

Energy Procurement



Introduction to Radius Limited

The Radius Limited group (“Radius”) is a global solutions company, enabling businesses to transform the way they operate, driving growth and productivity to create a more successful and sustainable future for all. Operating across the globe, Radius offer products and services in fuel, vehicle solutions, telematics, insurance, telecoms, and in November 2022 expanded into the energy sector through the acquisition of Powerhouse Energy Management (PEM) forming Radius Energy.

<https://www.radius.com/en-gb/business-energy/>

400,000+

businesses choose us

£4.6bn

2022-2023 turnover

2,800+

employees

53

global offices

33

years in business

19

active countries

Radius Energy

Powerhouse Energy Management (PEM), now Radius Energy, was incorporated in 2019 to fill a gap in the market by offering its clients expertise and specialised knowledge in the energy sector. Whilst many of our clients have had help or received advice with utilities previously, the specialised knowledge and supplier relationships that we offer have ensured added value across a wide range of energy projects. These can range from regular brownfield (fossil fuelled power stations) energy procurement to multi decade power purchase agreements (PPA) with naming rights to wind farms. The ability to build a bespoke energy deal around exactly what the client requires, and ensuring the suppliers provide this, has helped establish Radius Energy as a market leader and the go-to provider for all their energy needs, leading to long and successful partnerships with over 2000 businesses. Most of our operations are within the UK and Ireland, but we have also helped our clients negotiate energy contracts in Belgium, France, Germany, and the Netherlands.

What value do we bring our clients?

Radius Energy is a trading style of Powerhouse Energy Management (Ireland) Limited, which is part of Radius Limited.

Fuel · Telematics · Telecoms · Insurance · Vehicle Solutions · EV & Energy

Powerhouse Energy Management (Ireland) Limited is a company registered in Ireland.
Registration number: 654137. Registered office: Block 2, Galway Financial Services Centre,
Moneenageisha Road, Galway, H91 W1YV.

Our experience spans over 15 years trading in the energy markets through direct procurement for the SME and Mid-Market businesses, through the Bureau for the larger energy users and those in the I&C sector.

The services the Bureau will provide for the customer are:

- Bill validation
- Procurement
- Invoice queries
- Supplier queries
- Portfolio management
- Account management
- Market reports and analysis

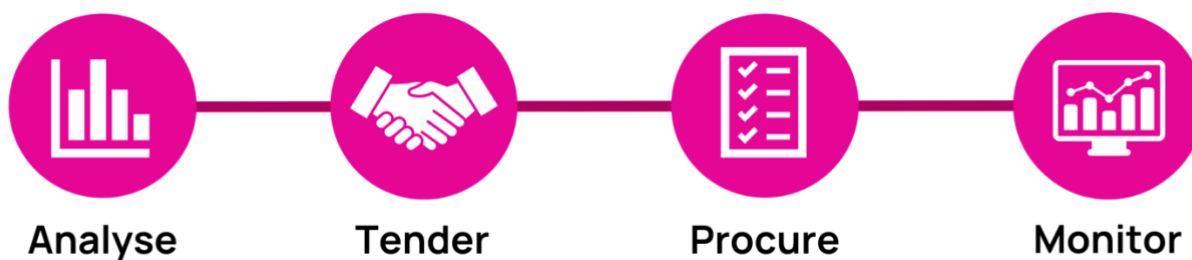
The customer benefits in the following ways:

- One point of contact
- Vast savings to be achieved on portfolio cost
- Constant market touch points, market observation
- Direct line to your Radius Key Account Manager
- Information recommendations validated by decades of experience
- Assistance with wider ESG piece with a view to facilitating a small scale, asset based PPA.

Energy Procurement

Procurement should form the basis of any optimal energy strategy. Ensuring your contract is suitable to your needs and on a competitive unit rate will help drive cost savings, as well as efficiency and sustainability improvements. The supplier relationships that we have developed allow us to ensure our clients receive the most competitive rates within the market, benefitting from bespoke offerings and exclusive products.

Our procurement process



Radius Energy is a trading style of Powerhouse Energy Management (Ireland) Limited, which is part of Radius Limited.

Fuel · Telematics · Telecoms · Insurance · Vehicle Solutions · EV & Energy

Powerhouse Energy Management (Ireland) Limited is a company registered in Ireland.
Registration number: 654137. Registered office: Block 2, Galway Financial Services Centre,
Moneenageisha Road, Galway, H91 W1YV.

We begin by **Analyse** your current bills and consumption profile in order to understand what type of contract would be most suitable to your needs. We will also track and monitor market movements and projections to ensure the timing of entering a contract is positive.

Once we know the volume of energy required, we will **Tender** to the market on your behalf. This involves speaking to multiple suppliers, requesting multiple pricing options (including fixed options, variable options and some bespoke options) and then presenting these, alongside a recommendation to the client.

Procure is the point at which we agree to proceed with one of the options and lock in the clients supply for the duration of the contract. Once the contract is signed, the process does not end.

