



**Utility Refund & Reduction Ltd, Brooklyn, The Barn, Forest Road, Warfield, Berkshire, RG42 6AJ**  
**Tel: 01344 421408 Fax: 01344 421333 Email: administration@utility-refund.com**

**Engagement Letter**

Thank you for your interest in Utility Refund and Reduction Ltd. Further to our discussions, please find below full details of the services, including fees for our services. Please take the time to read the letter and should you have any queries, do not hesitate to contact us on the above contact details.

**Service**

We will highlight inaccuracies in your energy account having considered the information gathered from both you and your energy supplier. We will ensure that your account is running correctly and that all metering, contract, supply and tariff details have been applied correctly. Where applicable, we will consider previous contract periods, including your previous suppliers. We will also provide you with advice and pricing for future contracts.

We will inform your introducer whether you have a refund due or not within 10 working days and will immediately pursue the supplier for any overcharges identified. We cannot give definite time frames for the securing of the refund as we are dependent on the performance of your energy supplier. On average, the process takes between 6-8 weeks to complete. In general, any refund will be paid by your energy supplier into your energy account, however, energy suppliers have differing methods of payment, and we cannot guarantee what method of payment will be employed.

**Fees**

Outcome	Fee*	Terms of Payment
No refund or account correction required	No Charge	N/A
Refund granted by energy supplier	50% of any amount refunded (+VAT)**	Upon confirmation that a credit has been applied to your account, or that the money will be directly refunded (Terms – within 14 days of invoice)
Reduction of future costs from technical account changes	50% of savings achieved in the first 12 months as a result of the reduction (+VAT)***	Quarterly or monthly in arrears depending on your payment structure with the supplier (Terms – within 14 days of invoice)

\*In cases where a refund is applied to clearing/partially clearing an outstanding balance on the account, you agree to pay our charges from your own funds.

\*\*50% of any refund gathered that is of a financial benefit to the client according to UKGAAP (UK Generally Accepted Accounting Practice) which is regulated by the ASB (Accounting Standards Board). If UKGAAP standards assess that there should be no profit value to the client, a reduced charge of 10% will be applied in order to reflect the resultant cash flow benefit.

\*\*\*If no refund is available on a specific refund criteria, but we have obtained a reduction on future technical or metering costs, we will charge 50% of the reduction for a 12 month period following the date of the alterations. We will not charge you anything for a change in tariff.

If Utility Refund and Reduction Ltd are successful in obtaining a refund on your behalf, you agree that we are able to use your experience in a case study for marketing purposes. We will always send you a copy of the case study prior to any publication.

Utility Refund & Reduction Ltd work with a number of suppliers aimed at reducing your utility bills. All products are at no capital cost and you will not be contacted if we don't think that we can save you money on a monthly basis. Please tick here if you do not wish to hear about these services.

I confirm that I have read and understood the Engagement Letter and agree to the Terms and Conditions (Dated 13/2/2013) that have been supplied. I further confirm that I have authority to sign this letter on behalf of the company.

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

Company Name \_\_\_\_\_

Signed: *Gareth Hammond*

Position: Director

Company Name: Utility Refund & Reduction Ltd