

## Beond FAQs

### **How do you secure cheaper tariffs and how long do buyers have to decide before tariffs go up?**

Our online reverse auction is proven to strip our energy supplier margins by creating a highly competitive bidding environment. As energy is a live commodity, energy contracts are subject to market volatility. All things being equal, a buyer should have until 4pm on the day of receiving a price to make a decision. In some instances, this might be up to a few days but this isn't always the case.

### **Why tariffs go up year by year?**

Higher oil prices and growing demand for gas all contribute to why tariffs increase in price year-on-year. But recently the increase of costs for transporting electricity to businesses and homes as well as the taxes and levies associated with environmental schemes have been increasing at a greater speed. This is due to the challenges presented by global warming and the UK's response to climate change.

### **Why is it better to opt in for long term contracts?**

Some energy suppliers allow you to fix your supply contracts for up to 5 years. Doing so gives you budget security and enables you to avoid the price hikes and potentially other non-commodity increases if they occur. On the flip side, the risk is you miss a drop-in market prices and as such the opportunity to save money.

### **What happens if I forget to renew my contract?**

If you forget to renew your contract you will be placed on 'out of contract' rates. These are often over twice the price of normal contract rates, sometimes even higher. You will be charged these rates until you move to a new supplier or agree a new contract with your existing supplier.

### **Can I get my previous tariffs if I default to a rolling contract?**

In most cases you can't. Previous tariffs would have been negotiated in a different energy climate when prices would have been different. In a market when prices change within day, what was available in the past may not be available today.

### **What Green Energy initiatives do you have?**

We have a variety of green options available for every type of environmentally conscious consumer. We have the greenest energy contracts available in the market with our 'Green Moments' product and we provide Zero Carbon choices at

no extra cost to you. We are more than happy to speak to you to understand your needs and explore all available options to find the one that suits you best.