We will continue to **Monitor** the energy needs of the client, alongside the underlying market. This ensures that come renewal, we will be in the perfect position to re-tender and ensure the client obtains the most suitable contract for their situation.

Contract type

Depending on the requirements of your business there are numerous contract options available. The most common of these are summarised below, but should you need something more specific, we can negotiate bespoke contracts to fulfil all needs.

Fixed rate options

A fixed rate contract gives you the security that the rate you agree at the beginning of the contract is the rate that you will pay for its duration. The fixed part of the rate will only apply to the price for the commodity with any pass-through charges being subject to review annually on 1st October. The benefit of the fixed contract is that it allows for budgeting and accurate forecasting. It will also protect you against any potential spikes in price, however it will therefore not benefit from any drops in the market. Fixed rate contracts are generally agreed for 12, 24, or 36-month periods.

Variable rate options

Variable rate contracts track the movement of the underlying commodity market. As the underlying market moves higher, the price you pay for your energy will also be higher, and vice versa. These types of contracts make it difficult to forecast energy spend but can benefit from lower prices should market conditions be favourable. Variable rate contracts can be set up to either pay the average unit rate for each monthly period or pay the daily rate for the day the energy is used.

Flexible options

Radius Energy is a trading style of Powerhouse Energy Management (Ireland) Limited, which is part of Radius Limited.

Fuel · **Telematics** · **Telecoms** · **Insurance** · **Vehicle Solutions** · **EV & Energy**

Powerhouse Energy Management (Ireland) Limited is a company registered in Ireland.
Registration number: 654137. Registered office: Block 2, Galway Financial Services Centre,
Moneenageisha Road, Galway, H91 W1YV.

A flexible rate option is an alternative way to purchase energy which allows you to take advantage of movements in the underlying wholesale market. It involves buying smaller chunks of energy throughout the term of the contract. The aim is to lock in prices when the market is low and avoid having to buy at the high point. Our pricing team will work with you to tailor a purchasing strategy to your risk appetite. Flexible contracts are aimed at the larger, industrial scale energy users, but at Radius we have an exclusive 'basket' product which allows us to give smaller users the same advantages by combining their usage into one energy pool. The duration of the flexi contract is usually 12 or 24 months.

Green energy options

As companies continue to strive for sustainability enhancements and a more climate friendly energy strategy, the type of energy they procure is becoming more and more important. The differing levels of obtainable green energy are outlined below and should form a basic requirement of any procurement negotiation.

Level 1: Brown fuel mix – generated by fossil fuel power stations

Level 2: 100% green marketable fuel mix – This is a certification from the supplier which allows for them to market their product as green, although it is still grid sourced.

Level 3: Renewable energy guarantee of origin (REGO) or guarantees of origin (GOOs) – This is a renewable energy guarantee of origin product where the supplier can certify the renewable sources supplied to themselves as part of their fuel mix.

Level 4: Power purchase agreement (PPA) without naming rights – This means your supply can be directly linked to a renewable source whether this be a windfarm, PV farm or Biomass plant.

Level 5: PPA with naming rights – This is an agreement with the renewable source where the latitude and longitude of the asset are noted, and this can be published or marketed. This is a direct supply of renewable energy to the business. The naming rights will generally come at a premium, approximately €14-€20/ megawatt hour (MWh) or €0.02 per kilowatt hour (kWh).

Level 6: Self Generation

Energy services

In an ever-changing world, we are constantly looking at ways to allow businesses to gain more meaningful insights from their energy data and ultimately have more efficient environments. These insights lead to reduction in energy costs and a reduction in the amount of CO2 produced: financial and climate benefits. We do this through the application of the following:

Radius Energy is a trading style of Powerhouse Energy Management (Ireland) Limited, which is part of Radius Limited.

Fuel · Telematics · Telecoms · Insurance · Vehicle Solutions · EV & Energy

Powerhouse Energy Management (Ireland) Limited is a company registered in Ireland.
Registration number: 654137. Registered office: Block 2, Galway Financial Services Centre,
Moneenageisha Road, Galway, H91 W1YV.

Energy audits – To establish a roadmap to a more efficient energy future

Sub metering of electricity - To establish where energy is consumed and where improvements can be made.

Advice on the deployment of renewable energy technology - This is a science led approach through the data from the metering being analysed and the best solution being selected from the analysis.

Support with tendering for the implementation of a renewable energy strategy - We are independent advisers, no affiliation to product manufacturers.

Sub metering of gas - To gain more insight as to where gas is being consumed.

As we learn where improvements can be made, we'll be sure to let you know too. The metering solutions can facilitate more accurate re-billing for multi tenanted buildings.

Payment for our services

Energy procurement

We normally receive commission via the energy supplier that we contract you with, a percentage of the energy cost, this is typically 1-2.5%. This will be shown on your bill as an inclusion in the unit rate for the energy you are contracted for.

