

Energy terms of business

How we work with you, what we charge, and how to reach us if something goes wrong.

October 2026

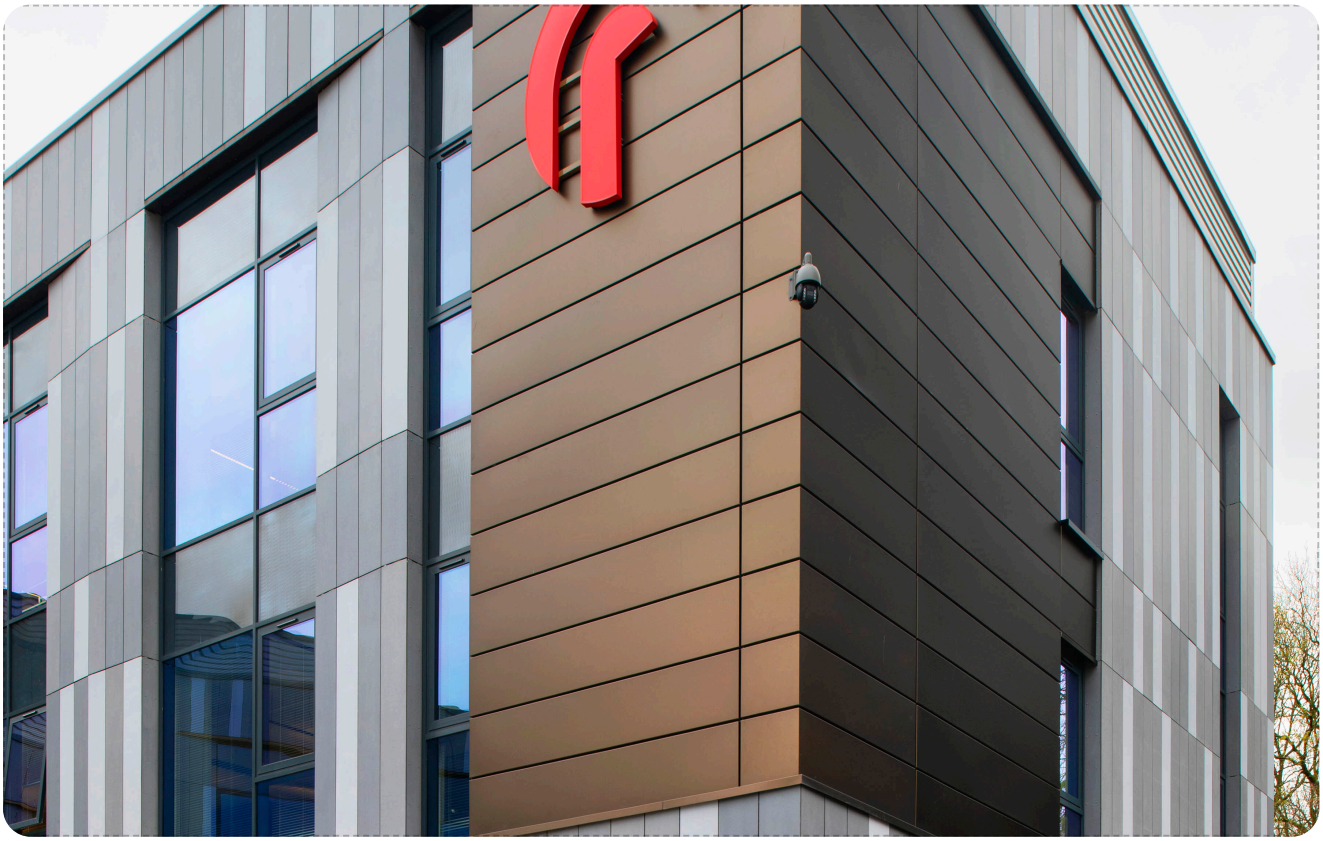
About Radius

One partner for 480,000 businesses in 19 countries

We help businesses move forward. Our fuel cards, vehicle services, telematics, insurance, telecoms and energy services work together, so you can run more of your business from one place.

In November 2022 we bought Powerhouse Energy Management (PEM), and its energy team became part of Radius. The team has worked in the energy market since 2019. It knows the suppliers, and it builds each deal around what you need rather than what's simplest to sell.

