

Audit required (Please tick)    Electricity     Gas     Water

Please return this completed form with: i) the completed Letter of Authority (on company letter headed paper; ii) the Engagement Letter; iii) a COMPLETE recent copy of each bill for electricity & gas; iv) a years worth of water and sewerage bills.

### Contact Details

Full name: \_\_\_\_\_ Position: \_\_\_\_\_  
Tel: \_\_\_\_\_ Mobile: \_\_\_\_\_  
Email: \_\_\_\_\_

### Business Details

Business type:    Ltd     PLC     LLP     Sole Trader     Partnership     Charity

Business/company name: \_\_\_\_\_ Business sector: \_\_\_\_\_  
VAT registration number: \_\_\_\_\_ Co/charity number: \_\_\_\_\_  
Business/company address: \_\_\_\_\_  
\_\_\_\_\_ Postcode: \_\_\_\_\_  
Time at this address:    \_\_\_\_\_ yrs    \_\_\_\_\_ mths    Operating hours: \_\_\_\_\_  
Is the building:    Owned     Rented     Business bank: \_\_\_\_\_  
Approximate business turnover:    £ \_\_\_\_\_    Number of equivalent full time employees: \_\_\_\_\_

### Meter Information

#### Electricity Meter (1)

What is the meter serial number? (the long number that is written clearly on the meter): \_\_\_\_\_  
What proportion of the energy consumption do you estimate to be residential usage from this meter?  %

#### Electricity Meter (2)

What is the meter serial number? (the long number that is written clearly on the meter): \_\_\_\_\_  
What proportion of the energy consumption do you estimate to be residential usage from this meter?  %

#### Gas Meter (1)

What is the meter serial number? (the long number that is written clearly on the meter): \_\_\_\_\_  
What proportion of the energy consumption do you estimate to be residential usage from this meter?  %

#### Gas Meter (2)

What is the meter serial number? (the long number that is written clearly on the meter): \_\_\_\_\_  
What proportion of the energy consumption do you estimate to be residential usage from this meter?  %

### Additional Information

Have you included a photograph of your meter?    Yes     No

Do you have company Letter Headed Paper?    Yes     No

If you don't have Letter headed paper, do you give us permission to create one for the LOA?    Yes     No

Please provide any further information that you feel may be relevant \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Signature

Signed: \_\_\_\_\_ Full Name: \_\_\_\_\_ Position: \_\_\_\_\_  
Date: \_\_\_\_\_

Office:    CN \_\_\_\_\_    IN \_\_\_\_\_



Utility Refund & Reduction Ltd, Brooklyn, The Barn, Forest Road, Warfield, Berkshire, RG42 6AJ

Tel: 01344 421408

Fax: 01344 421333

Email: administration@utility-refund.com

### Engagement Letter

Thank you for your interest in Utility Refund and Reduction Ltd. Further to our discussions, please find below full details of the services, including fees for our services. Please take the time to read the letter and should you have any queries, do not hesitate to contact us on the above contact details.

### Service

We will highlight inaccuracies in your energy account having considered the information gathered from both you and your energy supplier. We will ensure that your account is running correctly and that all metering, contract, supply and tariff details have been applied correctly. Where applicable, we will consider previous contract periods, including your previous suppliers. We will also provide you with advice and pricing for future contracts.

We will inform your introducer whether you have a refund due or not within 10 working days and will immediately pursue the supplier for any overcharges identified. We cannot give definite time frames for the securing of the refund as we are dependent on the performance of your energy supplier. On average, the process takes between 6-8 weeks to complete. In general, any refund will be paid by your energy supplier into your energy account, however, energy suppliers have differing methods of payment, and we cannot guarantee what method of payment will be employed.

### Fees

| Outcome  | Fee*  | Terms of Payment  |
|--|---|---|
| No refund or account correction required                 | No Charge   | N/A   |
| Refund granted by energy supplier                        | 50% of any amount refunded (+VAT)**   | Upon confirmation that a credit has been applied to your account, or that the money will be directly refunded (Terms – within 14 days of invoice) |
| Reduction of future costs from technical account changes | 50% of savings achieved in the first 12 months as a result of the reduction (+VAT)*** | Quarterly or monthly in arrears depending on your payment structure with the supplier (Terms – within 14 days of invoice)                         |

\*In cases where a refund is applied to clearing/partially clearing an outstanding balance on the account, you agree to pay our charges from your own funds.