Alternatively, we can charge a fixed fee for the work we do. This is normally based on consultancy rates based on a per day basis, billed in half day periods. Fees are agreed on a client-by-client basis.

Fees will be invoiced when the contract with the energy supplier is signed. Payment is due 14 days from the date on the invoice.

Energy bureau services

Energy reports: The amount of our fees payable or how they will be calculated will be agreed with you in advance and set out in a Letter of Engagement. If we provide you with an estimate of our fees for any specific work, then the estimate will not be contractually binding unless we explicitly state that this will be the case.

Radius Energy is a trading style of Powerhouse Energy Management (Ireland) Limited,
which is part of Radius Limited.

Fuel · Telematics · Telecoms · Insurance · Vehicle Solutions · EV & Energy

Powerhouse Energy Management (Ireland) Limited is a company registered in Ireland.
Registration number: 654137. Registered office: Block 2, Galway Financial Services Centre,
Moneenageisha Road, Galway, H91 W1YV.

Unless arrangement is reached to the contrary, our fees are based on the number and seniority of staff required, the degree of skill and responsibility involved, the importance and value of the advice that we provide.

If we need to do work outside the responsibilities outlined in our Letter of Engagement, we will advise you in advance and discuss any associated fees.

Discontinuation of the service or services will be confirmed in writing, giving 14 days notice.

Our complaints process

Radius Energy are committed to providing a quality service to all our customers. If you feel our standard of service is not as expected, here's how we'll sort it out for you.

Step 1

Get in touch to let us know what's happened and what we can do to put it right.



Step 2

We'll let you know when we've received your complaint. We'll look into the problem and sort it out for you as quickly as we can.



Step 3

We'll tell you what we've done to fix the issue. Once you're happy, we'll ask you if we can close your complaint.



Step 4

If you're still unhappy and your complaint has been ongoing for 8 weeks, you can contact the Energy Ombudsman.

How to get in touch

You can contact us via telephone, email or through our website form: <https://www.radius.com/en-gb/contact/>

Telephone

UK: [+44 2892 444 966](tel:+442892444966)

Ireland: [+353 1903 9042](tel:+35319039042)

Radius Energy is a trading style of Powerhouse Energy Management (Ireland) Limited, which is part of Radius Limited.

[Fuel](#) · [Telematics](#) · [Telecoms](#) · [Insurance](#) · [Vehicle Solutions](#) · [EV & Energy](#)

Powerhouse Energy Management (Ireland) Limited is a company registered in Ireland.
Registration number: 654137. Registered office: Block 2, Galway Financial Services Centre,
Moneenageisha Road, Galway, H91 W1YV.

Email

complaints@pem.energy

Website

<https://www.radius.com/en-gb/business-energy/complaints-policy/>

To enable our complaints team to investigate and resolve your complaint effectively, please remember to provide us with your **name, business name and address, telephone number, email address and information regarding your complaint.**

We aim to acknowledge receipt of your complaint within two working days, and aim to resolve the matter within 28 working days. However, it is possible there are some instances where this could take longer. If this is the case, we will keep you updated with the development of your complaint and when it is likely to be resolved.

LIMITS ON OUR RESPONSIBILITY TO YOU

a) Nothing in these Terms of Business removes or limits our responsibility to you for death or personal injury caused by our negligence. We also accept full legal responsibility if we act in a fraudulent way. These Terms of Business do not affect any rights you have by law.

b) Subject to (a) above, our liability to you in contract, tort (including negligence), misrepresentation, restitution or otherwise is limited to £10 million (ten million pounds) and we are not responsible for any special, indirect, or consequential losses you suffer.

CONFIDENTIALITY AND DATA PROTECTION

Personal information about you will be treated as private and confidential. We will only use and exchange the information that is relevant in the normal course of arranging and administering your energy contract and the ongoing support for the term. We will also share when required to do so by law, or regulation to energy providers, regulatory and legal authorities, finance companies or to agents who provide services on our behalf. This may result in a credit check to confirm your identity and minimise the risk of fraud. Your data will be held in accordance with the current data protection law, under which you have a right of access to see personal information about you that is held in our records, electronically or manually. In the interests of security and to improve our service, telephone calls between us may be recorded. On consenting to receive marketing information from ourselves, you are happy to be contacted in the following ways: by telephone, email, text or post. Please refer to our full Privacy Notice which is always available at <https://www.radius.com/en-gb/privacy-policy/>. If you do not have access to the internet or would prefer a paper version you may call our office on 028 9244 4966 (GB) or +353 1 903 9042 (ROI) at any time to request a copy.

Radius Energy is a trading style of Powerhouse Energy Management (Ireland) Limited,
which is part of Radius Limited.

Fuel • Telematics • Telecoms • Insurance • Vehicle Solutions • EV & Energy

Powerhouse Energy Management (Ireland) Limited is a company registered in Ireland.
Registration number: 654137. Registered office: Block 2, Galway Financial Services Centre,
Moneenageisha Road, Galway, H91 W1YV.