

## '10% Extra Discount on Energy' Promotion – Terms & Conditions

If you are a new member with Gold Status then you can receive an extra discount of 10% off the total cost of the energy we supply to you during the first 12 complete calendar months following the successful transfer of your energy services to us, provided that such energy is not supplied on a Fixed Price Energy Tariff or prepayment meter and subject to you having complied in full with the following terms and conditions:

1. The initial application form (whether on paper or online) must have included at least four eligible service types from the five types of eligible service set out in clause 1(b) of the Price Promise terms and conditions; all those services must have been successfully transferred to us within 75 days of the date on which your application form was processed by us.
2. You must have paid all the monthly bills received from us by direct debit, with none of our requests for payment having been rejected for any reason (unless this is directly due to a mistake made by us).
3. You must not have cancelled (or given notice to cancel) any of the services being provided by us, or moved home (even if we become the supplier at your new address).
4. You must give us three meter readings for each energy service we are supplying to you; each reading must be given to us within a 10-day window (five days either side) of the following dates:
  - a) Firstly (so we can ensure we start billing you from the correct opening meter reading), the date on which each energy service is transferred to us;
  - b) Secondly (to ensure we are billing you accurately each month), (i) if you are taking either gas or electricity from us, the end of the third month after the month in which that energy service was transferred to us (ie. if your service went live during June, you would need to give us the second reading around the end of September). (ii) if you are taking both gas and electricity from us, the end of the third month after the month in which the second of your energy services was transferred to us (ie. if your electricity service went live during June, and your gas went live during July, then you would need to give us the second reading around the end of October).
  - c) Thirdly (to ensure we calculate your discount correctly), (i) if you are taking either gas or electricity from us, the end of the month during which that energy service has been live for 12 months or (ii) if you are taking both gas and electricity the end of the month during which both energy services have been live for 12 months (which, based on the example in b)(ii) above, would be the following July).
5. You must have given us all the meter readings set out in the preceding clause, even if a meter reader visited your property during one of those periods. We strongly recommend that you use our automated meter reading line to give us your readings; it's quick, easy to use, and ensures that your readings are entered onto our systems without delay.
6. Subject to meeting all of the above conditions, you will receive your 10% discount off the cost of the energy you have used; this will appear as a credit on the next bill we produce after all your services have been live with us for 12 months.