

# Online Fix and Save

## May 2021

Terms & Conditions

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1. ScottishPower Limited pursues its activities in the United Kingdom through ScottishPower UK Plc, a company which owns and controls the following companies (hereinafter collectively referred to as the “ScottishPower Group”): ScottishPower Energy Networks Holdings Limited, which engages in the activities of transmission and distribution of electricity; ScottishPower Retail Holdings Limited, which engages in the activity of supplying energy to domestic and non-domestic customers; and ScottishPower Renewable Energy Limited, which engages in the activities of investing in and generating renewable energy. This tariff is provided by ScottishPower Energy Retail Limited (hereinafter referred to as “ScottishPower”), a subsidiary of ScottishPower Retail Holdings Limited and a part of the ScottishPower Group.
2. Supplies of mains gas and/or electricity from ScottishPower under all versions of the Online Fix and Save May 2021 tariff (‘Tariff’) will be available until the date when the Tariff is withdrawn by us. All applicants must be aged 16 years or over and must contract to pay, and continue to pay, for the energy supply under the Tariff by monthly Direct Debit, quarterly Direct Debit, Monthly Bill or online Debit Card, have a single, two or multi rate meter and manage their account online. This Tariff is only available as a single rate version for customers with a multi rate electricity meter.
3. ScottishPower guarantees that the Tariff prices will remain fixed until 31st May 2021 (‘End Date’), unless it is prevented from doing so by the actions or requirements of any governmental, statutory or licensing authority.
4. By signing up to this Tariff you are registering your interest for a smart meter. This means ScottishPower, or an installer working on ScottishPower’s behalf, may contact you in the future to discuss a smart meter installation as and when you become eligible.
5. ScottishPower will match 100% of your electricity consumption to renewable energy generated by the ScottishPower Group. We will do this by matching every MWh of electricity consumed on this tariff with a Renewable Energy Guarantee of Origin (REGO) certificate sourced directly from the ScottishPower Group’s own renewables generation of over 6TWh. Ofgem issue a REGO certificate for every MWh of eligible renewable output to generators of renewable electricity in the UK, including the ScottishPower Group’s own installed renewable generation capacity.

Based on the national average fuel mix for 2018-2019, a UK consumer with medium typical domestic annual consumption of 3,100kWh of electricity will produce CO2 emissions totalling 648kg. As we will match your consumption with a ScottishPower Group sourced REGO certificate, the annual CO2 emissions under your tariff for electricity will be zero. You can access more information on government support for renewable supply at [www.energy-uk.org.uk/energy-industry/renewable-generation](http://www.energy-uk.org.uk/energy-industry/renewable-generation), how electricity is physically distributed at [www.energy-uk.org.uk/energy-industry/the-energy-market](http://www.energy-uk.org.uk/energy-industry/the-energy-market), and ScottishPower’s fuel mix at [www.scottishpower.co.uk/fuelmix](http://www.scottishpower.co.uk/fuelmix).

6. If you cancel your Tariff by switching to another energy supplier, with the transfer fully completing more than 49 days before the End Date, we will apply exit fees. The current exit fees are £30.00 per fuel. These exit fees will be amended if there is a change in the VAT treatment, or rate, at any time or times more than 49 days before the End Date by an amount equivalent to the applicable change in the VAT treatment or rate. These exit fees will not be applied if the agreement is cancelled due to a home move. However, you have the freedom to move to an alternative ScottishPower tariff at any point without paying any exit fees.
7. ScottishPower will write to you before the end of the Tariff to let you know what will happen next. Unless you choose another option, we will move you to another tariff on the same payment method and will provide further details of this tariff and the impact to you in this communication. At the end of the Tariff you will also have the option to cancel your contract with ScottishPower without being required to pay exit fees.
8. The prices you pay as a Tariff customer will replace any mains gas and/or electricity prices which you may currently pay. These prices can be reviewed in the “Your tariff information” section of your tariff confirmation letter and on our website, under Tariff Information Label.
9. The obligations on ScottishPower under the Tariff and these terms and conditions will not come into effect until we have been registered as the supplier of mains gas and/or electricity to the property.
10. If you leave the property to which this Tariff applies, you will not be able to transfer this current Tariff to another property. However, you will be entitled to apply for any version of this Tariff that is available when you move property.

11. Any quote given to you for the Tariff is based on the information you have provided to us. If we become aware this is not accurate, we will advise you of the correct prices in writing.
12. If you pay by Monthly Direct Debit and fail to make a payment to ScottishPower under this payment method when it is due, we shall be entitled to transfer you to an appropriate cash payment method on this tariff. This will increase your unit rates by 1.103p per kWh for electricity and 0.393p per kWh for gas (both inclusive of VAT). If you have more than one unit rate for electricity, each unit rate will increase by the same amount. If you pay by another payment method and fail to make a payment to ScottishPower under your payment method when it is due, we shall be entitled to transfer you to an appropriate cash payment method on our Standard tariff. To see how this could affect you, please visit [www.scottishpower.co.uk](http://www.scottishpower.co.uk) and review our current Standard Domestic Prices in the Gas and Electricity Tariffs section. We will notify you of any changes to your payment method and prices should this be necessary.
13. These terms and conditions are in addition to the ScottishPower Gas and Electricity General Terms and Conditions for Domestic Customers, which can be accessed at [www.scottishpower.co.uk/legal/terms-and-conditions/](http://www.scottishpower.co.uk/legal/terms-and-conditions/)

#### **Quote and Comparison Information**

If you're currently on a fixed term tariff that's due to end in the next 12 months, we've used your current prices and the prices you would most likely be transferred onto when your current tariff ends to provide you with a comparison.