

Principal Terms & Conditions

Set out below are the Terms and Conditions specific to your tariff together with a summary of the key parts of the Terms and Conditions applicable to all tariffs. The all tariffs Terms and Conditions are available at www.first-utility.com.

Cooling off period

You have the right to cancel your contract within 14 days of the date you entered into it. This is known as a cooling off period. To do this, you may use the cancellation form on our website but you don't have to so long as you inform us of your customer number and your decision to cancel in a clear statement by telephone on 01926 320 700, e-mail to cancelmyregistration@first-utility.com or letter to Customer Services, First Utility, PO Box 6363, Coventry, CV3 9LR.

Credit Checking

We may use the information you have given us to make checks with our credit checking agency to confirm your identity as part of our registration process or, where this is not possible, after the Contract is already in force. In certain circumstances we may require a security deposit as a condition of supplying you. In the event that we do request a security deposit, we may contact you to offer an alternative payment method or service, which may then remove the need for a security deposit.

Switching over from your current supplier

When we transfer your electricity and gas to First Utility, if you have applied for a dual fuel tariff, we will move your electricity first, and then your gas once we have confirmation of the electricity transfer. If your current supplier subsequently objects to the transfer of your gas and this cannot be resolved we will supply you with electricity only. Should this happen you can choose either to take an electricity only service or leave First Utility.

Fixed Prices for the Initial Contract Period

This Contract has a fixed price during the fixed term period which is up until 31 May 2020. We may not change the Terms and Conditions of this Contract prior to that date, unless: the change is not to your disadvantage, the information you have given us is incomplete or incorrect, we have to install a prepayment meter, or there is an increase in VAT payable. At the end of the fixed price term, unless you choose to do otherwise, you will be moved on to our cheapest variable price tariff (one without a fixed term); we will contact you in advance to tell you your new prices. We may end this Contract or move you on to a different tariff if you ask to move to another tariff, we fit a prepayment meter, or, as this is a dual fuel tariff you switch your gas and/or electricity to another supplier. If you or we end this Contract before 12 April 2020 we may charge an early exit fee of £30 per fuel.

Billing

You will receive a bill every three months or more frequently if we notify you otherwise. Payments will be collected as either a fixed amount "Fixed Direct Debit" or a variable amount "Variable Direct Debit" depending on your choice of options. "Variable" Direct Debit means First Utility will deduct from your account the amount that is shown on your electricity and gas bill. This means that your full balance will be paid following the issue of each bill. "Fixed" Direct Debit means First Utility will deduct a fixed amount, from your account each month. Where you are paying by Fixed Direct Debit each month this amount may be varied after any reassessment of your payments if they are not in line with your actual or projected energy usage. This will be communicated to you prior to any changes taking effect.

Possible additional charges & discounts

Where you do not pay us by direct debit we will make an administration charge of up to £36 per year per fuel. All bills will be electronic and accessible via your online account. A £12 per year per fuel online discount applies where you receive online electronic billing. To facilitate this, you must provide us with a valid email address upon registration which you have ongoing access to for the duration of your contract with First Utility. If your email address is invalid or you choose to receive paper bills then the online discount will be removed. If you are paying through a prepayment meter we may also charge you for replacement cards, visits to your home, fitting, exchanging or relocation of a prepayment meter. A summary of charges relevant to you is available on our website in the "Help and Advice" section.

Leaving First Utility

You can leave at any time but you will be required to pay any outstanding debt before doing so. If you are repaying a debt to us by means of a prepayment meter, you have the right to switch supplier as long as the debt that you are repaying is less than £500 and your new supplier agrees to take on this debt. Please bear in mind that if you do leave before 12 April 2020 we may charge an early exit fee of £30 per fuel. If there is a debt outstanding on your account we may object to your transfer. You can resolve this by either (i) repaying us the debt within 30 days of us advising you of this requirement; or (ii) where you are paying for your energy using a prepayment meter, if the debt you are repaying is less than £500, your new supplier agreeing to take on the debt.

A summary of charges relevant to you is available on our website in the "Help and Advice" section

A full version of our Terms and Conditions can be downloaded from www.first-utility.com

Alternatively you can contact Customer Services

Telephone: 01926 320 700

Email: customer.service@first-utility.com

How to make a complaint

It's easy to get free, independent advice so that you 'Know your rights' as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. To "Know your rights" visit www.citizensadvice.org.uk/energy for up to date information or contact the Citizens Advice consumer service on 03454 04 05 06.