That might be a straightforward gas or electricity contract. It might be a power purchase agreement (PPA) that runs for decades and puts your name on a wind farm. More than 2,000 businesses trust us with their energy. Most are in the UK and Ireland, and we've also negotiated contracts in Belgium, France, Germany and the Netherlands.



radius | Energy

Radius in numbers



Global scale, with people who know your market

480,000+
businesses choose us

£4.5bn
2023–24 turnover

3,000+
team members

49
global offices

36
years in business

19
active countries

What we do

One team for your energy, from buying it to checking the bills

We've traded in the energy markets for more than 15 years. We buy energy directly for small and mid-sized businesses. Our bureau team looks after larger users, including industrial and commercial (I&C) sites.

What the bureau does for you

The services we provide

- Bill validation
- Procurement
- Invoice queries
- Supplier queries
- Portfolio management
- Account management
- Market reports and analysis

How you benefit

What it means for your business

- One point of contact
- Lower costs across your energy portfolio
- Regular market updates and observations
- A direct line to your Radius key account manager
- Recommendations backed by decades of experience
- Support with your wider environmental, social and governance (ESG) goals, including a small, asset-based power purchase agreement (PPA)



Energy procurement

The right contract, bought at the right time

Procurement is the foundation of a good energy strategy. A contract that fits your needs, on a competitive unit rate, cuts your costs and supports your efficiency and sustainability goals. Our supplier relationships give you access to competitive rates, bespoke offers and exclusive products.

Our procurement process

1

Analyse

We start with your current bills and consumption profile to work out which type of contract suits you. We also track market movements and forecasts, so you enter a contract at a good time.

2

Tender

Once we know how much energy you need, we go to market on your behalf. We ask several suppliers for a range of prices, including fixed, variable and bespoke options, then present them to you with our recommendation.

3

Procure

You choose an option, and we lock in your supply for the length of the contract.

4

Monitor

Signing isn't the end. We keep watching your energy needs and the market, so when renewal comes round we're ready to re-tender and find you the most suitable contract.

Contract types

Fixed, variable or flexible?

There are many ways to buy energy. The most common are below. If your business needs something more specific, we'll negotiate a bespoke contract.

Fixed rate

Usually 12, 24 or 36 months

The rate you agree at the start is the rate you pay for the whole contract. The fixed part applies to the commodity price only; pass-through charges are reviewed each year on 1 October. A fixed contract makes budgeting and forecasting easier and protects you from price spikes, but you won't benefit if the market falls.

Variable rate

Priced monthly or daily

Your price tracks the wholesale market. When the market rises, so does your price, and vice versa. That makes spend harder to forecast, but you benefit when prices drop. You can pay the average unit rate for each month, or the daily rate for the day you use the energy.

Flexible

Usually 12 or 24 months

You buy energy in smaller blocks throughout the contract, locking in prices when the market is low and avoiding the peaks. Our pricing team builds a buying strategy around your appetite for risk. Flexible contracts normally suit large industrial users, but our exclusive 'basket' product pools smaller users' consumption so you get the same advantages.



Green energy options

Six levels of green energy

As you work towards your sustainability goals, the type of energy you buy matters more and more. These levels should be part of every procurement conversation.

01

Brown fuel mix

Generated by fossil-fuel power stations

02

100% green marketable fuel mix

A supplier certification that lets them market the product as green, although it's still sourced from the grid

03

REGO or GoO certificates

Renewable Energy Guarantee of Origin (REGO) or Guarantee of Origin (GoO). The supplier certifies the renewable sources in its own fuel mix

04

PPA without naming rights

A power purchase agreement (PPA) links your supply directly to a renewable source, such as a wind farm, solar farm or biomass plant

05

PPA with naming rights

The asset's latitude and longitude are recorded, so you can publish or market it. This is a direct supply of renewable energy to your business. Naming rights usually cost a premium of around €14–€20 per megawatt hour (MWh), or €0.02 per kilowatt hour (kWh)

06

Self-generation

You generate your own energy

Energy services

See where your energy goes, then use less of it

Better data leads to better decisions. We help you draw clear insight from your energy data, so you can cut costs and CO2 at the same time.

Energy audits

A roadmap to a more efficient energy future

Electricity sub-metering

See exactly where energy is used and where you can improve

Gas sub-metering

More insight into where your gas is consumed

Renewable technology advice

A science-led approach. We analyse your metering data and recommend the best option for your site

Tendering support

Help with tendering for your renewable energy strategy. We're independent advisers with no ties to manufacturers

As we find improvements, we'll tell you. Our metering also makes re-billing more accurate in multi-tenanted buildings.

