



## Frequently Asked Questions

### Q. Who is Spark Energy?

A. Just think of us as David to the big, old Goliaths. Yes, it means we're smaller but it also means we're more innovative, less expensive to operate and therefore less expensive for you. Our customers enjoy the benefits of dealing with real people, at the end of the phone in the UK. They also like tariffs and payment methods designed to make energy simple and affordable for tenants.

### Q. Why is my property supplied or switching to Spark Energy?

We are the preferred supplier to many of the top letting agents in the UK and provide a service that is designed around the needs of rented property. We've designed our service to address the common issues surrounding energy supply in rented properties:

**For you:** You'll have a lot to do over the next few days so thankfully your letting agent has chosen an energy supplier who makes it easier for you to set up your account, manage your money and eliminate the hassle of moving out. We specialise in supplying tenanted properties and provide a whole host of benefits including:

- **Easy-** One less thing to arrange when you move in and less hassle when you leave.
- **Service-** Access to a dedicated tenant team, on the phone, in the UK.
- **Price Promise-** We guarantee to match or better the "Big 6" standard tariffs\*\*.
- **Green-** Over 10% of our electricity comes from renewable sources and we aim to get to 100% as soon as possible.
- **Little Extras-** Free cinema passes with every statement.

**For your agent:** By working with Spark Energy your agent reduces the amount of time consuming admin they have to complete when you move in. This means they can spend more time delivering great service to you and your landlord.

**For Spark Energy:** We are delighted to have you as a customer, you're joining thousands of other tenants supplied by Spark Energy throughout the UK and we're improving the experience of tenants as they move in and out of their properties. We are specifically set up to supply rented properties and to manage the complex move in and move out processes. Our service, billing and prices are all designed to suit rental customers and we hope you find us a refreshing change to the "Big 6".

**Q. Why is it just me that has received this letter when there are several occupants in the property?**

A. To ease communication, Spark Energy asks your letting agent to nominate one person to act as lead tenant. All this means is that we will write to one person and call one person regarding your account. We record details of every tenant on our system, any tenant can call us or email an enquiry about their account and **all** tenants are jointly liable for the utilities during the term of the tenancy.

Should you wish to nominate a different flatmate to act as the lead tenant on your account, please call us on **0131 208 0362**

**Q. How did you get my details?**

A. All tenants moving into properties rented by your agent have their move in details passed to Spark in order that we can set their account up with the minimum of hassle. When you signed your lease you authorised your agent to pass us the info.

As an Ofgem regulated and data protection registered energy supplier we go to great lengths to protect the information we hold and we never hold anything other than that which we need to supply you with gas and electricity. We are governed by the Ofgem code of practice so your best interests are always protected.

**Q. How much do you charge? How did you calculate my monthly collection?**

A. We find energy prices bamboozling at the best of times so can only imagine how complex it seems to customers. To make things simple and to ensure that you are getting a great deal now and in the future we guarantee that our tariffs are lower than the standard tariffs of the 'big 6'\* or we'll set you up with an alternative supplier.

Where we don't have historical usage data for your property we'll estimate your usage. We do this using the info provided by the previous supplier. We're pretty good at getting this right and you can help by providing regular meter readings. If you think we've got it wrong, give us a call and we'll have a look at it for you.

**Q. Why should I pay by Direct Debit?**

A. Paying by direct debit not only means lower bills and smoother move in and out but also means you know how much you are paying each month. When you come to move out you won't have a large final bill to settle so moving property, closing accounts and getting deposits back becomes much easier.

**Q. Someone else supplies my property.....what do I need to do?**

A. If you think your property is supplied by another energy company don't worry, you don't need to do anything. Sometimes it takes a little while to switch from the old supplier to us and you may be the first tenant in the property since we were asked to supply. If this is the case we'll let you know when your supply goes live and ask for a meter reading at that point, we may also call you to confirm some details. Sit tight, take it easy and we'll do the hard work!

**Q. What if I don't want Spark to supply my property?**

A. It would be a real shame to miss out on the benefits of being supplied by Spark. After all we exist to make your experience better. If you wish to move to another supplier, you are of course free to do so; all we ask is that you inform your letting agent of which supplier you switch to. Why not give us a call first; we may be able to put your mind at rest.

<sup>[1]</sup> Based on annual consumption figures of 20,500 kWh of gas and 3,300kWh of electricity.

\*\*Average of the "Big 6" standard tariffs across the UK paying quarterly in arrears and consuming on average 20,500 kwh gas and 3,300 kwh electricity over a single year beginning on the date the customer went live on supply and ending 1 calendar year later. Plus or minus 5% is considered 'matching' the "Big 6" due to regular changes up or down in standard tariffs. If for any reason we can't match the "Big 6" standard tariffs we promise to set you up with an alternative supplier. \*\* Our promises may change from time to time and printed stock doesn't always keep up. Please check our website for latest updates or offers