

## THE LEGAL STUFF

# Domestic Green Variable Tariff Principal Terms

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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. It's recommended that you read both documents.

### Contract Duration

Our Green Variable Tariff is continuous, which means it will only end when you switch supplier, if we choose to end it, if you agree a new contract with us, or where we are instructed to under a Supplier of Last resort action. On a variable tariff, you are able leave at any time without providing notice and with no penalty.

### Our Charges

- Our Green Variable Tariff is derogated from the Ofgem price cap allowing us to build more green generation assets.
- The tariff rates are variable and may change
- Customers paying by Direct Debit will receive discounted rates. Where you stop paying by Direct Debit you will move to the pay on receipt of bill rates. The relevant rates apply depending on whether you have a Direct Debit set up at the point your bill is produced and will apply for the full period of that bill.
- The charges for the supply of your gas/electricity are detailed in your welcome letter and on our website.
- We will always give you advance notice of any changes to your charges. If you don't want to accept them, you are free to switch supplier, although we'd love you to stay.

### Credit Checking

- 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.

## **Billing and payments**

- You will receive your bills monthly.
- Monthly Direct Debit: This is a set monthly amount, which is assessed in line with your consumption, this will be reviewed at least once a year to ensure you pay the right amount.
- Variable Direct Debit: Ecotricity will take the full amount of the most recent Gas and/or Electricity bill 10 working days after the bill was generated.
- Payment on receipt of bill: You pay the full balance when you get your bill. You can pay by cash, cheque, Bacs, debit card (via your online account, automated payment line, or by phone). Payment terms are 14 days from the date of the bill. The unit rates are higher for customers who choose not to pay by Direct Debit
- Bills can be sent electronically or by paper. Bills can be accessed via your online account. Contact us if you'd like to change your billing preferences.

## **Smart Meters**

- For some smart meters, we may not be able to communicate with your meter initially. For these meters we'll request monthly meter readings until we are able to automate communications.
- Where we are communicating with your smart meter, we will collect half-hourly data unless instructed otherwise.
- Our off-peak times for smart meters on our Economy 7 tariffs are usually between 00:00 to 07:00, GMT time, however these times can vary depending on your meter and where you live. If you're not sure, just get in touch and we can confirm the off-peak times for you.

## **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.
- 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. The transfer should not take more than 5 working days

## Moving Home

- Where you've moved into a property that's already supplied by Ecotricity please contact our customer service team and provide your details and an up-to-date meter reading. This allows us to set your account up as soon as possible. If you are moving home, please contact our customer service team at least two Working Days before the day you move, and we will 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 energy used in the property.

## Possible additional charges and discounts

- 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.

## Complaints

- If you do 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 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](tel:03304401624) or at [How the Energy Ombudsman Can Help Resolve Your... | Energy Ombudsman](#). They are free and independent, and we are bound by their decision.

## Supplier of Last Resort

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

Please note that the above elements are 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.