

Why become a Member of Our Power?

STRATEGIC LEVEL

- Members set vision for Our Power
- Members can seek nomination for Board Membership
- Raise high level issues
- Opportunity to generate new revenue through meter installation
 - Own property
 - Other members properties
 - Property in wider community

WHAT'S THE MEMBER COMMITMENT

- Support the aims and objectives of Our Power around Fuel Poverty and Inequality
- Commitment to switch the supplies at properties when they become void
- Commitment for New Build properties to be supplied by Our Power
- Part of the organisation's strategy to help your tenants minimise the impact of Fuel poverty

WHAT'S THE OUR POWER COMMITMENT

- The void utility service delivering an efficient switching process
- Utility management during the void period
- Low cost tariffs for tenants, staff and communities
- Regular meetings and engagement with Our Power including Regional Forums and the Annual General Meeting (AGM)
- Opportunities to engage in innovation and renewable generation
- Opportunities to invest in Our Power

OPERATIONAL LEVEL

- Dedicated Relationship Manager
- Void switching model
- Tenant starts on our lowest cost tariff
- Void utility management support
 - Simple transition of supplies
 - Save members time dealing with void utilities
- No standing charges during void period
- Support with historical prepayment meter debt clean down
- Support service for Members where there has been meter tampering
- Members Hotline – 0131 297 3898
- Access to Members' portal

HOW WOULD YOUR TENANTS BENEFIT

- Access to our lowest cost tariff in the market (Same price for Prepayment and Direct Debit)
- Equality and improved customer experience for prepayment customers
- Opportunity for a Smart Meter with In-House Displays
- A wide variety of ways and means to pay for their energy
- Accurate meter readings – no estimated bills for Credit Customers (with Smart Meters)
- Friendly credit service for prepayment customers – 4pm till 10 am with no cut-offs
- Tenants can switch away with no exit fees
- Highest quality of Customer Service
- Freephone Contact (0808 168 4534)