



Our Services

Utility Aid is the UK's largest energy broker for the not-for-profit sector. Our dedicated team provide a high-level service to manage and maintain your portfolio.

Procurement

Our experienced Energy Specialists will offer you a tailor-made procurement strategy; centered around your requirements and appetite for risk.

Bureau Services

Our experienced Bureau Team ensure that all supplier bills are validated. Copies are obtained from suppliers either via a portal, if the supplier has a billing portal, or alternatively these are sent directly from the suppliers through to the team. The data from the bills is validated through our software and erroneous figures are queried automatically. The queries will be investigated by our team, who liaise with the relevant party to ensure any issues are resolved. To date we have saved customers over £4 Million from using this service.

Account Management

Say goodbye to waiting on hold! Our dedicated account management team will make managing your energy contracts seamless. With full query resolution covering Change of tenancies, billing errors, smart meter installations & meter removals, meter reading submissions and much more.

Void Management Service

Managing occupancies in HMO's or Multiple Properties with multiple suppliers, is time consuming and stressful. Our team does this for you.

We liaise with both housing officers and suppliers, in order to manage change of tenancies and unoccupied or abandoned properties. Within one working day, we have a supplier account updated with the correct occupancy details entered. This service saves time for housing officers as wait times are usually very lengthy, whereas we operate on a one-day turnaround. We also provide a unique login for each user on our bespoke Void Portal software.

Key features of Void Management service include processing of change of tenancies for both pre-pay and billed meters, managed pre-pay service available where customers are looking to replace them with billed meters, monthly report on void activity and resolving issues on your behalf.

Historical Audit

Our Bureau can offer historical audits, any overcharges are identified and recovered over a four-year backdated period.

Net Zero & Carbon Reporting

Are you ready to begin your journey to Net Zero? Our Head of Net Zero & Energy Management can guide you through the process. Identifying your organisations carbon emissions, Pledging your reduction targets, creating a plan on how to achieve your targets and actioning your plans.



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