



NFU Electricity Buying Group – FAQ's

Who is FEC Energy?

FEC Energy provides the NFU Energy Service and is owned by the NFU. We've been working with the NFU as their energy advice line for over ten years so we have plenty of experience in helping NFU members save money on energy bills.

When can I join a Buying Group?

You can register your interest in the Buying Group anytime, but the buying group prices are negotiated up to four months in advance of the contract start dates. If we already have your details, we will contact you four months before your contract renewal date to let you know what the price and savings are. If we have not had your information early enough, we will arrange a 12-month contract for the time being and place you in the group the next time your contract expires.

Will the NFU be my electricity supplier?

No. We negotiate with a lot of suppliers and we will place the buying group with the supplier that has the best deal. Your contract will be directly with the supplier.

I joined a buying group last year for one of my sites so do I have to join again?

Individual sites are invited into the buying group each time a contract comes to an end. You must respond to the communication to opt in for each site. Data protection laws prevent us from including your supplies in a contract without having first had confirmation from you.

Do I have to terminate my current contract?

If we arranged your current contract, we will have already terminated it in readiness for your renewal.

If you are new to FEC Energy, or we did not arrange your current contract, you will have to terminate your contract yourself. You will generally need to do this 30 days before your contract end date.

Will I have to terminate my new buying group contract or will you do that for me?

Once you have joined the buying group, we will terminate the contract on your behalf, meaning that you will not fall into 'out of contract rates' at the end of the term.



I have already told you I am interested; will I automatically be included in the Buying Group?

No. We will need your permission to proceed with the contract once you have reviewed the prices and savings, and we need a signed letter of authority from you to act on your behalf. If you do not want us to sign the contract for you, we will send you the contract to sign and return to us.

The prices that were offered to me in the buying group are no longer available.

The prices are only available for a short amount of time. If you do not meet the deadline to accept the price, we will not be able to honor them. If this happens we will offer you the best alternative price we have and invite you to the next buying group when that contract expires.

The prices you offered through the group were not as good as I hoped.

We are currently in an increasing market, and energy prices this year are higher than previous years. However the purpose of the group is to increase the number of supplies and total consumption, so that we have more buying power to drive the prices as low as we can. As the group grows we will be able to negotiate more competitive prices.

I have been offered a better price by my supplier

You are of course free to shop around, and sometimes a better price may be available depending on the type of supply you have. Please talk to us before you make your decision so that we can advise you whether there are any hidden costs in the alternative price you have been given.

As the buying group grows, you will not only benefit from competitive prices, but you will have our years of expertise and friendly advisors to take the hassle of dealing with suppliers out of your hands.

What happens after I confirm I am happy with the price?

If you have signed a letter of authority we will produce the contract, sign it and send it to the supplier. The supplier will then send you a welcome pack and confirmation of the price.

The price in my welcome letter is different to the price you sent me?

The best prices include a discount for paying by direct debit, and this discount is included in the price we send you. The supplier will show you the price before the direct debit discount. Please remember to complete the direct debit form included in your welcome pack to benefit from the discounted price.