

Frequently Asked Questions

Why use D-ENERGi?

As there are many different companies to choose from D-ENERGi offers a simple but effective service. We can give your business the satisfaction that the rates provided are amongst the lowest in the UK. D-ENERGi is a trading name of UK Healthcare Corporation Ltd.

D-ENERGi negotiates with the market leaders to obtain the best prices for your care or nursing home. Our quotations are rarely beaten and our customer services pride themselves on providing quick, efficient responses on all queries.

Will I need to change my meter, pipes, cables and wires?

No. Nothing will change except the price. You will continue to receive the same electricity and gas through the same cables and pipes.

Is D-ENERGi My Supplier?

Our purpose is to purchase and manage the supply to you. We purchase in bulk on behalf of our customers so our prices are lower than the direct sales teams of most named suppliers. Also because we deal directly with the care and nursing sector you get a one-to-one personal service from our experienced team who have more than 15 years experience in the energy market. Our team of specialists can negotiate on your behalf and ensure that you get the maximum value, and an outstanding service which is highly valued and respected by our customers. We try very hard to maintain 100% customer satisfaction.

What Makes D-ENERGi Different?

Unlike most suppliers we try and develop a personal relationship with our customers to understand their needs. We achieve this by giving each customer a dedicated account manager that will not only deal with the initial sale, but also look after you during your time with us. We take regular meter readings and give accurate statements that are not based on estimated reads. **Your calls will be answered within a few rings and not by a machine.** *Please note all calls are recorded for training and monitoring purposes.

What will happen in an emergency?

In the unlikely event of gas or an electrical emergency you still contact your Regional Network Operator. They are available 24 hours a day 365 days a year to ensure you receive a safe and constant supply of gas and electricity. Emergency telephone numbers can be found on our D-ENERGi customer resources page.