

Wasps Energy- Tariff Agreement
Terms and Conditions for
Wasps Energy Fix April 2020 T's & C's

'Wasps Energy' is a trading name of PS Energy UK Limited a wholly owned subsidiary of Npower Limited.

These Terms and Conditions are supplemental and in addition to and do not replace the Wasps Energy Standard Terms for supplying electricity and gas to domestic customers ("Standard Terms").

These Terms and Conditions together with the Standard Terms form the Tariff Agreement under which gas and/or electricity is supplied to You.

A copy of the Standard Terms will have been provided to You with these Terms and are also available from www.waspsenergy.co.uk

Terms defined in the Standard Terms shall have the same meaning in these Terms.

If there is any conflict between these Terms and the Standard Terms, these Terms will prevail.

The Wasps Energy Fix April 2020 tariff offers a price fix until 30th April 2020.

Eligibility for the Wasps Energy Fix April 2020 tariff

In order to take up and remain on Our Wasps Energy Fix April 2020 tariff you must:

- be a domestic customer;
- be a Wasps Rugby fan and sign up via www.waspsenergy.co.uk or via our dedicated Wasps Energy sales team
- take Your supply through a credit meter,
- take Dual Fuel or Single Fuel Electricity
- pay on the tariff where Our charges are wholly based on a standing charge and a single rate metered supply domestic tariff (or two unit rate metered economy 7 tariff for electricity)

If at any time You do not meet any of these eligibility criteria or do not comply with the terms of the Wasps Energy Fix April 2020 tariff, we may stop supplying You under the Wasps Energy Fix April 2020 and transfer You to a new agreement on Our standard variable prices applicable to You.

If Your eligibility for the Wasps Energy Fix April 2020 ends or we take any of the actions listed immediately above, this may increase the charges you pay to Us. We will give You notice of any such change. You may not be able to switch back to the Wasps Energy Fix April 2020 offer at any point in the future.

If You are an existing Npower customer transferring to Wasps Energy Fix April 2020 You will lose any benefits of Your previous Npower tariff and may not be able to return to that tariff later.

The duration of Your Tariff Agreement

This Tariff Agreement continues from the date when We agree We will supply You under Our Wasps Energy Fix April 2020 until 30th April 2020 or any earlier date on which You change Your tariff or You do not meet the eligibility criteria and Your Tariff Agreement Ends or You terminate this Tariff Agreement as provided below. We call the length of time Your Tariff Agreement last, Your Tariff Period.

Our charges during Your Tariff Period

Our price for electricity and gas will be the price (standing charge and unit rate(s)) indicated in the Wasps Energy Fix April 2020 on the opening date of the offer and will be fixed during Your Tariff Period unless You change address, meter type or payment method, in which case the price You pay may change as mentioned above.

If We provide You with incorrect prices in error We can choose not to go ahead with this Tariff Agreement which means We may end it and We will offer You a new agreement with the correct prices.

Our charges when Your Tariff Period has come to an end

If at the end of Your Tariff Period, or the end of your Tariff Agreement if this is earlier, We continue to supply You with gas and/or electricity, We will place You on Our cheapest standard variable tariff applicable to You (or the relevant tariff required or permitted by law), which may be more expensive than your current Wasps Energy Fix April 2020.

We will notify You of Your new standard variable (or other applicable) prices and the associated estimated annual costs You will pay before the end of Your Tariff Period as required by our regulatory obligations.

The new standard variable prices will be payable from the end of the relevant notice period, unless We present to you another offer and alternative terms (including prices and estimated annual costs) that We feel may be suitable, and You agree to sign up to those alternative terms.

Changing your mind

You can cancel this Tariff Agreement up to 14 days from the date when We tell you that We have agreed to supply You under the Wasps Energy Fix April 2020. No Early Exit Fee (see below) will be payable if You do so.

To cancel, you can either

- write to Us with Your agreement number, saying You want to cancel this agreement.: Wasps Energy, 9th Floor Quayside Tower, 252-260 Broad Street, Birmingham B1 2HF, United Kingdom
- email Us at cancellations@waspsenergy.co.uk; or
- phone Us on 0800 048 0514 (free from mobiles and generally free from landlines).

If this Tariff Agreement is cancelled in this way but You continue to take supply from Us, We will continue to supply You on Our standard variable prices applicable to You under our Standard Terms as if You had never been supplied on the Wasps Energy Fix April 2020.

Changing Your tariff or supplier

You may end this Tariff Agreement or switch supplier without giving Us any form of notice. An Early Exit Fee may be payable (see below)

If You change Your tariff during the Tariff Period for an alternative Npower tariff You will no longer be eligible for the Wasps Energy Fix April 2020 and will be supplied under the terms of Your new tariff. You may not be able to switch back to the Wasps Energy Fix April 2020 at any point in the future.

If You switch supplier as a result of Our notice to You prior to the end of Your Tariff Period, and We receive formal notice of a switch within the relevant period, then until You leave You will continue to be charged for the supply of gas and/or electricity as set out in this Tariff Agreement. We'll give you details of all relevant periods when we notify you at the time.

If You change tariff with Us following that notice and prior to the end of the Your Tariff Period then You will pay the charges as per this Tariff Agreement until You move to Your new tariff.

Early Exit Fee

If before 12th March 2020 You change Your supplier or tariff for electricity or gas, or both, We may apply a termination fee of £40 per fuel ("Early Exit Fee").

You agree to pay any Early Exit Fee and that We may also take this fee by Direct Debit.

We will not apply an Early Exit Fee if You change your supplier or tariff on or after 12th March 2020 or in various other specific circumstances set out in this Tariff Agreement.

Wasps Rucksack

By signing up for the Wasps Energy Fix April 2020 tariff, you agree that your details will be passed to the Marketing Lounge Partnership Limited (Company number 06467245), The Stables, Home Farm, Mere, Cheshire WA16 0PX, who will email you notification of the postage of your rucksack within 45 days of your 1st fuel supply start date.

The Wasps exclusive rucksack is subject to availability and in the unlikely event we cannot source sufficient stock, you agree to accept an alternative incentive of equivalent value.

By signing up for the Wasps Energy Fix April 2020 tariff, you agree to be automatically entered in to any prize draws which you are eligible for, run by npower as part of their partnership with Wasps rugby club.

Wasps Energy - Explanatory Note

The primary way customers and Wasps Energy communicate is online with an online account and a mobile app, offering the latest features and convenience.

Wasps Energy will bill monthly at a fixed averaged monthly amount. This amount will be periodically reviewed against usage Should you wish to opt for variable monthly DD (being billed for the full amount of fuel used during the preceding month) contact customer services.

Payment of bills is by direct debit or credit / debit card only.