



## LASER Pricing Transparency



At LASER, we pride ourselves on being open and transparent with customers about our fees and supplier's margins. We guarantee there are no hidden rebates or shared savings in our supplier's pricing and our tender processes are strictly managed in accordance with OJEU and UK Public Sector Procurement regulations.

We live by our corporate values **Caring, Trustworthy** and **Proud**. We care for our customers organisations and are passionate about delivering the right energy solutions for their business, at the right cost. We always act with integrity, sharing our trading performance with customers and independent external bodies for benchmarking, to make sure we uphold our high ethical standards and we are proud of our heritage, being public sector owned we understand the importance of transparency when it comes to building customer trust and loyalty and that's why we act as openly as possible.

### Benefits of using LASER:

- No hidden fees – all our fees are declared to the customer.
- No hidden margins for trading premiums, volume premiums, supplier rebates etc.
- All Supplier Management fees are transparent, and are typically 0.7% of delivered spend.
- Any Supplier Risk Premiums are checked and challenged by LASER.
- All benefits of aggregation are passed to the customer.
- Our Governance Panel ensure we are trading in conjunction with the agreed strategy.
- We have a compliance officer to audit our trading positions and are regularly audited by KCC's internal audit department.
- We share our trading performance with customers.
- We declare our trades to the Major Energy Users Council (MEUC) to enable benchmarking against other large energy buyers.
- We validate all energy and non-energy cost components at the start of each pricing period to ensure the supplier is correctly calculating them.

“ Transparency is hugely important to us as a business. LASER is committed to help manage energy costs by ensuring full transparency in what customers pay. We'll never apply hidden fees and we have robust processes in place to ensure suppliers only recover their legitimate costs.”

**Nigel Hartnup**, Director of Energy

For more information about anything mentioned in this document please contact us.



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