

Customer Name
Address
Town
County
Postcode

SSE Energy Solutions
No.1 Forbury Place
43 Forbury Road
Reading
RG1 3JH

Day Month Year

Account Number:

The UK Government is changing the way non-commodity costs are collected

Dear Sir/Madam,

You are on an SSE Choice electricity contract. This means your energy costs are fixed but the non-commodity costs can change in line with third-party charges – like government levies and the transportation of electricity. A large proportion of your electricity bill is made up of non-commodity costs.

The Balancing Services Use of System (BSUoS) is a non-commodity cost paid to the National Grid to balance supply with demand and ensure the security of the electricity system. Historically these charges were calculated daily and paid by both energy generators and suppliers.

Ofgem changes in the industry mean that from 1 April 2023, energy generators will no longer pay these. Instead, electricity suppliers will recover 100% of the costs. We do everything we can to shelter our customers from non-commodity cost fluctuations, but unfortunately, given the extent of this increase, we need to increase the rate you pay.

Your billed rate will increase by 0.925p/kWh from 1 April 2023 (or the bill that spans this date) for the duration of the remainder of your contract. There will be no change to the standing charge you pay. All other terms and conditions remain unaffected. You can view a copy of these at sseenergysolutions.co.uk/terms.

You can find key points about the change overleaf. Please visit sseenergysolutions.co.uk/bsuos-faqs for further information.

Yours sincerely,

Aled Humphreys
Director of Business Energy
SSE Energy Solutions

Further information

What's the likely impact on my bills?

Each of our customers uses energy differently, and this charge will be applied based on consumption. As an example, a business that consumes 12,000 kWh of electricity in a year would see an increase of less than £10 per month.

What can I do to ensure that I'm billed accurately?

To make sure you are billed accurately, it's important that we receive monthly meter readings. You can do this at my.sseenergysolutions.co.uk/meter/submit.

Installing a smart meter for your business means accurate readings are sent to us automatically- no more estimated bills*. You'll only be charged for the energy you've used. With a smart meter, you'll also have access to our energy management platform, Clarity[†], which gives you real-time insights into your energy—helping you make changes to reduce your energy consumption and carbon emissions.

Sign up for an installation today at sseenergysolutions.co.uk/get-smart.

When will this take effect?

The rate increase will be applied from 1 April 2023 for the remainder of your contract.

Which non-commodity costs are increasing?

The cost of Balancing Services Use of System (BSUoS) has been increasing in recent years due to changes in updating and future-proofing the network. Additionally, from 1 April 2023, the BSUoS price to consumers will significantly increase following a decision from Ofgem to recover the costs from energy suppliers only.

What can I do to avoid this change? Can I terminate my contract with SSE Energy Solutions?

Because you chose an SSE Choice contract, your non-commodity charges are not fixed for the contract duration. Your contract terms and conditions state that we are entitled to charge you for costs applied by your distributor and/or to reflect any variation in our costs in supply of electricity which is not within our reasonable control. This includes passing on a rise in non-commodity charges as these are costs we incur from third parties (including your distributor) in supplying your electricity and which we cannot control.

These unforeseen costs apply across Britain's energy supply and are outside our control as they're set by third parties. Unfortunately, it's not possible to avoid this increase. As you're subject to a fixed term contract with no ability to terminate, your contract end date will remain as stated when you agreed your contract.

You can read our full FAQs at sseenergysolutions.co.uk/bsuos-faqs.

[†]Clarity terms and conditions apply.

*In the unlikely event that our communication with your smart meter is disrupted, we may advise you to submit a manual meter reading, or you may receive an estimated bill.

For further information about how we use and protect your personal data, please see our privacy notice at sseenergysolutions.co.uk/privacy-policy

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