

Your Account Care Service Pack will include a number of services to help you control your energy use.

Your Service Pack can help you reduce your energy spend by showing you how you can reduce your consumption and lower your carbon footprint.



Account Management

- We'll look after capturing your details, meter reads and other relevant information pertaining to your supplier switch or renewal. We'll track your renewal and/or switch from start to finish ensuring your account is correctly set up.
- We'll ensure that you don't roll onto a renewal rate set by the supplier and we'll also protect you from falling out of contract and being placed on a supplier's default energy rates.

Monthly Email Newsletter

- Our monthly newsletter is filled with energy advice, energy saving tips, wholesale market information and updates on developments and improvements to our products and services.

Energy Saving Welcome Pack

- Welcome letter/email, energy saving stickers, products and services information, energy supplier terms & conditions (via email).
- Our Energy Saving Stickers are proven to reduce your energy consumption by reminding personnel to switch off lights, power down machines/P.C.'s, etc.

Book of Energy Saving Tips (via email)

- More than 50 energy saving tips that can have a powerful impact on your energy consumption.

Historical Energy Bill Audit

- We can analyse your last five years of bills to establish if your provider has overcharged you. Where an overcharge is identified, we can obtain a credit/refund on your behalf.

Meter Profile and Tariff Analysis and KVA Analysis

- We can analyse your meter details to highlight any potential further savings

Carbon Footprint

- Find out what the carbon footprint is for your electricity and gas use

Utility Helpline Email/Telephone Service

- Our dedicated customer care centre is at hand to help with any queries you may have, throughout your relationship with us. Have your questions about energy and answered by our experts.

Energy Buddi

- We will provide you with the Horizon ENERGY BUDDi giving real-time access to electricity consumption data through a web based dashboard. It automatically logs all consumption data securely with the Horizon Intelligent Cloud Software platform. Users can then login to view their live and historical data from any internet connected device, anytime and anywhere.