

Green Flexi August 2024

EM1

Terms & Conditions



SCOTTISHPOWER

1. For this tariff, certain elements of the unit rate and standing charge payable by you are calculated by reference to applicable industry indices. These elements include network, social and environmental obligation costs that we are required to pay as an energy supplier but you can find all of the relevant elements, indices, applicable rates and the most recent prices on our website scottishpower.co.uk/flexi.

The charges payable by you may increase or decrease by reference to the applicable indices, which are updated on a quarterly basis on 1st January, 1st April, 1st July and 1st October. When these charges are updated they will apply for that quarter until the next quarterly update. The initial charges payable for this tariff will be as set out in the tariff confirmation letter. Whilst this tariff is for a fixed term, the charges payable by you will be updated and adjusted in accordance with the terms above. You understand and agree that any such adjustments of charges do not constitute a change to your disadvantage for the purposes of clause 19 of the ScottishPower Gas and Electricity General Terms and Conditions for Domestic Customers. If there is any conflict or inconsistency between these terms and the ScottishPower Gas and Electricity General Terms and Conditions for Domestic Customers, these terms take precedence. Where any of the applicable industry indices ceases to be published, we may replace them with an appropriate equivalent index or, where there is no appropriate equivalent index, we will, acting reasonably, calculate the appropriate charge or fix that charge.

The first charges update for this tariff will be on 1st July 2022

2. ScottishPower Limited pursues its activities in the United Kingdom through ScottishPower UK Plc, a company which owns and controls the following companies (hereinafter collectively referred to as the "ScottishPower Group"): ScottishPower Energy Networks Holdings Limited, which engages in the activities of transmission and distribution of electricity; ScottishPower Retail Holdings Limited, which engages in the activity of supplying energy to domestic and non-domestic customers; and ScottishPower Renewable Energy Limited, which engages in the activities of investing in and generating renewable energy. This tariff is provided by ScottishPower Energy Retail Limited (hereinafter referred to as "ScottishPower", "us", "we" or "our"), a subsidiary of ScottishPower Retail Holdings Limited and a part of the ScottishPower Group.
3. The Green Flexi August 2024 EM1 tariff ("Tariff") will be available until the date when the Tariff is withdrawn from sale by us.
4. This Tariff is only available to customers who, at the same time as choosing this Tariff, purchase Selected ScottishPower Boiler Care or Boiler Insurance Plans ("Boiler Product"), provided respectively by Domestic & General Services Limited and Domestic & General Insurance PLC (hereinafter jointly referred to as "Domestic & General").

Full details of the Boiler Products, including the terms and conditions, are provided separately at scottishpower.co.uk/energytariffplusservices. Boiler Products may not be available through all sales channels. Should you cancel the Boiler Product in the future you can continue to be supplied on the Tariff until the end of the Tariff term. You must be aged 16 years or over and must contract to pay, and continue to pay, for the energy supply under the Tariff by monthly Direct Debit, have a single, two or multi rate meter, and manage your account online. You agree that all contact between the parties will be managed and facilitated electronically through our online system or by email. This Tariff is only available as a single rate version for customers with a multi rate electricity meter.

5. The Tariff ends on 31st August 2024 ("End Date") unless the actions or requirements of any governmental, statutory or licensing authority means that we need to change the End Date.
6. After the initial 12 month period of your Boiler Product plan, we will write to you on behalf of Domestic & General before your Boiler Product ends to set out your options to renew or cancel your Boiler Product, including any change to the amount you need to pay for any renewal of the Boiler Product.
7. By signing up to this Tariff, you are agreeing to have a smart meter installed in your property by us, unless you already have one. You will be contacted by us, or an installer working on our behalf, to discuss the installation of a smart meter in your property. If you do not have a smart meter installed in your property within 3 months from; (1) the date you sign up to the Tariff, or (2) the date ScottishPower become the registered supplier for the property on the Tariff, we shall be entitled to transfer you to our Standard tariff under the same payment method with reasonable written notice. To see how this could affect you, please visit our website and review our current Standard Domestic Prices in the Gas and Electricity Tariffs section. If we cannot install a smart meter for reasons outside of your control, you will be able to remain on this Tariff until the end of the Tariff term. We will notify you of any changes to your payment method and prices should this be necessary.
8. We will match 100% of your electricity consumption to renewable energy generated by the ScottishPower Group. We will do this by matching every MWh of electricity consumed on this tariff with a Renewable Energy Guarantee of Origin (REGO) certificate sourced directly from the ScottishPower Group's own renewables generation of over 7.2TWh. Ofgem issue a REGO certificate for every MWh of eligible

