



Flow Forget Me Not 2019

The Flow Forget Me Not 2019 tariff offers a fixed price guarantee that prices won't go up before November 2019.

This tariff is available to domestic customers managing their account online at <https://your.flowenergy.uk.com/> and who pay by monthly fixed Direct Debit. This tariff is not available to premises supplied through a prepayment meter.

There is an exit fee of £30 per fuel if you change your supplier or tariff before 12th September 2019 unless you move home.

Payment will be by Direct Debit commencing around 2 weeks after we start supplying you and on the same day each month after that (or the working day after if it is a Saturday, Sunday or Public Holiday).

These terms are in addition to and do not replace Flow Energy Limited's terms and conditions for supplying gas and/or electricity which also apply.

If at any time you do not meet any of these eligibility criteria or do not comply with the terms of the **Flow Forget Me Not 2019** tariff, we may transfer you to our Variable tariff.

Payment will be by Direct Debit on the same day each month (or the working day after if it is a Saturday, Sunday or Public Holiday).

The prices are on the basis that you pay by Direct Debit. Please make sure that you have enough money in your account on the date when we take the Direct Debit payment. If you don't have enough money, we will contact you to discuss how you can pay.

If we need to change the amount that we collect each month, we will give you at least two weeks' notice. We review the amount that we collect at least once a year.

The prices are on the basis that you provide us with an up to date email address and that you provide us with meter readings when requested.

Prices include VAT at 5% so will appear different to figures shown on your statement and are fixed to 31st October 2019 unless the Government or Ofgem prevent us from doing so. We will contact you in September 2019 to let you know what will happen after 31st October 2019.

This tariff is only available to customers with single rate or Economy 7 electricity.