



Excellent service, with the certainty of Fixed

What sets our Fixed products apart is the comprehensive customer service we provide on every option: **Fix For Good**, **Fix Balance** and **Fix Clarity**.

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



Real support, from real people

Every one of our customers gets direct access - via phone or email - to a dedicated Customer Service Advisor.

UK-based, they fully understand each account, take care of day-to-day needs, and quickly resolve any issues that arise.

Highlights

- 95% customer service call answer rate in 2025
- 20 second average speed to answer calls (after call routing) in 2025
- Regular portfolio reviews



Seamless onboarding

Our dedicated onboarding team will ensure a seamless transition of your supply portfolio. We can accommodate different billing formats, and consolidate bills to reduce your administrative burden.

Adopting a 'right first time' approach, we ask all new customers to complete a short questionnaire before they come on supply.

This helps us to establish your situation and requirements, and to deliver a service that consistently meets expectations from day one.

Highlights

- EDI, e-bill, Tradacoms billing formats all possible
- Smooth onboarding process for all portfolios



Bills you can trust

To produce bills accurately and on time, we have robust processes in place and teams working in sync rather than in silos. This means you'll spend less time validating or querying bills and more on productive and meaningful activities.

Our predictable billing cycle starts on the third working day of each month and ensures a right-first-time approach, allowing you to

align your internal processes and work more efficiently.

Highlights

- Under 1% of our total supplied portfolio was unbilled in 2025
- 99% of bills produced and distributed on time in 2025



Convenient online access

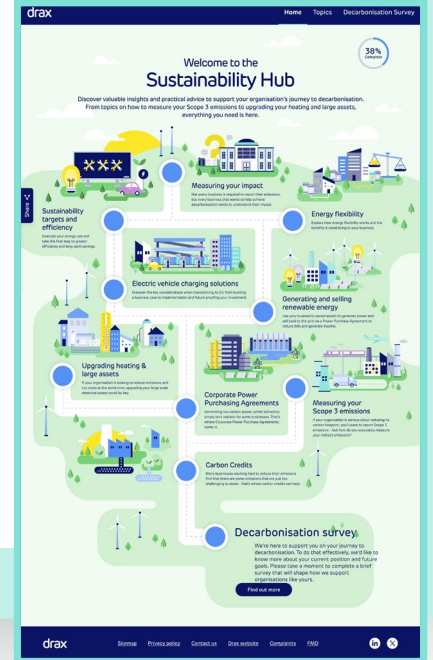
Our online portal gives you full visibility of your energy account(s) - all in one place. This allows you to compare energy usage across sites, see bills, submit meter readings (and ask for help with any metering issues) and see dedicated reports.

This not only improves convenience and speed, it also supports you with improving your energy management and improves decision making.

The Sustainability Hub

Built exclusively for Drax Energy Solutions customers, the Sustainability Hub is designed to make the decarbonisation journey clearer, simpler and more achievable. We've broken sustainability down into manageable stages and, at each step, provide practical support. This takes the form of guides, blogs and videos - plus clear explanations of the options available, how they help, and how businesses can implement them.

If you're a customer, you can access the Sustainability Hub through the My Drax Energy Portal.



Additional insights

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

The team's output includes the spring and autumn editions of our Electricity Prices Explained guides, articles on industry events and trends, and pricing and position reports.

If you are considering our Flex options, we also have an introductory guide to trading available.



To get a **Fixed product quote**, please get in touch with renewals@drax.com or your account manager.