



Frequently Asked Questions



What are the benefits of Bill Validation?

Bill Validation ensures that organisations only pay for the energy used, at the agreed rate.

Incorrect contract charges and estimated billing are commonplace, resulting in discrepancies which are easy to miss.

Apollo Energy's bespoke software reviews and recalculates bills to highlight inaccuracies, advise whether usage is higher or lower than expected, and identifies sites that have been invoiced for incorrect periods. We will indicate whether meter reads are required for accurate billing.

The software confirms if the agreed supply capacity is being exceeded to minimise any penalty charges, also if the agreed supply capacity is higher than necessary, we can perform a capacity review and arrange a reduction if required to avoid overspending.



How accurate is our budgeting service?

Our energy consultants work closely with clients to consider a wide range of factors to provide accurate budgeting and forecasts.

Apollo's in-depth industry knowledge and years of experience ensures all considerations are made and budgeting is informed, intelligent and accurate.

When reviewing budgets, we will not only consider movement in the energy market, but also your company's projected growth and/or energy reduction plans in the future.



What is the difference between Bespoke Reporting and the Client Portal?

Our Client portal is available 24 hours, 7 days a week and provides a suite of tools to track usage, cost, CO₂ emissions and identify trends.

All clients are different and as such require very differing monitoring & reporting visibility. Our Bespoke Reporting Suite provides one-off, monthly or quarterly bespoke reports that analyse usage data according to your specific requirements.



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How can I act on data I receive from Apollo's reporting and analysis tools?

Once a high or low usage site has been identified, the data can be analysed in greater detail to see what time periods the usage is at its highest/lowest.

The problem can be investigated by routine checks to narrow down a list of potential issues. For example, the improper shutdown of equipment or machinery, a boiler malfunction or incorrect air conditioning settings or time clock settings. Acting on these issues can produce significant savings.



Can Apollo help reduce carbon footprint?

Yes, our reporting software can highlight sites that are using more energy than expected. This can trigger a range of measures to identify areas where improvements can be made.

Our Client Portal also features an emissions usage tool to monitor the carbon footprint of individual sites.



How can I highlight which of my sites are underperforming with high energy usage?

Apollo can highlight energy intensive sites so action can be taken.

We can provide league tables where your portfolio can be compared quickly and easily to identify buildings which are energy inefficient.

The parameters of the league table can be tailored according to the client's requirements and can be based on a range of factors such as cost, usage & floor area.



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How much contact with suppliers and Third Party Intermediaries would I have if I used Apollo Services?

Once a Letter of Authority has been signed, Apollo Energy will work closely with clients and their suppliers to ensure any issues are speedily resolved. However, this does not preclude the client from direct contact if required.



Benefits of Using Apollo Energy on Framework RM3800

The Framework provides a streamlined route for all public sector clients to access a comprehensive range of external suppliers through a further competition process. Further Competition is estimated to take around 4 weeks, depending on the size and scale of the requirement.

The Framework allows for Simple Call-Off Contract Terms using the CCS Standard Form.

**For more information
contact us today**

Please call

01257 239 502

or email

jackiegray@apolloenergy.co.uk