

SME ENERGY GUIDE · SMALL & MID-SIZED BUSINESSES

A plain-English guide to **cutting your commercial energy bill.**

For UK small and mid-sized businesses — cafés, salons, offices, warehouses, workshops, care homes, schools and independent retailers. Straight-talking guidance, no jargon, no hidden commissions.

Why SMEs overpay

Most SME energy contracts are quoted on rates that already include an undisclosed broker commission — often several pence per kWh, baked into your unit rate for the whole contract term. On a typical £15,000–£60,000 annual spend, that quietly adds up to hundreds or thousands of pounds a year.

- **Auto-rollovers** — missing your termination window can lock you into another 12 months at inflated rates.
- **Out-of-contract rates** — deemed rates from a supplier can be 2–3× the market price.
- **Standing charges** — often overlooked, but they can quietly add hundreds of pounds a year on their own.
- **Junior reps** — high-street brokers frequently rotate accounts to new staff at every renewal.

The HENOC Price Pledge — you see the wholesale cost, and you see our fee. No hidden per-kWh uplifts, no surprises, no rollovers you didn't authorise.

What HENOC does for SMEs



Service	What it means for your business
Fixed-price contracts	Budget certainty — one rate for the whole term, from a panel of 30+ UK suppliers.
Contract audit	We read your current contract and flag rollover clauses, notice windows and hidden add-ons.
Bill audit	We check 12 months of bills for overcharges, wrong VAT, wrong CCL and metering errors.
Renewal management	We diarise your termination window and start the market review 3–6 months before end date.
Green power	Optional 100% REGO-backed electricity — genuine renewable, not a marketing sticker.
Metering & connections	Support with new supplies, meter upgrades and capacity changes for growing sites.

A simple 3-step process

01

Send us a bill

Upload a recent commercial energy bill via henoc.co.uk or email info@henoc.co.uk.

02

Free 24-hour audit

A senior broker reviews your rates, standing charge and end date — no sales pitch.

03

Transparent quote

If we can save you money, we show you the numbers side-by-side. If we can't, we tell you.

What to have ready

- A recent electricity and/or gas bill (PDF, JPG or photo is fine).
- Your MPAN (electricity) or MPRN (gas) — printed on the bill.
- Your contract end date, if you have it.
- An indication of annual spend or annual kWh — we can work it out from the bill if not.

Three standards we guarantee every client

#	Standard	What it means
01	Transparency pledge	Our fee is disclosed in writing before you sign. No embedded uplifts.
02	Direct expert access	You speak to a senior broker — not a call-centre script or a rotating junior.
03	Fast upload, expert review	Upload in about 60 seconds; a written audit back within 24 hours.

Your rights

HENOC is a registered broker with the Energy Ombudsman. If you're ever unhappy with how we've handled your account and we can't resolve it, you can escalate free of charge to the Energy Ombudsman: **0330 440 1624** · enquiry@energyombudsman.org · www.energyombudsman.org.

Ready to see what you could save?

- Web: www.henoc.co.uk
- Email: info@henoc.co.uk
- Phone: **020 8050 0158**
- Commercial accounts only. No cold-calling, no spam.