\*\*50% of any refund gathered that is of a financial benefit to the client according to UKGAAP (UK Generally Accepted Accounting Practice) which is regulated by the ASB (Accounting Standards Board). If UKGAAP standards assess that there should be no profit value to the client, a reduced charge of 10% will be applied in order to reflect the resultant cash flow benefit.

\*\*\*If no refund is available on a specific refund criteria, but we have obtained a reduction on future technical or metering costs, we will charge 50% of the reduction for a 12 month period following the date of the alterations. We will not charge you anything for a change in tariff.

If Utility Refund and Reduction Ltd are successful in obtaining a refund on your behalf, you agree that we are able to use your experience in a case study for marketing purposes. We will always send you a copy of the case study prior to any publication.

Utility Refund & Reduction Ltd work with a number of suppliers aimed at reducing your utility bills. All products are at no capital cost and you will not be contacted if we don't think that we can save you money on a monthly basis. Please tick here if you do not wish to hear about these services.

I confirm that I have read and understood the Engagement Letter and agree to the Terms and Conditions (Dated 13/2/2013) that have been supplied. I further confirm that I have authority to sign this letter on behalf of the company.

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

Company Name: \_\_\_\_\_

Signed: *Gareth Hammond*

Position: Director

Company Name: Utility Refund & Reduction Ltd

# LETTER OF AUTHORITY

(Please delete all criteria that does not apply and print on client's letterhead where appropriate)

1. I/We hereby authorise Utility Refund & Reduction Ltd to act as our utility & energy management company and to obtain quotations for our Electricity, Gas, Telecoms and/or Water Contract and to obtain copies of and deal with enquiries regarding **ANY** relevant data to enable us to do this. We authorise them to terminate contracts on our behalf. We also authorise them to deal with any changes to the portfolio during the life of any contract.
2. I/We agree to accept that the above company will search the market on our behalf and will present to us recommendations for the best value energy contracts.
3. I/We authorise the above company to receive debt information, authorise/apply for adjustments, authorise/apply for refunds, billing or payment method changes on any accounts. This applies to any account, live or closed for 6 years from the date of this letter.
4. I/We agree that the above company, should receive copy bills and half hour data for the duration of any contract and deal with billing disputes on our behalf.
5. I/We agree that the above company can represent us in any dispute that is dealt with by the Energy Ombudsman Scheme.
6. I/We agree that this letter is signed to comply with the Data Protection Act
7. In particular, please accept this letter as authorisation to release customer information direct to the above company, including all contract renewal offers.
8. I/We agree that the above company can obtain account information directly from the supplier to enable any issues likely to cause impediment to the smooth running of the contract.

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On signing this document it is important that clients copy all correspondence from a supplier to Utility Refund & Reduction Ltd

## Clients Details

Company: .....

Signed: .....

Name: .....

Position .....

Dated: .....

Valid until: 1 Year from date of signature

## Third Party Intermediary (Tpi) Details

Name: Utility Refund & Reduction Ltd

Address: Brooklyn, The Barn, Forest Road, Bracknell, RG42 6AJ

Tel No: 01344 421408

Email: administration@utility-refund.com



A UIA approved Business Form for the use of Members only

## Terms & Conditions for Utility Refund & Reduction Ltd

### 1. Application

- 1.1 These Terms & Conditions shall apply to the provision of Services by the Service Provider to the Client.  
1.2 In the event of conflict between these Terms and Conditions and any other terms and conditions (of the Client or otherwise), the former shall prevail unless expressly otherwise agreed by the Service Provider in writing.  
1.3 These Terms and Conditions cover services provided for the purpose of correcting a Client's historical electricity and gas contracts only.

### 2. Definitions and Interpretation

- 2.1 In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

|                                   |  |
|-----------------------------------|--|
| <b>"Agreement"</b>                | means an agreement between the Service Provider and the Client entered into by the same which shall incorporate, and be subject to, these Terms and Conditions and the Engagement Letter;  |
| <b>"Business Day"</b>             | means a day (excluding Saturdays) on which banks generally are open for the transaction of normal banking business (other than solely for trading and settlement in Euros);  |
| <b>"Client"</b>                   | means any individual, firm or corporate body (which expression shall, where the context so admits, include its successors and assigns) which purchases services from the Service Provider;   |
| <b>"Commencement Date"</b>        | means the commencement date for the Agreement; for the purposes of this document, the agreement shall be deemed to commence from the date that the Service Provider receives all relevant, completed documentation from the Client (Engagement Letter, Letter of Authority, Client Questionnaire); |
| <b>"Confidential Information"</b> | means any information that the Client is supplied by the Service Provider, with regards to the basis on which the client has received a refund;  |
| <b>"Energy Supplier"</b>          | means any supplier of electricity or gas, past and present, to the Client's premises;  |
| <b>"Engagement Letter"</b>        | means the letter from the Service Provider to the Client describing the Service;   |
| <b>"Fees"</b>                     | means the fees payable by the Client under Clause 4 in accordance with the Terms of Payment;   |
| <b>"Services"</b>                 | means the Services to be provided by the Service Provider to the Client as set out in the Agreement;   |
| <b>"Service Provider"</b>         | means Utility Refund & Reduction Ltd registered in England & Wales with company number 7996666   |
| <b>"Terms of Payment"</b>         | means the Terms of Payment of Fees as set out in the Engagement Letter.  |

