

# drax

## Drax Flex products

Buy and sell power  
when it suits you best

2026





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## Flexible options, exceptional service

Wouldn't it be good for you to have more flexibility around your energy costs?

Our Flex products allow you to have a carefully planned risk management strategy while buying and selling electricity when market conditions indicate you'll benefit.

You'll pay for the electricity you use, and for the third party costs (TPCs) that cover the operation and maintenance of the UK energy system.

### More about TPCs

Your contract will either completely fix your TPCs or pass them through. And these costs may rise or fall, depending on which of our Flex products you choose.

To find out what percentage of your bill TPCs account for, see the latest edition of our ['Electricity Prices Explained' guide](https://energy.drax.com) at [energy.drax.com](https://energy.drax.com).

### Flex x4

We've summarised the benefits of our four Flex products overleaf and, on the following pages, provided more details about each one. Your choice will depend on your attitude to risk and what you want your contract to look like.

# A tailored service, with Flex

What sets our Flex products apart is the comprehensive and tailored customer service we provide on every option.

This means consistently meeting your requirements and, for certain accounts, achieving the service level agreements in place. For every customer, it also involves being honest with you and working quickly to find a solution if something goes wrong.

By balancing the resources of a substantial electricity supplier with the personalised attention to detail and extra agility of a smaller organisation, we can deliver the following benefits to you.



## A customer-first approach

We provide a dedicated Service Relationship Manager (SRM) to our key accounts. As well as taking care of your day-to-day needs, they'll host quarterly reviews with you to ensure you're happy with the service we're providing.

This customer-centric service ethos is evident in every team you'll deal with and key to our operational excellence.



## Operational excellence

Our onboarding team will put together a comprehensive plan suited to the size and complexity of your business and meter portfolio.

For some contract start dates, we're able to begin preparations six months in advance. We've also onboarded multiple sites in under three weeks - and even managed to achieve that timeline for a customer with around 6,500 MPANs.

In all cases, as long as the new customer is engaged with the process, we can achieve a smooth transition. This also involves us being proactive in liaising with the incumbent supplier and having dedicated in-house teams to handle new connections and metering.



## Billing accuracy

We achieve a 95% accuracy rate for bills issued, with 99% produced and distributed on time.

As well as having robust internal systems and processes, this high level of performance is also due to the interconnected approach of our teams. We communicate and work together, with your best interests in mind at all times.



## Direct access to our trading desk

When you're ready to buy or sell electricity, call our traders directly on 01473 707164.

They'll help you manage your risk with flexible trading - see the relevant box opposite.

Our trading desk is open from 8.30am to 5pm, Monday to Friday, giving you more time - compared to many other desks - to operate in the market.



## Managed risk with flexible trading

Our Flex products give you budget certainty where possible, while still maintaining market-reflective positions. We're transparent with our pricing and offer support if you're moving from a fixed to flexible contract.

Once you're on a Flex product, you get precise control through our granular trading capability - right down to 0.1MW blocks - on both power purchasing and selling.

If you use a broker and they put your demand into an aggregated "basket" with other customers, our products and traders can handle that too.



## Collaborative and communicative

Our internal departments work as one and avoid operating in silos. That means our Commercial (trading), Operations and Service teams will work together when dealing with your account and delivering on our commitments.



## Additional insights

Our in-house Intelligence experts offer valuable market insights that can help you better understand price movements and trends to support your planning and budgeting.

The team researches, writes and publishes the spring and autumn editions of our Electricity Prices Explained guides explaining the shifts in electricity prices and third party costs. Our energy market specialists also provide articles and reports about what's happening in the market, and offer pricing and position reports plus an introductory guide to trading with us.

# Your Flex options



## Flex Balance

This product lets you choose the time and volume of your electricity purchases and sales.

By fixing most of your TPCs, we simplify your bill and help to protect you from volatility.

Find out more on page 8.



## Flex Clarity (Reconciled)

This is like Flex Clarity (Live), except you choose whether we fix your TPCs or pass them through to you. You'll have a fixed commodity reference price set for a period and then reconciled.

This gives you budget control for your wholesale costs and TPCs.

Check out page 12.



## Flex Clarity (Live)

With this product, you can buy and sell electricity on the wholesale market whenever you choose. And we'll pass through all TPCs to you at published rates.

Discover more on page 10.



