



Terms and Conditions for Switching Group Limited

1. Agreement

By accessing and using the services provided by Switching Group Limited ("the Company"), you agree to be bound by the terms and conditions outlined herein.

When users engage with Switching Group Limited's services, a mutual agreement is established between the user and the company. This agreement signifies the user's acceptance of the rules and guidelines set forth in the terms and conditions. The purpose of this agreement is to establish a clear framework that governs the relationship between the user and Switching Group Limited.

1.1 Acceptance of Terms

Users expressly acknowledge their understanding and acceptance of the terms and conditions presented by Switching Group Limited. This includes, but is not limited to, the provisions related to the services offered, fees, confidentiality, and dispute resolution.

1.2 Amendments to the Agreement

Switching Group Limited reserves the right to update or modify the terms and conditions as needed. Users will be notified of any changes, and continued use of the services after such notification implies acceptance of the revised terms.

1.3 Termination of Agreement

Either party may terminate this agreement at any time with proper notice. Termination does not relieve the user of any obligations or liabilities incurred before the termination date.

This agreement serves as the foundation for a transparent and fair interaction between Switching Group Limited and its users.

2. Services

Switching Group Limited offers a range of services as an intermediary in the energy sector, specializing in delivering value to businesses.

2.1 Intermediary Role

Switching Group Limited functions as a crucial link between businesses and energy suppliers. Acting as an intermediary, the company streamlines the process of securing advantageous energy deals. This intermediary role is instrumental in simplifying the complex landscape of energy procurement for businesses.

2.2 Deal Optimization

The core service involves assisting businesses in identifying and securing the most suitable energy deals. Leveraging industry expertise and market insights, Switching Group Limited ensures that its clients access cost-effective and tailored energy solutions.

2.3 Contract Negotiation

Negotiating energy contracts can be intricate. Switching Group Limited takes on this responsibility, ensuring that businesses enter into contracts that align with their needs and financial objectives.

2.4 Related Services

In addition to deal optimization and contract negotiation, Switching Group Limited provides related services aimed at enhancing the overall energy efficiency of businesses. These services may include energy auditing, consulting on sustainable practices, and staying abreast of industry trends to offer informed recommendations.

3. Confidentiality

Switching Group Limited places a paramount emphasis on the confidentiality of information exchanged with its customers. The company operates under a stringent Confidentiality Commitment to safeguard sensitive data and maintain the trust of its clientele.

3.1 Scope of Confidentiality

The scope of confidentiality encompasses all information shared between Switching Group Limited and its customers. This includes but is not limited to financial data, business strategies, and any proprietary information disclosed during the course of the business relationship.

3.2 Commitment to Privacy

Switching Group Limited is dedicated to upholding the highest standards of privacy. The commitment extends to implementing robust security measures to prevent unauthorized access, disclosure, or use of customer information.

3.3 Legal and Ethical Compliance

In addition to maintaining strict internal policies, Switching Group Limited ensures compliance with relevant legal frameworks and ethical standards. This commitment provides customers with the assurance that their confidential information is handled responsibly and in accordance with applicable laws.

3.4 Employee Training

The company invests in continuous training for its employees to reinforce the importance of confidentiality. Staff members are educated on best practices, ethical considerations, and the legal obligations associated with handling sensitive customer data.

Switching Group Limited's Confidentiality Commitment reflects its dedication to fostering a secure and trusting relationship with customers, where the confidentiality of their information is a top priority.

4. Fees

By engaging the services of Switching Group Limited, you agree to the following terms and conditions regarding fees for the provided services.

4.1 Service Charges

The Company may charge fees for its energy brokerage services. These fees will be communicated to the client in advance of engaging in any services. Service charges cover the cost of energy procurement, negotiation, and related services provided by Switching Group.

4.2 Fee Structure

Switching Group do not charge direct fees to clients and will never request payment from the client. Our fee's are included in your agreement from the supplier and will be stated on the contract if this was signed after 1st October 2022.

Energy

In regards to energy contracts, we typically uplift your contract by p/kWh and will be between 0.1p/kWh to 2.0p/kWh. For example, we receive the rates from the supplier at 25p/kWh and then uplift this by 1p/kWh which we will then present to the client 26p/kWh final price.

Calculation based on 100,000kWh/year usage

100,000kWh x 1p/kWh = £1,000.00.

Water

In regards to water contracts, we uplift the total annual cost from the quote we receive. For example, if we receive a quote for the client at £1,000.00, we may uplift this by £100 which we will then present the quote to the client inclusive of our uplift at £1,100.00 annual cost.

Waste

In regards to waste contracts, we uplift the total annual cost from the quote we receive. For example, if we receive a quote for the client at £1,000.00, we may uplift this by £100 which we will then present the quote to the client inclusive of our uplift at £1,100.00 annual cost.

4.3 Amendments

The Company reserves the right to amend the fee structure and terms and conditions. Clients will be notified in advance of any changes. Continued use of the Switching Group's services after receiving notification constitutes acceptance of the amended terms.

5. Dispute Resolution

By engaging the services of Switching Group Limited, hereafter referred to as "the Company," you agree to the following terms and conditions regarding the Alternative Dispute Resolution (ADR) scheme

5.1 ADR Scheme Membership

The Company is a participant in the approved ADR scheme as mandated by Ofgem. Clients are encouraged to familiarize themselves with the ADR scheme's terms of reference, which can be found here <https://www.energyombudsman.org/terms-of-reference/terms-of-reference-energy-brokers>.

5.2 ADR Process

The maximum compensation award per complaint is £10,000 (inclusive of VAT, if any), as per the ADR scheme's terms of reference. The term "Award" in these terms and conditions refers to the compensation awarded to the complainant.

5.3 Client's Responsibility

Clients must adhere to the ADR process and cooperate in good faith for the resolution of disputes. Failure to comply with the ADR process may result in the client forfeiting their right to compensation.

5.4 Compliance with Ofgem Requirements

The Company pledges to work in accordance with Ofgem's ADR requirements. Clients are encouraged to review the ADR scheme's details on the Ofgem website - <https://www.ofgem.gov.uk/publications/alternative-dispute-resolution-scheme-brokers-and-third-party-intermediaries-what-your-microbusiness-needs-know>

5.5 Amendments

The Company reserves the right to amend these terms and conditions related to the ADR scheme. Clients will be notified in advance of any changes. Continued use of the Company's services after receiving notification constitutes acceptance of the amended terms.

6. Complaints

If you have a complaint regarding our services at [Your Energy Brokerage Company Name], please follow these steps:

6.1 Initial Contact

Initiate the complaint process by reaching out to our dedicated complaints department. You can contact us through:

Phone: [Your Phone Number]

Email: [Your Email Address]

Post: [Your Company Address]

Clearly state the nature of your complaint and provide any relevant details, such as account information and the names of individuals involved.

6.2 Acknowledgement

Upon receiving your complaint, we will acknowledge it within two working days. The acknowledgment will include the name and contact information of the designated complaint manager. Our designated complaint manager will thoroughly investigate the issue and work towards a resolution.

6.3 Resolution

We aim to resolve complaints as quickly as possible. Most complaints will be resolved within 14 days from the date of acknowledgment. Throughout the process, we will keep you informed of the progress and any steps being taken to resolve the complaint.

6.4 Escalation

Unsatisfied with Resolution: If you are unsatisfied with the resolution provided, you have the right to escalate the matter. You can contact:

Alternative Dispute Resolution (ADR): We are a participant in the approved Alternative Dispute Resolution (ADR) scheme. If the resolution is still unsatisfactory, you may refer the matter to the ADR scheme using our membership number **C36GETS02**.