

Summary of Principal Terms

This document explains some of the key terms in your contract. Your contract for the supply of energy is formed of your welcome pack and the [terms and conditions](#) available on our website. It is a legal agreement that sets out rights and duties in relation to your supply of energy.

How does your contract work?

This product requires you to purchase an amount of credit in advance to receive a supply of energy. If you run out of credit, we may disconnect your supply of energy. We will, however, automatically collect a payment from your card for 28 days' supply if your credit is likely to run out in 15 days or less, unless you ask us not to.

You must download and use our app to manage your energy supply. This will allow you to check how much credit you have left and top-up your credit balance.

You must receive your supply of energy through a suitable meter for the operation of this product. If you do not already have a suitable meter at your properties, you must let us install one.

How long will your contract last?

Your contract has a minimum period of supply specified in your welcome pack. We call this the "fixed term period" and you will not be able to change supplier during this period. Your contract will continue after this period unless or until you agree a new contract with us or give us at least 7 days' notice.

If you no longer own or occupy a property supplied under your contract, your contract will end in respect of that property when we enter into a contract to supply energy to the new owner or occupier. We ask that you tell us at least 30 days in advance of any such change, providing details of who will become responsible for the property, to ensure a smooth transition.

We may end your contract in certain circumstances. These are set out in clause **Error! Reference source not found.** of our terms and conditions.

How much will your energy cost you?

Your welcome pack sets out information about how much you will be charged for your energy during the fixed term period. The charges during any subsequent period are set for at least 6 months (we call these "fixed price periods"). We will advise you of the charges that will apply at the end of your fixed term period at least 60 days in advance. We will tell you at least 30 days' in advance if we intend to change your charges at the end of a fixed price period.

Additional charges may apply. For example, if you request other services, you miss appointments you have arranged with us or our representatives, or you fail to comply with your contract and we have taken steps to remedy your non-compliance or enforce your contract.

All charges are stated without taxes, duties or levies, which will be payable in addition to your charges.

We may require you to pay charges through a prepayment meter if your meter has such functionality. However, we will tell you in advance if we intend to do this.

When can we make changes to your charges or your contract?

We may amend your charges and the terms and conditions in certain circumstances. These are set out in clause **Error! Reference source not found.** of our terms and conditions.

Will you have to pay a security deposit?

We may carry out business and personal checks (as applicable) with credit reference agencies before and during the term of your contract. If we have concerns about your credit score or your ability to pay your charges, or if you run out of credit, we may require you to (a) agree a new payment plan, (b) pay a deposit of money or provide a guarantee as security for the payment of your charges, (c) maintain a minimum credit balance with us; and/or (d) change your payment method. We will contact you to discuss such arrangements if they apply to you. If you do not comply with any such request, we may end your contract and/or disconnect your supply of energy.