renewable output to generators of renewable electricity in the UK, including the ScottishPower Group's own installed renewable generation capacity.

Based on the national average fuel mix for 2020-2021, a UK consumer with medium typical domestic annual consumption of 2,900kWh of electricity will produce CO2 emissions totalling 528kg. As we will match your consumption with a ScottishPower Group sourced REGO certificate, the annual CO2 emissions under your tariff for electricity will be zero. You can access more information on government support for renewable supply at energy-uk.org.uk/energy-industry/renewable-generation, how electricity is physically distributed at energy-uk.org.uk/energy-industry/the-energy-market, and our fuel mix at scottishpower.co.uk/fuelmix.

9. If you cancel your Tariff by switching to another energy supplier, with the transfer fully completing more than 49 days before the End Date, we will apply exit fees. The current exit fees are £150.00 per fuel. These exit fees will be amended if there is a change in the VAT treatment, or rate, at any time or times more than 49 days before the End Date by an amount equivalent to the applicable change in the VAT treatment or rate. These exit fees will not be applied if the agreement is cancelled due to a home move. However, you have the freedom to move to an alternative tariff at any point without paying any exit fees.
10. We will write to you before the end of the Tariff to let you know what will happen next. Unless you choose another option, we will move you to another tariff on the same payment method. We will provide further details of this tariff and the impact to you in this communication. At the end of the Tariff you will also have the option to cancel your contract with us without being required to pay exit fees.
11. You can continue your subscription to your Boiler Product even if you change to another ScottishPower tariff or switch to another energy supplier should you wish to continue your protection.
12. The prices given in this leaflet are those you pay under your contract for your Tariff and replace any mains gas and/or electricity prices which you may currently pay.
13. The obligations on ScottishPower under the Tariff and these terms and conditions will not come into effect until we have been registered as the supplier of mains gas and/or electricity to the property.
14. If you leave the property to which this Tariff applies, you will not be able to transfer this current Tariff to another property. However, you will be entitled to apply for any ScottishPower tariff, for which you meet the eligibility criteria, that is available when you move property.
15. If you leave the property to which this Boiler Product applies, you will not be able to transfer this current Product to another boiler. However, you will be entitled to apply for another Boiler Product providing your boiler meets the eligibility criteria.
16. Any quote given to you for this Tariff is based on the information you have provided to us. If we become aware this is not accurate, we will advise you of the correct prices in writing.
17. If you fail to make a payment to ScottishPower for your energy tariff under your payment method when it is due, we shall be entitled to transfer you onto our Standard tariff prices, and change your payment method to an appropriate cash payment method. To consider the impact on your prices and terms and conditions should this occur, please go to scottishpower.co.uk. We will notify you of any changes to your payment method and prices should this be necessary. For details on what happens if you also fail to make a payment for your Boiler Product, please see the relevant terms and conditions below.
18. These terms and conditions are in addition to the ScottishPower Gas and Electricity General Terms and Conditions for Domestic Customers, which can be accessed at scottishpower.co.uk/legal/terms-and-conditions, and the terms and conditions of your Boiler Product, which can be accessed at scottishpower.co.uk/boilercareterms.

Quote and Comparison Information

If you're currently on a fixed term tariff that's due to end in the next 12 months, we've used your current prices and the prices you would most likely be transferred onto when your current tariff ends to provide you with a comparison.