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Domestic EcoFixed - 1 Year Fixed EV Tariff September 2026 Principal Terms

THE LEGAL STUFF

Domestic EcoFixed - 1 Year Fixed EV Tariff September 2026 Principal Terms

The Principal Terms are a summary of the key points within your contract; however, these are not a substitute for the full Terms and Conditions. We recommend that you read both documents. Defined terms used in these Principal Terms have the same meanings as they do in the full Terms and Conditions.

Eligibility:

For this tariff you must:

- Have a smart meter installed.
- Manage your account fully online using the app or online account. (No paper bills or letters)
- Pay by monthly fixed or variable direct debit.
- Allow us to collect half hourly data from your meter. By signing up, you consent to this data collection.
- Have an electric vehicle (EV) that you intend to charge at the property. We may request reasonable proof of EV ownership or evidence of an EV charger at the property, if required

[COOKIE SETTINGS](#)

If you no longer meet any of these eligibility criteria, you will be moved to our Out of Contract tariff which is protected by the price cap; this tariff has variable pricing and isn't for a fixed term. Exit fees will apply if we move you before your fixed term ends.

Contract Terms

- A fixed contract is an agreed contract between you and us for a set period.
- This contract has fixed charges for 1 year (12 months) from the start date of this tariff.
- The lower off-peak rates are set between midnight – 5am every day of the week.
- We will contact you before the end of the contract to advise you of your options.
- The terms of the contract will not change until your contract end date unless:
 - I. The change is not disadvantageous to you.
 - II. You have provided information that is incomplete or incorrect.
 - III. You no longer meet the eligibility criteria for the tariff
 - IV. Your Smart meter stops communicating, and we are unable to resume communications.
 - V. We have installed a prepayment meter due to your request or for non-payment.
 - VI. Update of Government taxes including increases and decreases in VAT payable.
- Your fixed tariff will run for 12 months. After the end of your tariff, unless you choose a different tariff, you will be moved on to our Out of Contract tariff which is protected by the price cap; this tariff has variable pricing and isn't for a fixed term.
- The tariff may end earlier if
 - I. You switch to another supplier,
 - II. You agree a new contract with us, or
 - III. We are required to end it under a Supplier of Last Resort process
- If you end your contract more than 49 days before the contract end date or switch to another supplier, a £100 exit fee per fuel will apply. You will not be charged an exit fee if you remain with us and switch to a tariff that requires a change in metering setup — for example, moving off of the Electric Vehicle (EV) tariff, switching from a standard rate to an Economy 7 (E7) tariff, or vice versa. The exit fee will still apply if you switch between fixed tariffs where the metering setup remains the same
- Customers on this tariff are eligible for our Refer a Friend join incentive. No other incentives are offered by us for this tariff.
- If third-party comparison sites choose to offer their own incentives, these are independent of us and subject to their terms. We do not control, manage, or guarantee any incentives

offered by third parties

The charges for the supply of your gas/electricity are detailed in your Welcome Pack or Change of Agreement communication. You can also sign up to our customer portal, where the details are available.

The standing charge and rates are fixed for the duration of the contract. Government charges may change, and we will notify you if this affects how much you pay.

Standing charges will apply whether you use any energy or not.

Credit Checking

- If you are switching to us as a new customer, we will use your information to carry out a credit check when you apply for this tariff.
- This check will be recorded on your credit file and may affect your credit score.
- Your ongoing payment history with us will also be reported to credit reference agencies.
- Making payments on time could improve your credit score.
- Missing or late payments could negatively affect your credit score.
- On some occasions we may require a security deposit as a condition of Ecotricity supplying you.
- This tariff is only available for meters functioning in credit mode.
- Please note that Ecotricity may charge you in relation to any additional costs incurred due to ancillary matters relating to your supply. There is a non-exhaustive list of examples of additional charges within our help and support guides

Billing and payments

- Monthly bills can be accessed via the online account.
- This tariff is only available to customers paying by monthly Direct Debit. Should the Direct Debit be cancelled, or payments fail, you may be moved onto our Out of Contract tariff which is protected by the price cap and exit fees may be payable for the tariff change.
- Fixed Direct Debit: Your Direct Debit will be set as a monthly amount, which is assessed in line with your consumption. We'll review your payments at least once per year. The Direct Debit will be collected on the agreed date as per the Welcome Pack. You can manage your monthly payments in your online account.
- Variable Direct Debit: Ecotricity will take the full amount of the Gas/Electricity bill 10 working days after the bill was generated.

