, if you can tell them what their energy price is going to be for the next twelve, twenty-four, thirty-six months, they can factor that in to the cost for their customers. So I think certainty has become much more important than it used to be.

01:00 [Title]
How can I be more certain about my energy budget?

01:05 [Holly Chislett]
In the market that we're in at the moment, cheapest price isn't

always the best price. And if you want budget certainty then you need to make that sure all elements are included in the contract.

01:15 [Steve Beer]
There can be many different ways to include those costs. They can be forecast. They could be excluded and added in at a later point. And so obviously it's important not just to look for the cheapest price because the cheapest price may not be a fully inclusive price, which means you don't have the budget certainty that many customers are wanting at this time.

01:35 [Title]
How can EDF Energy give me greater certainty?

01:40 [Steve Beer]
If you take a Peace of Mind contract, all the costs are forecast when you sign your contract and they're included and guaranteed for the life of your contract. So if there's costs that are due to come in that aren't yet established in law, we have forecast for those costs and if we get it wrong, we will take the hit, the customer will not be impacted negatively by that.

02:02 [edf energy logo]
Feel better energy

02:06 Our fixed commitment
When we say an element of your price is fixed, we're making a commitment to you that we will not look to recover additional costs arising from our forecasting errors. But we can't plan for absolutely everything. In the case of force majeure events, or in exceptional circumstances such as a change in law relating to your energy use, we may have to pass on the costs. These circumstances are set out in our Peace of Mind Electricity Terms and Conditions for Business Customers.