

# Fix and Save May 2021

## FH1

Terms & Conditions

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**SCOTTISHPOWER**

Internal Use

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ScottishPower under the Fix and Save May 2021 FH1 tariff ("Tariff") will be available until the date when the Tariff is withdrawn by us.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, have a single, two or multi rate meter, and manage their account online. This Tariff is also 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. This Tariff is only available to customers who, at the same time as choosing this Tariff, purchase any of the following:
  - (i) Selected ScottishPower Boiler Care or Boiler Insurance Plans ('Boiler Product'), provided respectively by Domestic & General Services Limited and Domestic & General Insurance PLC (hereinafter jointly referred to as 'Domestic & General')
  - (ii) ScottishPower's Smart Thermostat ('Smart Thermostat')

Full details of the Boiler Products and Smart Thermostat, including the terms and conditions, are provided separately at [www.scottishpower.co.uk/energytariffplusservices](http://www.scottishpower.co.uk/energytariffplusservices). Boiler Products and the Smart Thermostat may not be available through all sale channels. Should you cancel the Boiler Product or Smart Thermostat in the future you can continue to be supplied on the Tariff until the end of the Tariff term.

5. After the initial 12 month period of your Boiler Product and/or Smart Thermostat plan, we will (as appropriate):
  - (i) write to you on behalf of Domestic & General before your Boiler Product ends to set out your options to renew or cancel your Boiler Product, including any change to the amount you need to pay for any renewal of the Boiler Product.
  - (ii) write to you before your Smart Thermostat plan ends to set out your options to renew or cancel your Smart Thermostat plan, including any change to the amount you need to pay for any continuation of the Smart Thermostat plan.
6. 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.
7. 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).

8. 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.

9. 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. We 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.
10. You can continue your subscription to your Boiler Product or Smart Thermostat even if you change to another ScottishPower tariff or switch to another energy supplier should you wish to continue your protection.
11. The prices you pay under this Tariff 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.
12. 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.
13. 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.
14. If you leave the property to which this Boiler Product applies, you will not be able to transfer this current Product to another boiler. However, you will be entitled to apply for another Boiler Product providing your boiler meets the eligibility criteria.
15. Any quote given to you for this Tariff is based on the information you have provided to us.
16. If you fail to make a payment to ScottishPower for your energy tariff under your payment method when it is due, we shall be entitled to transfer you onto our Standard tariff prices, and change your payment method to an appropriate cash payment method. To consider the impact on your prices and terms and conditions should this occur, please go to [www.scottishpower.co.uk](http://www.scottishpower.co.uk). We will notify you of any changes to your payment method and prices should this be necessary. For details on what happens if you also fail to make a payment for your Boiler Product, or Smart Thermostat plan, please see the relevant terms and conditions below.
17. 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/domestictermsandconditions](http://www.scottishpower.co.uk/domestictermsandconditions), and the terms and conditions of:
  - Your Boiler Product, which can be accessed at [www.scottishpower.co.uk/boilercareseterms](http://www.scottishpower.co.uk/boilercareseterms); or
  - Your Smart Thermostat, which can be accessed at [www.scottishpower.co.uk/smart-thermostat-terms](http://www.scottishpower.co.uk/smart-thermostat-terms).

#### **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.