

Don't get caught out

If you have signed a contract or accepted a verbal agreement with an energy supplier, you should be aware of your obligation under their terms and conditions to give the correct notice to leave when your contract expires.

Some suppliers take advantage of your failure to do this so that they can lock you into another year's business, often at inflated rates. **This is called an 'auto-rollover' and applies, even though a renewal contract may never have been signed.**

The notice period required by different energy suppliers for ending your contract varies. One of the leading suppliers requires written notice **NOT LESS THAN 90 days** prior to the contract end date; others require either 60 days or 28 days. Some suppliers have a set review period of only a few weeks in which you can opt out of their offered renewal rates prior to the end of your contract, which can be very inconvenient.

Here's what to do...

- Set a reminder on your calendar/diary to give written notice as soon as you are able to.
- Send written notice by registered delivery and ask for confirmation in writing of your termination notice. Notice can also be given by email or by fax if preferred. Again, ask for confirmation of receipt.
- Keep a copy of your notice to quit, and the confirmation reply. If you need to chase this confirmation up, take notes of who you spoke to, at what time and on what date.

Suggested wording for terminating an electricity or gas contract

To [Current Electricity/Gas Supplier]

Dear.....,

Please accept this letter as written notice as per your terms and conditions, that I wish my current contract(s) for MPAN number(s) ¹ / MPRN number(s) ² to expire on its / their termination date(s).

Could you please confirm receipt of this letter.

I am happy to receive renewal prices from you nearer to the end of the contract so that I can make an informed decision about whether to stay with you for a further term or look for an alternative supplier.

Yours faithfully,

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1. The MPAN number (electricity contract) is the bottom line of your supply number (see opposite) which should be found on your electricity bill. It is in an oblong box with a large letter 'S' on the left-hand side of it.

S	03	801	100
	10	1234	5678 123

2. The MPRN number (gas contract) should be found on your gas bill and is a single line of numbers.

How can Farm Energy help?

Farm Energy operates a Free Energy Service in partnership with the NFU and RABDF. We can save you the time and hassle with your current contract with just one phone call. We have several reputable suppliers, who provide us with some very keen rates.

Our expert team has extensive knowledge of how different suppliers, contracts and tariffs work, and can make sure you get the best deal to meet your requirements.

We can:

- Find the most appropriate and economical quote for your business.
- Provide all the support you need to make switching your electricity or gas supplier as stress-free as possible, and advise you on how to avoid high renewal or default rates from your current supplier.

If you'd like to find out more about how we can help you, give our expert energy team a call on **024 7669 6512**.