- 2.2 Unless the context otherwise requires, each reference in these Terms and Conditions to:

- 2.2.1 "writing", and any cognate expression, includes a reference to any communication effected by electronic or facsimile transmission or similar means;  
2.2.2 a statute or a provision of a statute is a reference to that statute or provision as amended or re-enacted at the relevant time;  
2.2.3 "these Terms and Conditions" is a reference to these Terms and Conditions, the Engagement Letter, and any Schedules as amended or supplemented at the relevant time;  
2.2.4 a Schedule is a Schedule to these Terms and Conditions; and  
2.2.5 a Clause or paragraph is a reference to a Clause of these Terms and Conditions (other than the Schedules) or a paragraph of the relevant Schedule;  
2.2.6 a "Party" or the "Parties" refer to the parties to these Terms and Conditions.

- 2.3 The headings used in these Terms and Conditions are for convenience only and shall have no effect upon the interpretation of these Terms and Conditions.

- 2.4 Words imparting the singular number shall include the plural and vice versa.

- 2.5 References to any gender shall include the other gender.

### 3. The Services

- 3.1 The Service is as outlined in the Engagement Letter.  
3.2 With effect from the Commencement Date the Service Provider shall, in consideration of the Fees being paid in accordance with the Terms of Payment, provide the Services to the Client.  
3.3 The Service Provider will use reasonable care and skill to perform the Services.  
3.4 The Service Provider shall use all reasonable endeavours to complete its obligations under this Agreement.

### 4. Fees

- 4.1 The Client agrees to pay the Fees in accordance with the Terms of Payment, as outlined in the Engagement Letter  
4.2 All sums payable by either Party pursuant to the Agreement are exclusive of any value added or other tax (except corporation tax) or other taxes on profit, for which that Party shall be additionally liable

### 5. Payment

- 5.1 All payments required to be made pursuant to the Agreement by either Party shall be made within 14 days of the date of the relevant invoice in GBP in cleared funds to such bank in the United Kingdom as the receiving Party may from time to time nominate, without any set-off, withholding or deduction except such amount (if any) of tax as that Party is required to deduct or withhold by law.  
5.2 The time of payment shall be of the essence. If the Client fails to make any payment on the due date, then the Service Provider shall, without prejudice to any right which the Service Provider may have pursuant to any statutory provision in force from time to time, have the right to charge the client interest on a daily basis at an annual rate equal to the aggregate of 7% and the base rate of the Bank of England from time to time on any sum due and not paid on the due date. Such interest shall be calculated cumulatively on a daily basis and shall run from day to day and accrue after as well as before any judgement.

### 6. Confidentiality

- 6.1 Both the Service Provider and the Client shall undertake that, except as provided by sub-Clause 6.2 or as authorised in writing by the other party, it shall at all times during the continuance of the Agreement and for 2 years after its termination:  
6.1.1 keep confidential all Confidential Information;  
6.1.2 not disclose any Confidential Information to any other party;  
6.1.3 not use any Confidential Information for any purpose other than as contemplated by the Agreement;  
6.1.4 not make any copies of, record in any way or part with possession of any Confidential Information; and  
6.1.5 ensure that (as applicable) none of its directors, officers, employees, agents or advisors does any act which, if done by that Party, would be a breach of the provisions of sub-Clauses 6.1.1 to 6.1.4.  
6.2 Subject to sub-Clause 6.3, either Party may disclose any Confidential Information to:  
6.2.1 any of their subcontractors or suppliers;  
6.2.2 any governmental or other authority or regulatory body; or  
6.2.3 any of their employees or officers or those of any party described in sub-Clauses 6.2.1 or 6.2.2.  
6.3 Disclosure under sub-Clause 6.2 may be made only to the extent that it is necessary for the purposes contemplated by the Agreement, or as required by the law. In each case the disclosing Party must first inform the recipient that the Confidential Information is confidential. Unless the recipient is a body described in sub-Clause 6.2.2 or is an authorised employee or officer of such a body, the disclosing Party must obtain and submit to the other Party a written undertaking from the recipient to keep the Confidential Information confidential and to use it only for the purposes for which the disclosure is made.  
6.4 Either Party may use any Confidential Information for any purpose, or disclose it to any other party, where that Confidential Information is or becomes public knowledge through no fault of that Party.  
6.5 When using or disclosing Confidential Information under sub-Clause 6.4, the disclosing Party must ensure that it does not disclose any part of that Confidential Information which is not public knowledge.  
6.6 The provisions of this Clause 6 shall continue in force in accordance with their terms, notwithstanding the Termination of the Agreement for any reason.