## Flex Cashout

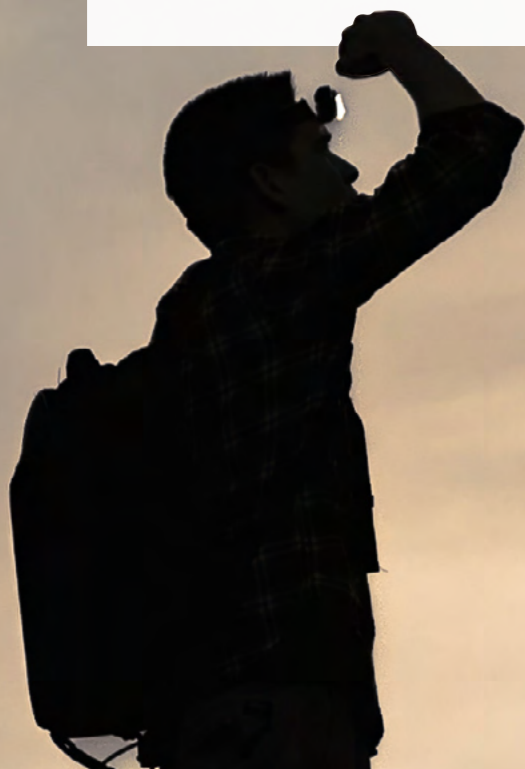
Lets you take control of when you buy your baseload tranche electricity and take on the risk for the cost of your residuals. Your out-turn residual volume is tied to a system price, and you won't need to pay a shape fee or imbalance charge.

We'll also pass your TPCs through to you, to give you full transparency.

Go to page 14.

### Note:

When you choose a product that fixes your costs, we'll always aim to give you as much price security as possible. However, we do reserve the right to review your costs in unexpected circumstances such as when the Regulator and/or Government and/or Third Parties change the methodology of how Third Party Costs are calculated. Unexpected circumstances also include where costs increase in a way we couldn't reasonably forecast and in any case, where we can't reasonably absorb that increase.





## Flex Balance

If you're looking for a product that offers you control of your wholesale costs and budget certainty on your TPCs, Flex Balance is ideal.

This product allows you to choose when - and how much - electricity you buy and sell at live market prices. This means you can track wholesale prices and buy from the market in a way that best suits your organisation.

We fix most of your TPCs, which protects you from a lot of TPC volatility, and helps simplify your bill so it's easier to manage.

### Who's it for?

Flex Balance is available for customers who use at least 2GWh of electricity a year, and have at least one Half Hourly (HH) meter. You can also include your Non Half-Hourly (NHH) meters in your contract.

Please note that if your NHH meter generates less than 0.5GWh of electricity a year, we'll put it on a Fixed contract.

### What's next?

If you're one of our broker partners or an existing customer, please get in touch with your account contact.

Otherwise, please email our Strategic Sales team: [sales.support-ic@drax.com](mailto:sales.support-ic@drax.com).





## Flex Clarity (Live)

If you want flexible wholesale costs and TPCs, this is the product for you. With Flex Clarity (Live), you can buy and sell electricity on the wholesale market at the times you choose and we'll pass through all TPCs to you at published rates.

This product gives you control of when you buy and sell your electricity at live market prices, meaning you can track wholesale prices and buy when it best suits your organisation. This helps you manage your risk and your budget.

We pass through your TPCs, giving you complete transparency on your energy costs. For any costs we don't know in advance, we'll bill you the estimated cost and complete a reconciliation once charges are confirmed.

### Who's it for?

To qualify for Flex Clarity (Live), your organisation must use at least 5GWh of electricity a year. You can only apply this product to your HH meters, but you can include your NHH meters via our Flex Balance product.

Please note that the volumes will be traded together, but will be separate contracts.

### What's next?

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## Flex Clarity (Reconciled)

This product lets you buy and sell your electricity on the wholesale market at the times you want. You can also choose to fix your TPCs or have us pass them through to you.

Flex Clarity (Reconciled) allows you to choose when you buy and sell your wholesale electricity at live market prices, helping you manage your risk and your budget. We set a commodity reference price until your commodity reconciliation date, at which point you'll get a reconciliation based on the wholesale electricity you've purchased. This gives you a degree of budget certainty.

For your HH meters, you have flexibility around your TPCs, depending on your preference. You can either fix them for budget certainty, or we can pass them through to you (in which case, they'll be fully transparent on your invoice). For your NHH meters, we fix your TPCs. Based on your meter type(s), we'll give you rate(s) that have TPCs fixed into them.

### Who's it for?

To qualify for Flex Clarity (Live), your organisation must use at least 5GWh of electricity a year. You can apply this product to your HH and NHH meters.

Please note that the volumes will be traded together, but will be separate contracts.

