



Video Transcript Supplier Quotes

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| 00:00 | [Title] FOR SURE Your guide to certainty in energy #2 Supplier quotes |
| 00:07 | [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 sure that all elements are included in the contract. |
| 00:17 | [Title] What questions should I ask suppliers to help increase my budget certainty? |
| 00:24 | [Steve Beer] There are many different contracts in the market that are available and some will include those pass-through costs or reconciliations which means that customers can take the hit if they choose what potentially could be for them the wrong contract. |
| 00:37 | [Steve Silverwood] So I think they've got to be clear when they're entering into a contract with a supplier, whether that be twelve or twenty-four or thirty-six months, they must be sure that a fixed price contract is exactly that and that there are not going to be any pass-through charges or reconciliations at the end. |
| 00:52 | [Karen Hosking] If I was purchasing an energy contract I'd want to fundamentally know that the supplier that was giving me that price would stand by the price that was quoted on the day and that I'd signed. |
| 01:01 | [Steve Beer] They need to understand exactly what is included and at what rates those costs are included for. They need to think about how much energy they're going to use because obviously that will determine some of the costs of the contract. They need to make sure that, when comparing suppliers to supplier, they really are comparing on a like for like basis because of all the different costs that are involved. |

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| 01:20 | [Holly] And the cheapest price is not always the best price. |
| 01:22 | [edf energy logo] Feel better energy |
| 01:26 | 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. |