### 7. Variation and Amendments

- 7.1 If the Client wishes to vary any details of the Agreement he must notify the Service Provider in writing as soon as possible. The Service Provider shall endeavour to make any required changes and any additional costs thereby incurred shall be invoiced to the Client.  
7.2 If, due to circumstances beyond the Service Provider's control, it has to make and change in the arrangements relating to the provision of the Services it shall notify the Client immediately. The Service Provider shall endeavour to keep such changes to a minimum and shall seek to offer the Client arrangements as close to the original as is reasonably possible in the circumstances.

### 8. Client Responsibilities

- 8.1 The Client will:  
8.1.1 Ensure that they have read and understood the Service Provider's Engagement Letter and Terms and Conditions.  
8.1.2 Answer all initial and further additional questions as requested by the Service Provider.  
8.1.3 Complete all paperwork necessary to ensure the Service Provider can carry out its contractual obligations.  
8.1.4 Provide timely instructions and answer queries within 5 working days of the Service Provider's request.  
8.1.5 Warrant that any information provided to the Service Provider is complete and accurate.  
8.2 The Service Provider will not be held liable for any prevention or delay that may occur in its obligations as a result of the client failing to provide information in the time frames requested, or as a result of the Client defaulting on its obligations as outlined in Clause 8.  
8.3 The Client does not hold the Service Provider liable for any costs or losses (including any lost potential financial Savings) that may arise from the Service Provider failing to meet its obligations as a result of the client failing to meet its obligations, as outlined in Clause 8.  
8.4 The customer must have read and understood HMRC Reference Notice 701/19 and will inform their supplier of any future alteration in qualifying use.

### 9. Termination

- 9.1 Either Party may terminate the Agreement by giving written notice to the other Party if:  
9.1.1 the other Party commits any other breach of any of the provisions of the Agreement and, if the breach is capable of remedy, fails to remedy it within 1 month after being given written notice giving full particulars of the breach and requiring it to be remedied;  
9.1.2 an encumbrancer takes possession, or where the other Party is a company, a receiver is appointed, of any of the property or assets of that other Party;  
9.1.3 the other Party makes any voluntary arrangement with its creditors or, being a company, becomes subject to an administration order (within the meaning of the Insolvency Act 1986);  
9.1.4 the other Party, being an individual or firm, has a bankruptcy order made against it or, being a company, goes into liquidation (except for the purposes of bona fide amalgamation or re-construction and in such a manner that the company resulting therefrom effectively agrees to be bound by or assume the obligations imposed on that other Party under this Agreement);  
9.1.5 anything analogous to any of the foregoing under the law of any jurisdiction occurs in relation to the other Party;  
9.1.6 the other Party ceases, or threatens to cease, to carry on business; or  
9.1.7 Control of the other Party is acquired by any person or connected persons not having control of that other Party on the date of the Agreement. For the purposes of this Clause 8, "control" and "connected persons" shall have the meanings ascribed thereto by Sections 1124 and 1122 respectively of the Corporation Tax Act 2010.  
9.2 For the purposes of sub-Clause 8.1.1, a breach shall be considered capable of remedy if the Party in breach can comply with the provision in question in all respects.

### 10. Sub-Contracting

- Either Party may subcontract the performance of any of its obligations under the Agreement without the prior written consent of the other Party. Where either Party sub-contracts the performance of any of its obligations under the Agreement to any person with the prior consent of the other Party, the sub-contracting Party shall be responsible for every act or omission of the sub-contractor as if it were an act or omission of the sub-contracting Party itself.