Terms of business

Payment for our services

Energy procurement

We normally receive commission via the energy supplier that we contract you with, a percentage of the energy cost, this is typically 1-2.5%. This will be shown on your bill as an inclusion in the unit rate for the energy you are contracted for.

Alternatively, we can charge a fixed fee for the work we do. This is normally based on consultancy rates based on a per day basis, billed in half day periods. Fees are agreed on a client-by-client basis.

Fees will be invoiced when the contract with the energy supplier is signed. Payment is due 14 days from the date on the invoice.

Energy bureau services

Energy reports: The amount of our fees payable or how they will be calculated will be agreed with you in advance and set out in a Letter of Engagement. If we provide you with an estimate of our fees for any specific work, then the estimate will not be contractually binding unless we explicitly state that this will be the case.

Unless arrangement is reached to the contrary, our fees are based on the number and seniority of staff required, the degree of skill and responsibility involved, the importance and value of the advice that we provide.

If we need to do work outside the responsibilities outlined in our Letter of Engagement, we will advise you in advance and discuss any associated fees.

Discontinuation of the service or services will be confirmed in writing, giving 14 days notice.

Terms of business

Our complaints process

Radius Energy are committed to providing a quality service to all our customers. If you feel our standard of service is not as expected, here's how we'll sort it out for you.

1

Step 1

Get in touch to let us know what's happened and what we can do to put it right.

2

Step 2

We'll let you know when we've received your complaint. We'll look into the problem and sort it out for you as quickly as we can.

3

Step 3

We'll tell you what we've done to fix the issue. Once you're happy, we'll ask you if we can close your complaint.

4

Step 4

If you're still unhappy and your complaint has been ongoing for 8 weeks, you can contact the Energy Ombudsman.

How to get in touch

You can contact us via telephone, email or through our website form: **https://www.radius.com/en-gb/contact/**

Telephone
UK: +44 1133 858 080
ROI: +353 1903 9042
NI: +44 28 9244 4966

Email
pem.complaints@radius.com

Website
https://www.radius.com/en-gb/business-energy/complaints-policy/

To enable our complaints team to investigate and resolve your complaint effectively, please remember to provide us with your name, business name and address, telephone number, email address and information regarding your complaint.

We aim to acknowledge receipt of your complaint within two working days, and aim to resolve the matter within 28 working days. However, it is possible there are some instances where this could take longer. If this is the case, we will keep you updated with the development of your complaint and when it is likely to be resolved.



Limits on our responsibility to you

a) Nothing in these Terms of Business removes or limits our responsibility to you for death or personal injury caused by our negligence. We also accept full legal responsibility if we act in a fraudulent way. These Terms of Business do not affect any rights you have by law.

b) Subject to (a) above, our liability to you in contract, tort (including negligence), misrepresentation, restitution or otherwise is limited to £10 million (ten million pounds) and we are not responsible for any special, indirect, or consequential losses you suffer.

Confidentiality and data protection

Personal information about you will be treated as private and confidential. We will only use and exchange the information that is relevant in the normal course of arranging and administering your energy contract and the ongoing support for the term. We will also share when required to do so by law, or regulation to energy providers, regulatory and legal authorities, finance companies or to agents who provide services on our behalf. This may result in a credit check to confirm your identity and minimise the risk of fraud. Your data will be held in accordance with the current data protection law, under which you have a right of access to see personal information about you that is held in our records, electronically or manually. In the interests of security and to improve our service, telephone calls between us may be recorded. On consenting to receive marketing information from ourselves, you are happy to be contacted in the following ways: by telephone, email, text or post. Please refer to our full Privacy Notice which is always available at **https://www.radius.com/en-gb/privacy-policy/**. If you do not have access to the internet or would prefer a paper version you may call our office on 028 9244 4966 (GB) or +353 1 903 9042 (ROI) at any time to request a copy.

radius | Energy

Driving business forward

Find out more about our energy services at **radius.com**

UK

Eurocard Centre, Herald Park
Herald Drive
Crewe CW1 6EG

+44 1133 858 080

ROI

Block 2, Galway Financial
Services Centre
Moneenageisha Road
Galway H91 W1YV

+353 1903 9042

Northern Ireland

Waters Edge
Clarendon Dock
Belfast BT1 3BH

+44 28 9244 4966