



# Customer Guide

A New Breed of Business Energy Broker

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## Energy Champions for Sports Clubs

Elevate your game with Troo Sport's tailored brokerage services. We understand the unique needs of the sports sector and pride ourselves on combining top-notch broker services with a one-of-a-kind wrap-around customer experience that goes the extra mile throughout your business energy contract. With our brokers' extensive knowledge of the energy industry, we offer advice that's backed by expertise to further enhance your energy strategy.

Our dedicated 5-star customer success team will be there every step of the way, ensuring you receive the support you deserve. From handling supplier queries on your behalf to double-checking accurate billing, we've got you covered. Count on us to guide you towards the best time for renewing your business energy contract, maximising your savings and efficiency.

Our commitment to you is built on fairness, transparency, and being genuinely helpful at all times. With Troo Sport, you can rest assured that your energy needs are in safe and reliable hands.

### A Range of Business Utilities

We'll find you the right supplier, with the right product, at the right time across multiple utility types, so you can feel confident in making an informed choice that's right for your business.



Electricity



Gas



Water



Renewables



EV Management



LED Lighting





## **Business Energy for Sports Clubs Serving Sporting Venues across the United Kingdom**

For Sports Clubs like yours, economising on energy costs is merely the starting point. Navigating the complex energy market while handling your facility's demands can be quite a challenge, making efficient account management increasingly essential.

At Troo Sport, we bring a fresh perspective to collaborating with sports clubs and leisure centres. Our focus is on not only reducing your energy consumption and helping with high-priced energy contracts but also streamlining the process. By engaging with our network of 25 + suppliers, we provide you with an expanded range of choices through our tendering process. Our approach is transparent, with absolutely no hidden fees. You'll have a clear view of exactly what your costs entail.

But we don't stop there. Troo Sport aims to be more than just a service provider; we strive to be a value addition to your club and we're dedicated to adding value to your club. With Troo Sport, you'll have a dedicated partner supporting you throughout the entirety of your energy contract, ensuring that your club's energy strategy aligns seamlessly with your vision.



## Our Services



### **Procurement**

Our dedicated procurement team is wholeheartedly devoted to discovering the ideal energy solution tailored to your business needs. We meticulously explore an extensive network of trustworthy energy suppliers. With a line-up of more than 25 specialised energy suppliers on our roster, we present you with a diverse array of choices. Our team takes charge of negotiations on your behalf, diligently working to secure the fairest deals available.

You can confidently rely on us to offer advice regarding the different contract types that are at your disposal. This way, we ensure that you're equipped with the knowledge to make well-informed decisions. Your satisfaction and what is best for your business are at the core of our mission, and we're here to guide you through every step of the process.

### **Energy Management**

At Troo Sport, energy management comes as standard in our services. Our specialised customer experience team is readily available to ensure you always connect with a real person whenever you have a query.

Encountering supplier-related issues can be time-consuming, but with Troo Sport by your side, we take the burden off your shoulders. Our relentless pursuit of resolutions on your behalf means you can reclaim valuable time to focus on running your business smoothly.

### **Insights**

With Troo Insight, you gain access to comprehensive weekly analytics that offer a clear view of your energy consumption and potential savings. This valuable visibility empowers you to set realistic targets and effectively reduce your energy usage.

As business owners, you can take proactive strides towards achieving net-zero sustainability goals while simultaneously curbing overall energy usage and costs. Troo Insight equips you with the knowledge and tools to plan strategic sustainability initiatives, fostering a greener and more cost-efficient future for your business.



## Our Services

### Solar and Battery Storage

In a world where electricity costs are on the rise, sports clubs are taking charge by generating their own energy. As solar technology advances, coupled with lowered delivery costs and favourable Feed-in-Tariffs, the landscape is ripe for change. Our expertise encompasses end-to-end Solar PV systems and efficient battery storage. These renewable options reduce your energy bills, carbon footprint and reliance on supplier delivery.



### EV Management Software

Currently, Electric and Hybrid vehicles make up more than 70% of new car sales in the UK. Many companies are undergoing a transition of their fleets to embrace electric transportation. In light of this trend, integrating EV management software into your business operations offers a range of advantages. Through the implementation of this software, you secure access to your charging points, affording you the ability to determine who can utilize them. This technology introduces a new revenue stream by allowing you to establish charging tariffs. The software extends its functionalities to optimising your energy consumption, supplying you invaluable insights into the patterns of your usage.



### LEDs

From the 1st Sept 2023, the UK will no longer manufacture fluorescent bulbs, you will eventually need to change to LED's. The benefits on changing all your lighting immediately means that you could reduce energy lighting usage by over 70%.



## Water Services

Now that water retail charges have been de-regulated in England and Scotland, many businesses have benefited from changing water suppliers. Troo Sport can negotiate water contracts with multiple suppliers to make this an easy transition for your business. This can help reduce your water costs, improve the customer service you receive from the water supplier and you can also audit charges for up to 6 years for any rebates due.



### Talk to Us Today

We would love to provide you with more information and answer any questions you may have. Please contact us using the information below and we'll be more than happy to help you.

### Our specific sporting sector contacts

#### Football & Rugby Clubs

Mark Boyce - mark.boyce@troocost.com | 0191 8150 489

#### Boxing Clubs, Health Clubs, Gyms and Leisure Centres

Mark Jones - mark.jones@troocost.com | 0191 8150 494

#### Golf Clubs and Courses

Paul Davidson - paul.davidson@troocost.com | 0191 8150 491

### Visit

[troosport.co.uk](https://troosport.co.uk)