

Elmhurst NDEA's Smarter Choice client referrals - how it works FAQs

Q. What sort of clients is the Smarter Choices programme looking for?

A. We are looking for clients who:

- are UK SMEs (up to 250 employees and £41M turnover)
- have an annual energy spend above £20,0000
- own their own premises or have a long-term lease with responsibility for the building services

Q. How do I approach my client with the Smarter Choices proposition?

A. You have been supplied with a Smarter Choices leaflet, updated in the email containing this FAQ sheet, which explains this at a top level, where you can also add you branding and contact information.

More information on Smarter Choices is available from www.smarter-choices.uk

Q. How do I refer a client and what is the process for a successful referral?

A. When your client has expressed an interest in Smarter Choices and the initial free energy assessment, please speak initially to Chris Ricketts at Elmhurst about the programme.

Chris will arrange a discussion with the Smarter Choices team to ensure your client is suitable for Smarter Choices for both parties before proceeding. The final decision to proceed and of a successful referral will rest with the Smarter Choices project team.

Q. What type of assessment do I need to carry out?

A. The assessment will be delivered to the Smarter Choices procedure and format. Before undertaking an assessment on behalf of Smarter Choices you will need to be briefed by Elmhurst on the procedure to follow and the elements the assessment should cover.

Q. What assessment fee will I be paid?

A. The assessment fee will be agreed between you and Elmhurst prior to the assessment being carried out.

Q. If my referral is successful, when will I receive the payment?

A. The timing of the referral fee payment will be confirmed by the Elmhurst and Smarter Choices team before you proceed.

Referral fees will not be paid if either the client or the Smarter Choices project team choose not to proceed with the energy assessment for any reason.

Referral fees will not be paid if Smarter Choices are not satisfied that the assessment has been delivered to the brief provided by Elmhurst. The referral fee is not dependent on the outcome of the energy assessment (i.e. the identification of the potential for any particular energy saving measure).

Q. Are the referral numbers limited?

A. Yes, Smarter Choices has been funded to offer 35 energy assessments so the number of referral payments made will be less than this. Smarter Choices reserves the right to make no referral payments.

Q. Will my client have an automatic option to proceed to a pilot project?

A. Following the energy assessment and subsequent discussion, if your client wishes to become one of the pilot projects, the Smarter Choices project team will talk to your client about that. Both parties need to be in agreement that it is appropriate to proceed to a pilot project. The leaflet

provides an indication of the benefits of working with the Smarter Choices project: it does not imply any commitment to provide the benefits described on behalf of Smarter Choices.

Q. Can I make multiple referrals?

A. Depending on capacity, it may be possible to make multiple referrals. Please contact Chris Ricketts or David Weatherall on info@smarter-choices.co.uk to discuss the numbers and potential suitability of your clients.

Q. What if I or my client have further questions or require more information?

A. Initially contact Chris Ricketts at Elmhurst Energy on 07879 661458 or chris.ricketts@elmhurstenergy.co.uk.