

## WME NEWSLETTER | SEPTEMBER 2017

### MARKET UPDATE

After a period of relative stability since the beginning of April, gas and electricity prices have risen by approximately 10% over the course of the last month.

This movement has been in response to concerns regarding availability of supply. The weakness in the pound against the euro has provided further support to price increases in recent weeks as it makes imported gas from Europe more expensive.

Both gas and electricity prices are likely to remain volatile in the short term and will be heavily influenced by the weather as we move through Autumn into Winter. These increases in prices for the coming winter have fed through into increases in gas and electricity prices for 2018 and beyond, with higher coal prices an additional factor in the rise in electricity prices.



### HEATING OIL

Login to our website to obtain an instant oil quote or place an order by calling a member of the team.

As we approach Autumn, it is a good time to check your oil levels to avoid getting caught out during a sudden cold snap. Our supplier will deliver within 3 working days of receiving an order. To place an order, contact us using the telephone number below.

### BILL VALIDATION

We strongly believe that the value of our procurement strategy can only be fully recognised, if your billing is accurate.

A recent article by uSwitch announced that incorrect billing cost UK customers £102m last year with many struggling to chase suppliers for refunds. At WME, we understand that you are busy and do not have the time, and often the expertise, to be checking each and every energy bill you receive. Therefore we do it for you.

Every supplier invoice is received by WME and validated against a wide-ranging list of criteria using bespoke designed software and supplier bills that fail validation are managed through to resolution by a member of our team giving you assurance that you will only receive an invoice from WME once we are 100% happy with the charges levied.

#### KEY FACTS ON BILL VALIDATION

- On average **30%** of energy bills fail first validation
- The annual benefit of our validation service is on average **5%** of total spend per supply
- We return **100%** of overcharges to our customers
- In 16/17 our validation service saved customers **£1.2m** in supplier overcharges

### SOCIAL MEDIA

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