



## Video Transcript Volume Tolerance

00:00	[Title] FOR SURE Your guide to certainty in energy #5 Volume tolerance
00:08	[Holly Chislett] If you sign a contract that's cheaper, you might get a pat on the back. But when you get a reconciliation bill, you're going to be in hot water because it's not been budgeted for.
00:16	[Title] Why should I worry about volume tolerance?
00:21	[Karen Hosking] It's really important to understand what volume tolerance you have on a contract. So if you have a look at many of the contracts in the market, they're possibly between 10% and 20% so that effectively means that if you under or over use by that amount you will be reconciled on that cost through a volume tolerance clause.
00:41	[Steve Beer] At the moment, a lot of customers are looking to reduce their consumption in particular. And some customers have a need to increase consumption. So, if they have additional orders or changes to their site equipment etc. And, again, different contracts can have different tolerances.
00:57	[Title] How can I avoid contracts that penalise me for using too much or too little energy?
01:04	[Steve Silverwood] First of all, it's making sure that the information is correct at tender, so when a customer is tendering or a TPI is tendering on their behalf, that the information is as accurate as possible. That any planned changes to that site, whether it be additional hours or reduction in hours or closing down throughout the contract, that you're told about that as quickly as possible, ideally before you've fixed the contract, but appreciate that's not always the case.

01:30 [Karen Hosking]  
There are no volume tolerances in EDF Energy's Peace of Mind product. So you can safely use as much or as little energy as you can for the duration of the contract

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01:41 [edf energy logo]  
Feel better energy

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01:44 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.