

Bill Validation and Contract Management: Your outsourced energy department

Our Bill Validation and Contract Management service takes the effort and stress out of dealing with your energy by giving you access to a dedicated relationship manager to manage your energy-related queries.

Even if we have not procured your energy, we can become your outsourced energy department, validating your bills; monitoring your consumption; offering guidance on how to reduce your energy bills; and following up queries with suppliers.

Benefits of our Bill Validation and Contract Management Service

Energy bills are often wrong

You may be surprised at just how common it is for energy bills to be wrong, and failure to identify and resolve them can mean the issues reoccur for the duration of the contract.

From checking that readings reflect actual consumption; that rates are correct; and the bill reflects the terms and conditions of the contract; to monitoring unusual consumption, our bill validation service focuses on identifying any possible discrepancies in energy bills to ensure customers only pay for the energy they use.

We can manage the resolution of any queries with suppliers, notifying customers throughout the process and ensuring that bills are not paid until they are correct. Our dedicated team is quickly able to right any mistakes, chase any money owed and return it to customers before issues escalate, delivering £1000s in savings each year.

Save time

Leaving your energy-related issues in the hands of our experienced team allows you to use your time so much more effectively than processing and checking energy bills and dealing with suppliers. Call wait times to suppliers are notoriously long, our service means we can manage the communications with your contract provider, so you don't have to.

Recommendations and observations

We can let you know what you need to know when you need to know it, so you can concentrate on what is important. We will keep you informed of any issues that have caused bills to fail validation and monitor your energy use to identify any unusual or unexpected consumption.

In addition, with access to our customer portal, Positive Energy Pack Interactive (PEPI), you will gain an understanding of your energy use. The easy-to-use system offers granular visibility into energy consumption to support with monitoring, managing, and reducing energy use. It offers monthly reporting and commentary from a dedicated Zenengi relationship manager, with customer access available at any time to key data and analysis. By understanding your energy use better, you can begin to take steps to reduce your consumption and to lower your bills in turn.

Gas Invoice

Invoice No.		Supply Period		AUG 2020	
Invoice & Tax Point Date		07 September 2020			
Payment Due		21 September 2020			
Payment Method		Awaiting Direct Debit Form			
Invoiced Consumption (kWh)		597			
Net Total		£ 129.75			
VAT @ 20.0%		£ 0.00			
VAT @ 5.0%		£ 6.49			
INVOICE TOTAL (VAT Inclusive)		£ 136.24			

Meter Point Reference Number	Meter Serial Number	Meter Units	Meter Reading Details			Volume Conversion Factor	Calorific Value (MJ/m³)	Consumption (kWh)	Price (p/kWh)	CCL (Discount) (%)	VAT (%)	
			Date	Previous Read	Present Read							
Customer Reference:												
M1			31.07.20	273831A	31.08.20	273884A	1.022640	39.6645	597	2.8120	0%	5.0%
Delivered Price 597 kWh at 2.8120 p/kWh												
Total Daily Charge for 31 days at 384.3870 p/day												
VAT at 5.0 % on charges of £ 129.75:												
Total									£ 136.24			

Further Information

Please be advised that the CCL on Gas consumed on or after 01/04/2020 has increased and will now be charged at 0.406p per kWh. Changes impacting CCL discounts are also effective from the same date. Please visit the HMRC website <https://www.gov.uk/government/publications/rates-and-allowances-climate-change-levy/climate-change-levy-rates#main-rates-of-ccl> for further details. Please review your entitlement to CCL discount, and if this has changed, provide a new PP11 certificate.

Our service levels

OPTION 1

Bill validation and PEPI

Our comprehensive bill validation service scrutinises your bills against the terms of your contract to check that all rates and calculations are correct. The service includes access to the customer portal, Positive Energy Pack Interactive (PEPI), for insights into your consumption and cost trends, including performance against our monthly predictions to support your budget tracking. Your dedicated account manager will proactively be supporting you with ensuring your invoices are received and checked whilst helping to bring the consumption/cost reports to life and identify opportunities to reduce your usage.

- Dedicated Relationship Manager support
- Full invoice validation
- Access to PEPI and its full suite of cost and consumption reporting
- Access to wholesale electricity and gas market trends and insights
- Renewals reminders

OPTION 2

Full service

Our full level service takes care of all of option 1, whilst also supporting your energy-related queries, tracking and proactively resolving billing queries, escalation of serious issues, and chasing compensation claims. We take the hassle and stress away from energy management, to give you the peace of mind that everything is being dealt with by an industry expert.

If you are interested in finding out more about the benefits our service can provide, contact us:

bepositive@zenengi.co.uk | 023 8028 6300