If you do need to make a complaint, you should contact our Customer Services Team in the first instance on 01926 320 700. They will do their best to resolve your complaint, but if you feel your complaint has not been handled to your satisfaction, you may then speak to our Customer Contact Specialist Team.

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If you remain unhappy with our resolution of your complaint, or if your complaint has not been resolved within 8 weeks of the date you told us about it, you may refer the matter to the Ombudsman Services: Energy on 0330 440 1624 or at www.ombudsman-services.org/sectors/energy. They are free and independent, and we are bound by their decision.

Our fuel mix

All energy companies are required to tell their customers about the mix of fuels they use to generate the electricity and the impact this has on the environment.

The table below shows how we produced electricity from 01/04/2016 – 31/03/2017.

We keep the figures on this page updated in line with the publishing dates of the [Government's fuel mix data disclosure data table](#), as defined in the Electricity (Fuel Mix Disclosure) Regulations 2005.

First Utility fuel mix disclosure label
(relates to electricity supplied in the period April 2016 to March 2017)

Energy Source	Residual Fuel mix %*	Carbon Dioxide Emissions	UK fuel mix %
Coal	13.5	925	8.5
Natural Gas	41.4	359	44.1
Nuclear	11.3	0	21.0
Renewables	29.4	0	24.2
Other	4.4	561	2.2
Overall average	-	254	-
High-level radioactive waste	-	0.007	-

For more information on the environmental impact of your electricity supply write to us at First Utility, PO Box 6363, Coventry, CV3 9LR

*Residual fuel mix figures were updated on 25 August 2017 following revisions to the original data supplied by industry. For reference, the residual fuel mix originally published was coal 13.2%, natural gas 40.3%, nuclear 10.9%, renewables 31.3% and other fuels 4.3%. This is superseded by the revised mix above.

Discounts

These prices include an annual paperless billing discount of £12.

Additional Charges

This tariff has an exit fee of £30 per fuel if you end your contract before 12 April 2020.

Bundles

There are currently no bundled products available with this tariff.

Smart Meter Tariff Requirements

It is a condition of you remaining on this tariff that you comply with certain requirements relating to the installation of a Smart Meter as follows: you must book a smart meter installation appointment and have had your smart meter(s) fitted within 6 months of your supply start date or tariff change. You must provide us with a valid email address as once we have completed your switch we will use this to contact you with details of how to book an appointment. If you do not comply with these requirements we may charge you an early exit fee of £30 per fuel and move you on to our cheapest variable price tariff or if we believe it will be cheaper for you the alternative default tariff for this product (currently this tariff is First Fixed May 2020 Default). You will receive 7 days notice if we intend to do this. We will not change your tariff if we do not install a smart meter because we are unable to do so for technical reasons outside of your control or if we are unable to accommodate your reasonable requests for an appointment time.

Each of our cheapest variable price tariff and our alternative default tariff may be more expensive than this tariff. If we do move you on to one of these tariffs you will be able to select a new tariff using My Account or switch supplier without penalty, once you have paid your most recent bill.

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On the day of the installation you must accommodate our engineer visiting your property to install the new smart meter(s). You may be charged a cancellation fee of £30 if you fail to adhere to the Appointment Criteria, which includes if you miss or cancel your appointment without giving us at least 48 hours notice, full details of which can be found here on our website www.first-utility.com/about-us/service/our-policies under Appointment Criteria. This charge will appear on a bill following the date of the appointment. This is in accordance with our terms and conditions, with a copy of these available at: www.first-utility.com/domestic-terms-and-conditions, section 14 "Other charges": 14.1 (e) where you fail to keep an agreed appointment with us or our agents without giving us forty eight (48) hours' notice. And/ or 14.1 (f) where you fail to meet our appointment criteria and as a result we have been prevented from commencing or completing scheduled work at the property.

For a full list of all of our charges please see our Summary of Charges document, available at: www.first-utility.com/about-us/service/our-policies

You do not qualify for this tariff if you have an existing Smart Meter (from First Utility or another Supplier), Economy 7, Economy 10 or other 'Multi Rate' Meter installation of any kind.

In order to get the best from your new smart meter(s) we always recommend that you give your consent to us taking your energy consumption data on a 'Half Hourly' basis. We'll ask you to do this via email, once your meters have been fitted. You can change your data frequency options at any time by logging on to My Account.