Smart Meters

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- Some smart meters may not be able to communicate initially. For these meters we'll request monthly meter readings until we can enable communications.
- If you prevent your meter from communicating or stop us from fixing meter issues, you may not be eligible to remain on this tariff and will be moved on to our Out of Contract tariff which is protected by the price cap and exit fees may apply.
- Our off-peak times for this EV tariff are set between 00:00 and 05:00 GMT time.
- Where you change away from your metering half hourly preferences, you may be moved onto our Out of Contract tariff which is protected by the price cap and exit fees may be payable for the tariff change.
- If a meter is not installed or is refused within 3 months, and delays are not due to Ecotricity, the account will revert onto our Out of Contract tariff which is protected by the price cap and exit fees will be payable for the tariff change.
- We are responsible for your meter, and you must give us reasonable access to it, and must not damage or tamper with it.

Switching over from your current supplier

- Where you have applied for a dual fuel tariff and your current supplier objects to the transfer of one fuel and this cannot be resolved, we will supply you with the one supply.

Cancellation Rights

- The contract can be cancelled within 14 days of the date you entered it by contacting Ecotricity.
- Following your cooling off period time, you will be subject to our exit fees.
- Where you cancel within the cooling off period and your switch has completed, you will be liable for any charges you have incurred for your supply until you switch away.

Leaving us

- Where you don't have an outstanding balance, you are free to leave at any time, although if you are outside of the 49-day renewal window you will be subject to the exit fee of £100 per fuel

Moving Home

- If you are moving home, please contact the customer service team at least two working days before the day you move. Where we request a final meter reading and your forwarding address on the day you move out. Where you don't contact us, you may remain responsible for any use in the property.
- Where you move house during your fixed term tariff, you won't be subject to exit fees where you transfer the tariff to the new property. The tariff rates may change dependent on the location of the new property however the term will remain the same. If you choose to start a

COOKIE SETTINGS n Fixed Tariff, you may be charged an exit fee for ending your previous fixed tariff early

Complaints

- If you need to make a complaint, you should contact our Customer Services Team to enable us to resolve it. The team will do their best to resolve the complaint, however if you’re still unhappy with our response you can speak to our Customer Contact Specialist Team.
- Should you still remain unhappy with our resolution of the complaint, or if your complaint has not been resolved within 8 weeks of the date you told us about it, you could refer the matter to the Ombudsman Services: Energy on 0330 440 1624 or at ombudsman-services.org/sectors/energy. They are a free and independent service, and we are bound by their decision.

Supplier of Last Resort

- Should you be switched to us as a result of your previous supplier exiting the market, we will take reasonable steps to fulfil any agreement made with Ofgem, include honouring any credit balance held on your account with your previous supplier.

Please note that the above summary is provided as a limited guide only, please take the time to read the full Domestic Terms and Conditions along with your Supply Contract as this is a legally binding agreement.

Our story	Our green energy	Your green energy
Our mission	Green electricity	Our Tariffs
Our manifesto	Green gas	Ecotalk
Our history	Bills into Mills	Smart Export Tariff
Ecotricity innovation	Vegan energy	Feed-in Tariff
Walking the talk	Greenwashing	Smart meters
Our partners	Our fuel mix	Britwind
Green news	Refer a friend and receive a reward	Carbon Footprint Calculator
	Why we're Britain's overall greenest energy company	
	Live generation	

For your business
Green energy for SMEs

Support
Help with Billing & Payments

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Green energy for large businesses	Help with Moving Home
Generate your own green energy	Help with Meter Readings
Join SmartGrids	Help with Power Cuts & Gas Leaks
Business energy FAQs	Extra support
Business Terms and Conditions	Make a complaint



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