

THE LEGAL STUFF

Domestic EcoFixed - 1 Year Green Tariff October 2025 V1 Principal Terms

Domestic EcoFixed - 1 Year Fixed Tariff Principal Terms v0.1

Oct 2025 V1 (Smart – Online Only)

These 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. If you don't already have one, you agree to us installing one within 3 months of your tariff start date. Our metering partner, Calisen, will contact you to arrange the appointment.
- Manage your account fully online (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.

If you no longer meet any of these eligibility criteria, you will be moved to our Green Variable tariff which is derogated from the price cap; this tariff has variable pricing and isn't for a fixed term. Exit fees may 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.
- The contract has fixed charges for 1 year (12 months) from the start date of this tariff.
- 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 does not disadvantage to you.
 - II. You have provided information that is incomplete or incorrect.
 - III. You no longer meet the eligibility criteria for the tariff
 - IV. We have installed a prepayment meter due to request or non-payment.
 - V. Update to 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 Green Variable tariff which is derogated from 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,
 - 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 £75 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 to an 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.
- This tariff is not subject to any joining incentives offered directly by Ecotricity, such as "Refer a Friend" However, incentives made available by third-party affiliates may apply and can be used in conjunction with this tariff.

Our charges

- 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

- 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.

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 derogated Green Variable tariff 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

- 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 derogated Green Variable tariff and exit fees may apply.
- 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.
- Where you change away from your metering half hourly preferences, you may be moved onto our derogated Green Variable tariff 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 derogated green variable tariff 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 £75 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 new Fixed Tariff, you may be charged an exit fee for ending your previous fixed tariff early.

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 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 Complaints Team.
- Should you remain unhappy with our resolution of your complaint, or if your complaint has not been resolved within 8 weeks of the date you told us about it, you may 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, including 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.



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Green gas
Bills into Mills
Vegan energy
Greenwashing
Our fuel mix
Refer a friend and receive a reward
Live generation

Your green energy

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Feed-in Tariff
Smart meters
Britwind
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For your business

Green energy for Small and Medium Businesses
Green energy for large businesses
Generate your own green energy on-site
Join Ecolibrium

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Help with Billing & Payments
Help with Moving Home
Help with Meter Readings
Help with Power Cuts & Gas Leaks
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Climate Clock

The Climate Clock is a version of the Doomsday clock that has been running since 1947 - this tracks the risk of global man-made disaster, through man made technology (like nuclear weapons) - displaying the minutes and seconds left before midnight, when disaster strikes. The climate crisis is a small part of the calculations made. The climate clock uses a similar approach, but, focuses only on the climate crisis - which is the biggest and most urgent existential threat we face. The Climate Clock is a countdown to the biggest man-made disaster we face - but also a measure by which we can track our progress - moving from fossil to renewable energy. It shows we have no time to lose - the clock is ticking..." **Dale Vince, OBE.**