### 11. Liability and Indemnity

- 11.1 Except in respect of death or personal injury caused by the Service Provider's negligence, the Service Provider will not by reason of any representation, implied warranty, condition or other term, or any duty at common law or under the express terms contained herein, be liable for any loss of profit or any indirect, special or consequential loss, damage, costs, expenses or other claims (whether caused by the Service Provider's servants or agents or otherwise) in connection with the performance of its obligations under the Agreement or with the use by the Client of the Services supplied.  
11.2 The Client shall indemnify the Service Provider against all damages, costs, claims and expenses suffered by the Service Provider arising from loss or damage to any equipment (including that of third parties) caused by the Client, or his agents or employees.  
11.3 The Service Provider shall not be liable to the Client or be deemed to be in breach of the Agreement by reason of any delay in performing, or any failure to perform, any of the Service Provider's obligations if the delay or failure was due to any cause beyond the Service Provider's reasonable control.  
11.4 The Service Provider offers no guarantees that it will identify any future cost savings opportunities, or areas of refund in the Client's historical energy accounts. Furthermore, the Client agrees that the Service Provider is reliant on negotiating with the Client's Energy Supplier in order to effect any refund. No failure to successfully identify and negotiate payment of a refund or future cost savings on behalf of the client will be viewed as negligence or failure to provide the Services using reasonable care and skill on the part of the Service Provider.  
11.5 The Client agrees that no liability will be attached to the Service Provider in the event that any historical underpayments are identified by the Energy Supplier as a result of any queries raised by the Service Provider.  
11.6 The Client agrees that it has not relied on any representation, statement or promise made or given on behalf of the Service Provider, which is not set out in these Terms & Conditions and Engagement Letter.

### 12. Force Majeure

- Neither the Client nor the Service Provider shall be liable for any failure or delay in performing their obligations under the Agreement where such failure or delay results from any cause that is beyond the reasonable control of that Party. Such causes include, but are not limited to: power failure, Internet Service Provider failure, industrial action, civil unrest, fire, flood, storms, earthquakes, acts of terrorism, acts of war, governmental action or any other event that is beyond the control of the Party in question.

### 13. Waiver

- 13.1 No waiver by the Service Provider of any breach of the Agreement by the Client shall be considered as a waiver of any subsequent breach of the same or any other provision. A waiver of any term, provision or condition of the Agreement shall be effective only if given in writing and signed by the waiving Party and then only in the instance and for the purpose for which the waiver is given.  
13.2 No failure or delay on the part of any Party in exercising any right, power or privilege under the Agreement shall operate as a waiver of, nor shall any single or partial exercise of any such right, power or privilege preclude, any other or further exercise of any other right, power or privilege.

### 14. Severance

- The Parties agree that, in the event that one or more of the provisions of these Terms and Conditions are found to be unlawful, invalid or otherwise unenforceable, that / those provisions shall be deemed severed from the remainder of these Terms and Conditions (and the Agreement, as appropriate). The remainder of these Terms and Conditions shall be valid and enforceable.

### 15. Copyright

- The Service Provider reserves all copyright and any other rights (if any) which may subsist in the products of, or in connection with, the provision of the Services or facilities. The Service Provider reserves the right to take such actions as may be appropriate to restrain or prevent infringement of such copyright.

### 16. Notices

- 16.1 All notices under the Agreement shall be in writing and be deemed duly given if signed by, or on behalf of, a duly authorised officer of the Party giving the notice.  
16.2 Notices shall be deemed to have been duly given:  
16.2.1 when delivered by courier or other messenger (including registered mail) during normal business hours of the recipient; or  
16.2.2 when sent, if transmitted by fax or email and no failure report is returned;  
16.2.3 on the fifth business day following mailing, if mailed by national ordinary mail, postage prepaid; or  
16.2.4 on the tenth business day following mailing, if mailed by airmail, postage prepaid.

In each case addressed to the most recent address, email, or facsimile number notified to the other Party.

- 16.3 Service of any document for the purposes of any legal proceedings concerning or arising out of the Agreement shall be effected by either Party by causing such document to be delivered to the other Party at its registered or principal office, or to such other address as may be notified to one Party by the other Party in writing from time to time.

### 17. Law and Jurisdiction

- 17.1 These Terms and Conditions and the Agreement (including any non-contractual matters and obligations arising therefrom or associated therewith) shall be governed by, and construed in accordance with, the laws of England and Wales.  
17.2 Any dispute, controversy, proceedings or claim between the Parties relating to these Terms and Conditions or the Agreement (including any non-contractual matters and obligations arising therefrom or associated therewith) shall fall within the jurisdiction of the courts of England and Wales.