**Request for information (RFI) – Energy Switch.**

This is a Request for Information (RFI) and does not constitute a commitment, implied or otherwise, that Stonewater will take action for an Energy switch service at this time. Further Stonewater will not be responsible for any cost incurred in furnishing this information.

This RFI is being used to gather market research for Stonewater to make decisions regarding development of a collective energy switch for Stonewater colleagues and customers.

Stonewater has a large focus on fuel poverty - particularly given the difficult financial situation many have found themselves in during the Covid-19 pandemic - and wants to ensure all colleagues and customers have the opportunity to be on the best value for money energy tariff.

**Introduction to Stonewater:**

Stonewater is a leading social housing provider, with a mission to deliver good quality, affordable homes to people who need them most. We manage around 33,600 homes in England for over 75,000 customers, including affordable properties for general rent, shared ownership and sale, alongside specialist accommodation such as retirement and supported living schemes for older and vulnerable people, domestic abuse refuges, a dedicated LGBTQ+ Safe Space, and young people’s foyers.

Our significant and progressive house-building programme aims to build a minimum of 1,500 new homes a year from 2022/23 and we have a good pipeline of development to achieve this, driven by our vision of everyone having the opportunity to have a place that they can call home. We plough our surplus into building new homes, improving our existing housing stock and investing in customer services.

We are also the largest management partner for Legal & General Affordable Homes, supporting the organisation in delivering its ambitious development plan of building 3,000 homes by 2022, by leading on Legal & General's housing operations across England.

We recognise that the way we work matters too. We are committed to providing homes that are energy efficient and are working towards Government's targets for carbon neutrality. Our Environment Strategy helps us minimise the resources we use as an organisation and manage our impact on the environment.

Our talented 800+ employees embody our values – being ambitious, passionate, agile, commercial and ethical. For the second consecutive year we achieved a ‘One Star’ rating in the 2020 Best Companies Top 100 best not-for-profit organisations to work for and made the list for the top 25 best housing sector organisations to work for in the UK.

With an annual turnover of around £191 million and £1.8 billion in assets, Stonewater is a strong, dynamic and well-managed social business, with a long-term rating of A+ by independent credit ratings agency, S&P Global Ratings and a top G1/V1 governance and viability ranking from the Regulator of Social Housing.

**Scope of the service:**

Stonewater are looking for a provider who can organise a collective energy switch for up to approximately 34,500 domestic energy needs. The service will help to reduce fuel poverty through using the collective buying power of the service provider to secure the best tariff.

The Energy to be switched will be gas, electric and dual fuel domestic customers. Stonewaters usage may be combined with a larger group or purely as Stonewater customers. As our customers are the centre of this requirement it is important that customers are not offered a tariff that is more expensive than their current tariff. To ensure best value for money Stonewater are interested in Service Providers who engage the whole energy market to ensure the best tariff, and are not limited by pre-determined preferences or agreements with Energy Suppliers.

Sustainability of prices and tariffs will be key to support reducing fuel poverty amongst our customers and colleagues. Whilst value for money is important Stonewater require that Energy Suppliers are financial stable, established and could maintain the offer.

The Service Provider would be able to manage customer communications surrounding the switch. While Stonewater will promote the energy switch service a Service Provider who can liaise with customers regarding the offer is required.

The service is required to report on the success of the switch. This will include the number of customers who have engaged as well as the number who accepted the new tariff and the savings each was rewarded. This is important for Stonewater to assess the impact on fuel poverty and to determine if the switch should be facilitated annually.

Stonewater are looking for services that have little to no cost for Stonwater with any financial remuneration provided by the winning energy supplier being split between Stonewater and the Service Provider. Stonewater intends to utilise remuneration to provide further benefits to customers, such as further support for fuel poverty, and are open to both financial remuneration and/or further support or services.

**Responding to this RFI:**

Organisations responding to this RFI must be able to provide a Collective Energy Switch as set out above.

RFI responses must include:

* Name of the primary point of contact for the response
* Company Name
* Email
* Phone
* A brief summary (300 word limit) description of previous relevant experience in providing Collective Energy Switches.

Please send all queries and completed responses to the Request for Information to [Procurement@stonewater.org](mailto:Procurement@stonewater.org) by ……

**RFI Questions**

Stonewater are requesting responses to the following questions:

1. To combat fuel poverty Stonewater are keen to ensure colleagues and customers get the best energy deal possible. How do you leverage the combined spend of multiple domestic energy tariffs to ensure the best price for customers?
2. Stonewater are interested in a service that has no cost or little cost to us and can offer remuneration for each household that switches.   
   What remuneration do you offer, such as financial or beneficial services? Please detail if any costs would be applicable to us, the client, for engaging the switch.
3. Could you please advise how your organisation reports on the number of households that switch and how much money they save?
4. How do you as an organisation ensure that the energy supplier is chosen based on value for money for our customers and colleagues, avoiding preference for a particular supplier or suppliers that are not financially sustainable?

Although all comments received will be carefully reviewed with feedback and key information used to support later action, the initiators of this request make no commitment to include any particular recommendations.

There is not active tender for these services with this RFI seeking to understand the market conditions, where a tender is run it will be advised through Contracts Finder and Find a Tender and will be ran through Stonewater’s E-tendering software Delta. It is the responsibility of potential bidders to monitor these sites for the advertisement of any tendering of this service.

**Response Submission Deadline:**

Responses to this RFI must be submitted no later than 11th June 2021.

**RFI Responses**

Please return responses to the Request for Information to [gregory.savage@stonewater.org](mailto:gregory.savage@stonewater.org)

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| --- | --- |
| Company details |  |
| Responders Name |  |
| Company Name |  |
| Email |  |
| Phone |  |
| Summary of experience | |
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