### What's next?

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## Flex Cashout

If your consumption is particularly volatile, and fixing shape costs is too expensive, Flex Cashout could be exactly what you need. Your out-turn residual volume is tied to a system price, and you won't need to pay a shape fee or imbalance charge. However depending on the system price, you may need to pay a risk premium.

With Flex Cashout, you'll be taking all the risk. This product works particularly well for organisations with volatile energy use making the forecast is difficult to predict. Since this unpredictability brings with it an intrinsic risk, there's no fixed fee attached to this product. In addition, all your out-turn residual volume is charged against a specific system price.

You won't have to pay a shape fee or imbalance charge, just the monthly out-turn (we may also charge a facilitation fee). We calculate this charge each month based on the prices for each half hour and your residuals per half hour. This charge is then allocated to your bill. The difference between your tranche volume and your actual usage will be passed through to you, giving you complete transparency on your TPCs.

### Who's it for?

To qualify for Flex Cashout, your organisation must use at least 5GWh of electricity a year. You're only eligible to apply this product to your HH meters.

### What's next?

If you're one of our broker partners or an existing customer, please get in touch with your account contact.

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## TPCs - the details

Use the table below to compare how our Flex products handle TPCs.

| TPC  | Flex Balance (HH and NHH)        | Flex Clarity Live (HH) | Flex Clarity Reconciled (HH) | Flex Clarity Reconciled (NHH) | Flex Cashout |
|--|----------------------------------|------------------------|------------------------------|-------------------------------|--------------|
| Contracts for Difference (CfD)                               | Fixed                            | Pass through           | Pass through                 | Fixed                         | Pass through |
| Capacity Market (CM)   | Fixed                            | Pass through           | Pass through                 | Fixed                         | Pass through |
| Feed-in-Tariff (FIT)   | Fixed                            | Pass through           | Pass through                 | Fixed                         | Pass through |
| Transmission Network Use of System (TNUoS)                   | Fixed                            | Pass through           | Pass through                 | Fixed                         | Pass through |
| Reactive Power (also known as Power Factor)                  | Pass through                     | Pass through           | Pass through                 | Pass through                  | Pass through |
| Distribution Use of System (DUoS) – excluding Reactive Power | Fixed                            | Pass through           | Pass through                 | Fixed                         | Pass through |
| Balancing Services Use of System (BSUoS)                     | Fixed                            | Pass through           | Pass through                 | Fixed                         | Pass through |
| Renewables Obligation (RO)                                   | Fixed                            | Pass through           | Pass through                 | Fixed                         | Pass through |
| Distribution losses  | HH = Pass through<br>NHH = Fixed | Pass through           | Pass through                 | Fixed                         | Pass through |
| Transmission losses  | HH = Pass through<br>NHH = Fixed | Pass through           | Fixed annually               | Fixed                         | Pass through |
| EI support levy  | Fixed                            | Pass through           | Fixed                        | Fixed                         | Pass through |
| Nuclear RAB  | Fixed                            | Pass through           | Pass through                 | Fixed                         | Pass through |
| VTP mutualisation (P415)                                     | Fixed                            | Pass through           | Pass through                 | Fixed                         | Pass through |
| Climate Change Levy (CCL) and VAT                            | Pass through                     | Pass through           | Pass through                 | Pass through                  | Pass through |
| Meter Operator Charges                                       | Pass through                     | Pass through           | Pass through                 | Pass through                  | Pass through |



## Our services

As well as supplying renewable electricity via a range of Flex (and Fixed) products, we can help you reduce and optimise your power consumption and energy costs by providing:

### EV charging infrastructure installation and maintenance, plus fleet management services

On-site charging and EV fleet optimisation can help save you time and money.

### Power Purchase Agreements and Corporate PPAs

If you generate and want to sell your own power, or decide you'd like to use other generators' electricity, we're ready to support you.

### Energy optimisation

We'll help you find the operational flexibility to reduce your power consumption and costs. We can also provide demand management services that provide opportunities to make money from your actions.

### Emissions benchmarking and reporting

We have solutions to support you with Scope 1, 2 and 3 reporting, and with the purchase of carbon credits.

Discover more at [energy.drax.com](https://energy.drax.com)



# What's next?

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To find out where our energy comes from, visit [energy.drax.com/fuel-mix](https://energy.drax.com/fuel-mix).

We do our best to get things right. But, if you need to, you can find information about our supplier and broker complaints process at [energy.drax.com/complaints](https://energy.drax.com/complaints).

 /company/drax-energy-solutions

[energy.drax.com](https://energy.drax.com)



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