



ph energy services



Dispute resolution (Case Study PH Energy assists Faber)

PH Energy Services can help commercial energy users in the resolution of supplier disputes. We have years of experience in dealing with suppliers to reach satisfactory conclusions on the most complex of disputes.

Disputes can relate to out of contract rates; incorrect tariffs; faulty meters; catch up billing; billing for properties no longer belonging to customers and so on.

Case study:

Faber Technology, based in Newtown, Wales are specialists in plastic injection moulding; a competitive business where through ingenuity they keep eastern competitors at bay. They had a bit of a shock when they found that their transfer to their new supplier hadn't gone through and they'd been charged on out of contract rates and racked up an additional £30,000, 300% more than they were paying before. After being stonewalled by the two suppliers involved the Finance Director phoned PH Energy Services.

There are no rules for this sort of practice and no laws protecting businesses such as Faber - suppliers can charge what they like on out of contract rates and 9 times out of 10 will get away with it.

PH Energy Services reviewed all the correspondence and the facts relating to the errors that had occurred. We were able to advise Faber on a course of action and negotiated with the supplier at fault. These negotiations resulted in a full compensation from the supplier at fault.

Disputes such as this may seem clear in terms of who is at fault but this does not mean that compensation is automatic – the supplier terms and conditions are carefully drafted to ensure that they are not liable for administrative oversights or required to pay to the value of another supplier's out of contract rates. Basically it's a minefield where only experience of dealing with such issues will benefit the customer is the resolution process.