**Q1) Why join one of our energy frameworks?**

A) At CCS we have unbeaten experience in purchasing for the public sector. By using aggregation we have unrivalled buying power to get the best deals and frequently outperform the market average. We are transparent, and as part of the Cabinet Office, we are not for profit. Any public sector organisation can join and central government is mandated to use our energy frameworks. Also, the Department for Education have reviewed our terms & conditions giving schools peace of mind.

**Q2) Can I join at any time?**

A) Yes, if your contract end doesn’t align with our buying start dates, we offer the option of an ‘interim contract’ to bridge the gap between your contract end date and the next available basket. It takes, on average, 6 weeks to join and transfer your sites onto the framework

**Q3) Are there any joining fees?**

A) There are no fees applied from CCS or the supplier.

**Q4) Can I see prices before I join?**

A) Unfortunately, we do not offer prices / quotes. Most customers join our energy frameworks via our interim pricing process, whereby a spot price is provided for a short period of time between the customer’s existing contract end date and the next available basket. The spot price is only established and provided to the customer after commitment. The interim price will be determined by the supplier using market rates prevailing on the day

**Q5) Once I have signed up and seen my prices, can I reject them?**

A) No, by signing the Customer Access Agreement you have given CCS the authority to accept the prices on your behalf.

**Q7) Am I tied into a long-term contract?**

A) Energy contracts are 1 or 3 years in length.

**Q8) What is a basket?**

A) The energy volumes required for all our customers are aggregated together so we can buy in bulk. This is called a basket.

**Q9) What is a locked basket?**

A) The price is fixed for a delivery period, (1st April-31st March or 1st Oct-31st March). The locked basket is only for half hourly electricity and gas for six or thirty months. This product is right for you if you want a fixed price to help you manage your budget.

**Q10) What is a variable basket?**

A) This product is right for you if you want to take advantage of potentially lower market prices throughout the delivery period and can manage your bills varying month-on-month.

**Q11) What products/baskets do CCS offer?**

***A) Baskets*:** V6, V30 – Variables baskets & L6, L30 – Locked baskets.(number denotes months)

***Products*:** Gas, half hourly electricity (HH), non half hourly electricity (NHH). Locked, Variable - V6, V30​.(number denotes months)

**Q12) I have appointed a private finance initiative (PFI) to act on our behalf, can they use the framework?**

A) Yes, as long as we have received a Letter of Authority, the PFI can use the framework and can join by following the usual process.

**Q13) I am part of central government, do I have to use the CCS frameworks?**

A) Yes, all central government departments and agencies are mandated to use them.

**Q14) A site is closing but I will still be responsible for the bills, will I be charged if the usage drops to zero?**

A) As a customer you will need to complete a change of tenancy form or an electric change of ownership and send it to the supplier. If the meter is removed then the site will be end dated and billing will cease. If the site stops using gas then just a daily charge will be applied.

**Q15) Do I buy or rent the meters?**

A) All meters are owned by the Distribution Network Operators (DNO) and you are charged on a daily basis for your meter. The charges you pay also include maintenance and delivery of your utility product to you. In the case of gas, you will pay to have a meter installed at a property. You then have a meter asset manager (MAM). Part of the daily charge is a MAM charge – payment for maintenance of the meter.

**Q16) Which framework does street light sit under?**

A) Electricity Supply and Ancillary Services framework (RM1075).

**Q17) Where do I input/send meter reads?**

A) These should be provided to the supplier.

**Q18) Who should I call if a meter fails?**

A) Your supplier.

**Q19) Who should I call if there is a gas leak?**

A) Please call the National Grid helpline on: 0800 111 999.

**Q20) What is kWh?**

A) Your energy is measured in kilowatt-hours. You will usually see the abbreviation kWh on your bill.

**Q21) What does MPR mean?**

A) Meter point reference. This is the meters ID number. This is usually found on your gas bill. MPR reference numbers only relate to gas supply.

**Q22) What does MPAN mean?**

A) Meter point administration number. This is a 21-digit reference number used to uniquely identify electricity supply points. Such as individual domestic residences. MPAN reference numbers only relate to electricity supply.

**Q23) How do I gain access to the energy portal?**

A) Your log in details are included in your welcome email once you have joined a framework.

**Q24) I have forgotten my password to the energy portal?**

A) You can reset your password yourself on the energy portal at [http://ccsportal.energycloud.com](http://ccsportal.energycloud.com/).

**Q25) What can I use the energy portal for?**

A) You can view your live portfolio and add sites, as well as the spend and consumption of your gas and electricity.

**Q26) How do I add a site to my portfolio?**

A) You can do this via the energy portal [http://ccsportal.energycloud.com](http://ccsportal.energycloud.com/)

**Q27) I need a copy of all my bills, can you send me them?**

A) You will need to contact your supplier directly to request these.

**Q28) What is the process for site works requests?**

A) Site works requests are required to obtain a new meter installation on a new building. You should contact your supplier.