



Book your free energy consultation today -
call 0808 178 8170 or email heretohelp@utility-aid.co.uk

Supporting charities to do more with less

Charities are often expected to achieve more with fewer resources and limited time. Managing utility contracts and supplier issues can be a heavy burden time that could be better spent supporting your cause and community. At Utility Aid, we give you the gift of time by taking the pressure off managing your energy needs, so your savings go back into the vital services you provide.



Helping charities thrive

At Utility Aid, we know that behind every energy bill is a charity driven by passionate people working tirelessly to support their communities. Whether you run a local community centre, a social enterprise, or a national not-for-profit, your time and resources are precious.

With nearly three decades of experience supporting the not-for-profit sector, we understand your unique challenges, limited staff capacity, diverse needs, and tight budgets. We earn trust by delivering practical results and simplifying energy management.



We exist to help not-for-profit organisations source energy. We use our knowledge and experience. We anticipate and solve problems. Above all, everyone at Utility Aid is united by their desire to do more good for our stakeholders.

Giles Hankinson
Chief Executive Officer



For over 20 years, we've helped charities reduce energy costs, reclaim overcharges, and take control of their utilities without adding to their workload.

Your charity, your way

Every charity is different. Whether you operate a single site or multiple locations, Utility Aid is here to lighten your load, maximise your resources, and help your organisation thrive.

Switching Site: Made for busy charities

Compare. Switch. Save - on your terms.

Many charities rely on volunteers or small teams juggling multiple roles. Managing energy contracts can be overwhelming and time-consuming. That's why we created our Switching Site—a simple, transparent, and flexible tool designed with busy charities in mind.

Work on your schedule

Available 24/7, you can check quotes and switch suppliers whenever it suits you—no need to chase suppliers during office hours.

Fast and easy to use

Just enter a few details and get live quotes from multiple suppliers. No jargon, no pressure, and no unsolicited calls.

Human support when you want it

Prefer to talk? Our team is ready to guide you through your options—without the hard sell.

Because switching energy should be quick, clear, and stress-free.



To go to our switching site, scan the QR code or go to <https://switching.utility-aid.co.uk>

Dedicated Account Management

Your personal utility support team for charities

Charities often juggle many responsibilities with limited time and energy expertise. Forget chasing suppliers and managing billing issues yourself—we assign you a dedicated account manager who becomes your single point of contact for all energy matters.



Your utilities, managed simply

Your account manager understands the charity sector and handles everything from meter installations and tenancy changes to billing queries and VAT advice. No more hold music or supplier runarounds—we take care of it all.

Tailored for charities

We know charities are passionate but time-poor. Your account manager brings sector-specific knowledge and delivers reliable energy management support, allowing you to focus on what matters most: your mission.

Sustainability support that respects your mission

Moving towards Net Zero can feel overwhelming, especially for charities balancing limited budgets and competing priorities. At Utility Aid, we guide you practically and respectfully every step of the way.

Our Net Zero team understands the unique challenges charities face and offers advice tailored to reduce energy use, unlock funding, and build sustainable strategies aligned with your values.

Discovery Documents: Your Roadmap to Net Zero

These reports assess your current energy use, identify savings opportunities, and provide indicative costs, helping you make informed, feasible decisions.

Remote Discovery Document

A cost-effective option for charities with smaller budgets or multiple sites, providing essential insights without onsite visits.

What you get:

- Detailed energy and carbon reports
- Strategy discussions for next steps
- Analysis of energy use patterns
- Action plans to achieve sustainability goals
- Feasibility studies on improvements
- ESOS lead assessor services for compliance
- Projected savings reports
- Energy champion training tailored for your team

We support charities as they take practical, meaningful steps toward a greener future—without losing sight of their mission or people.



Streamlined Energy & Carbon Reporting (SECR)

SECR is a UK government scheme to increase transparency about energy use and emissions. Many larger charities may need to comply, depending on turnover, balance sheet totals, or employee numbers.

Does SECR apply to you?

You may need to comply if you meet two or more of:

- Annual turnover of £36 million or more
- Balance sheet total of £18 million or more
- 250 or more employees

Taking the complexity out of compliance

We understand your priority is your charity's work, not navigating complex reporting requirements. Our expert team delivers bespoke SECR reports that not only meet legal standards but also provide clear insights on energy usage and savings opportunities.



Energy Savings Opportunity Scheme (ESOS)

ESOS requires large organisations to audit their energy use and identify cost-saving measures. Some charities may fall under this requirement.

Who needs to comply?

You must comply if your organisation:

- Employs 250 or more people, or
- Has an annual turnover over €50 million and balance sheet total over €43 million

How Utility Aid can help

With extensive experience supporting the charity sector, we offer end-to-end ESOS services:

- Comprehensive energy audits
- Identification of cost-saving recommendations
- Environment Agency report preparation and submission
- Ongoing energy efficiency advice

We make ESOS compliance straightforward and beneficial helping you save energy and money that can be reinvested into your cause.



“Great service. Always deals with any issues we have.”

Nancy Ross
Women’s Aid East and Midlothian

“It has been a tumultuous time in the energy markets, but we have felt in safe hands”

We were already working with Utility Aid when I joined, and I have been impressed with the professional approach and the level of care we receive.

Nathan has been proactive in working with us to secure the best value contracts for our gas and electricity. It has been a tumultuous time in the energy markets, but we have felt that we were in safe hands working with Nathan and his team.

We know that we can continue to benefit from Utility Aid’s expertise, especially in the area of sustainability. I would thoroughly recommend Utility Aid as an energy partner.

Jenny Johnson
Director of Finance and Resources,
Shooting Star Children’s Hospices

“For many years, NCVO and Utility Aid have shared a common goal - to help charities thrive.

Through our partnership, Utility Aid hasn't just saved charities money on their energy bills, they've shared knowledge, guidance and resources that empower organisations to make confident and informed decisions.

This working relationship is a collaboration built on trust and a shared commitment to strengthening the voluntary sector. Together, we've been able to make a real difference for the charities and causes we both care so deeply about.”

Andrew Walkey
Director of Services and Partnerships

“SCVO partners with Utility Aid to help our members and the wider voluntary sector reduce energy costs and navigate the complexities of energy procurement. Their expert support has delivered real savings and peace of mind, allowing organisations to focus more on the vital work they do in communities across Scotland.”

Ryan Donaghy
Membership and Business Development Manager

