OVO and SSE
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2 Year Fixed Terms and Conditions

ovo energy

About 2 Year Fixed Terms and Conditions

These terms and conditions apply if you've chosen, and we've agreed to supply you, on our 2 Year Fixed plan.

These terms and conditions are in addition to, and do not replace, our Core Energy Supply Terms and Conditions https://www.ovoenergy.com/terms (Core Terms)

In the event of any conflict between these terms and the Core Terms, these terms will take precedence.

Any terms defined in the Core Terms will have the same meaning when used in these terms.

What is the 2 Year Fixed Plan? 1.0

The 2 Year Fixed plan is available to new OVO Energy members only. You will pay a fixed rate per unit and a fixed standing charge for each fuel that we supply. The fixed unit rate and the fixed standing charge will apply to the energy that you use for your 2 year fixed period.

Eligibility 2.0

In order to be eligible to take up, and remain on, our [2 Year Fixed] plan you must meet each of the following criteria:

a) **Be a new member**
You must be a new member of OVO. This means that on the date that you apply to be supplied by us on the 2 Year Fixed plan, you must not already be on supply with:

- OVO Electricity Limited (when we are selling you electricity); or
- OVO (S) Gas Limited or OVO Gas Limited (when we are selling you gas).

This includes under the following brands: OVO Energy, Boost, Spark, LUMO, SSE, Scottish Hydro, Southern Electric, SWALEC or Atlantic

b) **Be a dual fuel or Electricity only member**
You will need to have a dual fuel or electricity only supply with OVO. If you only have gas supplied by OVO you are not eligible.

c) **Have a standard meter, smart meter or Economy 7 meter**.
If you have any other meter type, you will not be eligible for this energy plan.
This plan is not available to customers with Pay As You go meters.

If at any time you don't meet any of the above eligibility criteria, we may end this agreement for the 2 Year Fixed plan and transfer you to the cheapest variable energy plan available for your meter type and payment method. In that case you might pay higher unit prices and standing charges on a variable energy plan, and these could change at any time.

Energy Charges 3.0

3.1 Your energy prices will be fixed for a period of 2 years commencing on your Plan Start Date. This means that you will pay a fixed rate per unit and a fixed standing charge for each fuel that we supply. Note that a fixed rate energy plan doesn't mean you'll pay a fixed amount per month. Your actual monthly charges will still change depending on how much energy you use.

Your Plan Start Date will be the date your electricity and/or gas supply(ies) transfers to the 2 Year Fixed plan from your previous energy supplier.

Where both your electricity and gas supplies are being transferred, the Plan Start Date will be the earlier of the two transfer dates. This may mean you will not receive the full 2 Years fixed term on the later transferred fuel.

3.2 You will pay a single per unit rate and a single standing charge for the energy you use (or two unit rates for metered Economy 7 electricity). These will be based on our prices for your area, meter type and the payment method (and may change if you change area, meter type or payment method).

3.3 Your unit rate and standing charge under this plan will be fixed unless we are prevented from doing so by the actions or requirements of any governmental, statutory or licensing authority.

Paying Us 4.0

4.1 You must pay via Direct Debit in accordance with the Direct Debit rules in Section 7.11 of our Core Terms.

4.2 This includes:

- a Direct Debit of at least the recommended amount (or more) is successfully taken on the due date set out in your Direct Debit instruction;
- you'll keep your energy account in credit
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4.3. If you don't comply with the Direct Debit rules and we transfer you to a different energy plan in accordance with our Core Terms, you may not be able to switch back to the 2 Year Fixed plan at any point in the future.

Plan Term 5.0

Your 2 Year Fixed plan will end:

i. 2 years after your Plan Start Date (Fixed End Date); or
ii. immediately when you move home, change to another OVO Energy plan or change supplier.

Early Exit Fee 6.0

If you change your supplier or plan for electricity or gas, or both, before the Fixed End Date, we may apply a termination fee of £60 in respect of each such fuel (Early Exit Fee). See clause 10.4 of the Core Terms for more information on when this Early Exit Fee may be charged.

You agree to pay any such Early Exit Fee and agree to us taking this fee by Direct Debit.

Smart Meters 7.0

7.1 By signing up to this 2 Year Fixed Plan you are agreeing to be contacted to arrange a suitable installation date for a Smart Meter to be installed in your property if you do not already have one.

Other things you should know 8.0

Changes to these terms and conditions – we may change these terms and conditions at any time in line with our Core Terms.

This plan is subject to availability. Admission onto the plan is at our absolute discretion even if you meet the eligibility criteria.

We reserve the right to amend or withdraw the [2 Year Fixed] plan at any time.