

Principal Terms & Conditions

Set out below are the Terms and Conditions specific to your tariff together with a summary of the key parts of the Terms and Conditions applicable to all tariffs. The all tariffs Terms and Conditions are available at www.first-utility.com.

Cooling off period

You have the right to cancel your contract within 14 days of the date you entered into it. This is known as a cooling off period. To do this, you may use the cancellation form on our website but you don't have to so long as you inform us of your customer number and your decision to cancel in a clear statement by telephone on 01926 320 700, e-mail to cancelmyregistration@first-utility.com or letter to Customer Services, First Utility, PO Box 4360, Warwick, CV34 9DB.

Credit Checking

We may use the information you have given us to make checks with our credit checking agency to confirm your identity as part of our registration process or, where this is not possible, after the Contract is already in force. In certain circumstances we may require a security deposit as a condition of supplying you. In the event that we do request a security deposit, we may contact you to offer an alternative payment method or service, which may then remove the need for a security deposit.

Switching over from your current supplier

When we transfer your electricity and gas to First Utility, if you have applied for a dual fuel tariff, we will move your electricity first, and then your gas once we have confirmation of the electricity transfer. If your current supplier subsequently objects to the transfer of your gas and this cannot be resolved we will supply you with electricity only. Should this happen you can choose either to take an electricity only service or leave First Utility.

Fixed Prices for the Initial Contract Period

This Contract has a fixed price during the fixed term period which is up until 30 June 2018. We may not change the Terms and Conditions of this Contract prior to that date, unless: the change is not to your disadvantage, the information you have given us is incomplete or incorrect, we have to install a prepayment meter, or there is an increase in VAT payable. At the end of the fixed price term, unless you choose to do otherwise, you will be moved on to our cheapest variable price tariff (one without a fixed term); we will contact you in advance to tell you your new prices. We may end this Contract or move you on to a different tariff if you ask to move to another tariff, we fit a prepayment meter, or, as this is a dual fuel tariff you switch your gas and/or electricity to another supplier. If you or we end this Contract before 12 May 2018 we may charge an early exit fee of £50 per fuel.

Billing

You will receive a bill every three months or more frequently if we notify you otherwise. Payments will be collected as either a fixed amount "Fixed Direct Debit" or a variable amount "Variable Direct Debit" depending on your choice of options. "Variable" Direct Debit means First Utility will deduct from your account the amount that is shown on your electricity and gas bill. This means that your full balance will be paid following the issue of each bill. "Fixed" Direct Debit means First Utility will deduct a fixed amount, from your account each month. Where you are paying by Fixed Direct Debit each month this amount may be varied after any reassessment of your payments if they are not in line with your actual or projected energy usage. This will be communicated to you prior to any changes taking effect.

Possible additional charges & discounts

Where you do not pay us by direct debit we will make an administration charge of up to £36 per year per fuel. All bills will be electronic and accessible via your online account. A £12 per year per fuel online discount applies where you receive online electronic billing. Paper billing is available upon request however the online discount will be removed. If you are paying through a prepayment meter we may also charge you for replacement cards, visits to your home, fitting, exchanging or relocation of a prepayment meter. A summary of charges relevant to you is available on our website in the "Help and Advice" section.

Leaving First Utility

You can leave at any time but you will be required to pay any outstanding debt before doing so. If you are repaying a debt to us by means of a prepayment meter, you have the right to switch supplier as long as the debt that you are repaying is less than £500 and your new supplier agrees to take on this debt. Please bear in mind that if you do leave before 12 May 2018 we may charge an early exit fee of £50 per fuel. If there is a debt outstanding on your account we may object to your transfer. You can resolve this by either (i) repaying us the debt within 30 days of us advising you of this requirement; or (ii) where you are paying for your energy using a prepayment meter, if the debt you are repaying is less than £500, your new supplier agreeing to take on the debt.

A summary of charges relevant to you is available on our website in the "Help and Advice" section

A full version of our Terms and Conditions can be downloaded from www.first-utility.com

Alternatively you can contact Customer Services

Telephone: 01926 320 700

Email: customer.service@first-utility.com

How to make a complaint

It's easy to get free, independent advice so that you 'Know your rights' as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. To "Know your rights" visit www.citizensadvice.org.uk/energy for up to date information or contact the Citizens Advice consumer service on 03454 04 05 06.

If you do need to make a complaint, you should contact our Customer Services Team in the first instance on 01926 320 700. They will do their best to resolve your complaint, but if you feel your complaint has not been handled to your satisfaction, you may then speak to our Customer Contact Specialist Team.

If you have any questions or require further information visit first-utility.com

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If 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 www.ombudsman-services.org/sectors/energy. They are free and independent, and we are bound by their decision.

Our fuel mix

All energy companies are required to tell their customers about the mix of fuels they use to generate the electricity and the impact this has on the environment.

We publish our Fuel Mix Disclosure each year and the table below relates to electricity supplied in the period 1 April 2015 to 31 March 2016.

Electricity supplied has been sourced from the following fuels:		% of total
	Electricity supplied by First Utility	UK Fuel Mix (for comparison)
Coal	18.9%	17.0%
Natural Gas	32.7%	32.3%
Nuclear	12.9%	23.7%
Renewables	28.3%	24.3%
Other Fuels	7.2%	2.5%
Total	100%	100%

Environmental Impact

CO2 Emissions g/kWh	330	290
High Level Radioactive Waste g/kWh	0.0009	0.0070

For more information on the environmental impact of your electricity supply, write to us at First Utility, PO Box 4360, Warwick CV34 9DB.

About the TCR

The TCR is a single figure that represents the cost per kWh that a typical consumer would incur on this tariff. It is based on the energy used by the average household (3,100 kWh for electricity and 12,500 kWh for gas) and the standing charges and unit rates of this tariff. It also takes into account any relevant discounts, for example a £12 per fuel, per year, discount is available for paperless billing and cheaper rates are available for customers who pay by Direct Debit. It can be used as an approximate guide for comparing tariffs but is not an actual price. You can find the TCR of your current tariff on your bill or Annual Statement.

Discounts

These prices include an annual paperless billing discount of £12.

Additional Charges

This tariff has an exit fee of £50 per fuel if you end your contract before 12 May 2018. This amount is not included in the TCR calculation.

Bundles

During the fixed term period, you are entitled to receive a First Utility Home Services promo code which entitles you to £30 off a Home Services job when applied to the order at checkout.

An email with your £30 promo code will be sent by 31 August 2017. The email will be sent to your energy account email address. Instructions on how to redeem your promo code will be included in the email.

There is no cash or credit alternative available. Your promo code will be valid for 60 days from the date of the email. The promo code will be one time usage and only one code may be applied per job. If the full value of a promo code is not used in a job the residual value will be lost. No exchange or refunds will be given for any unclaimed, unused codes or partly used codes.

We reserve the right to alter the type, timing of dispatch and value of individual promo codes from those listed above without prior notice however the combined total value will remain the same over the term of the tariff.

If you have any questions or require further information visit first-utility.com