



## Your energy tariff explained

Direct Debit Advance

bringing energy to life





Your guide



## Our cheapest Direct Debit Advance

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Pay in advance by Direct Debit  
and save more on your energy

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For the really savvy, sign up online and join one  
of the cheapest tariffs in the UK.

# Why we're good for you



## Customer Promise

We know you would much rather spend time doing something fun instead of worrying about your energy supply. So we promise to look after it for you. We do all the leg work and make energy as simple as it should be.



## Price Guarantee

Why pay over the odds for your energy? At Spark, you will always find a tariff that's cheaper than the average annual dual fuel bill, as published by Ofgem. And if our energy prices increase, we'll let you know at least 30 days before so there are no nasty surprises. Whether you're a new customer or you've been with us a while, you'll benefit from the best prices we offer.



## Better than the Big Six

We think good things come in small packages and as an independent supplier, we put you first. We work hard to keep our customers happy. With us, there's less talk, more action, and there's always someone at the end of the line when you call or online when you click.

For more information visit our website [www.sparkenergy.co.uk](http://www.sparkenergy.co.uk)



## Let's break it down for you

Energy tariffs can be a confusing business, so we've made this simple guide to help you make sense of it all.

We've kept it brief to give you more time to get on with the fun things in life, but you can trust that our Price Guarantee has got you covered, and you'll never pay over the odds for your energy.

### How it all stacks up



Direct Debit

Convenient  
Direct Debit  
Payments



Low Average  
Annual Bill  
£1067\*

0%

No  
Termination  
Fee



Variable  
Tariff

\*Average annual bill based on an average user in London, in a property consuming 13,500 kWh gas and 3,200 kWh electricity per year. Excludes dual fuel discount of £24 per annum.

## How advance payment works

Our cheapest tariff is one of the best in the market by making your money work harder.

It's simple, you make one extra payment upfront, on top of your monthly Direct Debit – think of it like paying your deposit and first month's rent together when you move into a new flat.

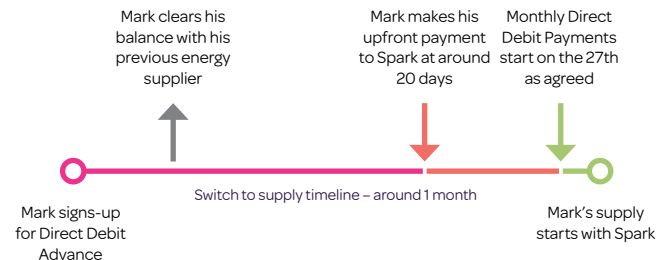
It'll be equivalent to one month's energy use, and means we can buy your energy at cheaper rates, passing the savings on to you. It's an investment, and you'll see the results in no time.

# Here's an example...

## Meet Mark

Mark's an average energy user on a standard tariff. He's compared prices online and decides to switch to Direct Debit Advance to get a better deal.

He signs up on the 1st of the month, to start the process of switching, and chooses the 27th of the month for his regular Direct Debit. We'll take his automatic upfront payment around 20 days after he signs up and his first Direct Debit follows on the 27th. The switch will usually happen around a month after sign-up.



So Mark makes two payments in the month before his supply goes live, and clears his balance with his previous supplier. It's an unusual month, but he knows he's going to start saving in no time. If he decides to leave or change tariff at any time then we'll refund the credit on his account.





## Getting to grips with your rates

Your tariff is made up of a basic daily rate, or 'standing charge', and one or more 'unit rate' for the energy that you use.

You can find your gas and electricity rates over the page. Your gas prices are shown in the first table and they're the same across the UK.

Your electricity prices are a little more complex. First you need to locate your area of the UK on the map, then look at the corresponding row in the table opposite. Most of you will be looking for the results from the first two columns. If you've got an 'E7' or Economy 7 meter then see the next three columns, as you'll have a different unit rate at night than during the day.

All our prices are exclusive of VAT at 5%.

# How to find your supply area

To check your prices, first you need to see what supply area you're in using the map.

Prices are different in each area because the network operators charge us different rates for distributing the electricity through their cables.



## Gas prices

All areas	
Standing charge (pence per day)	Unit rate (pence per kWh)
20.000	3.649

**Important:** Direct Debit Advance is only available for domestic dual-fuel customers consuming under 73,200 kWh of gas per annum. Please note a winter premium applies on this tariff.

**Dual Fuel Discount:** All customers who qualify for the dual fuel discount will receive annual discounts of £12 (incl. VAT) per fuel. These discounts are deducted proportionately on a daily basis.

All prices are exclusive of 5% VAT.

## Electricity prices

Your area	Standard meters		Economy 7 meters		
	Standing charge (pence per day)	Unit rate (pence per kWh)	Standing charge (pence per day)	Day unit rate (pence per kWh)	Night unit rate (pence per kWh)
A Eastern	14.000	12.041	14.000	12.144	8.500
B Eastern Midlands	14.000	11.908	14.000	12.597	8.500
C London	14.000	12.491	14.000	13.335	8.500
D Merseyside & N Wales	14.000	14.258	14.000	16.075	8.500
E Midlands	14.000	12.413	14.000	14.049	8.500
F North East	14.000	12.097	14.000	12.334	8.500
G North West	14.000	13.200	14.000	13.440	8.500
H Southern	14.000	13.144	14.000	13.730	8.500
J South East	14.000	13.070	14.000	13.860	8.500
K South Wales	14.000	13.910	14.000	13.881	8.500
L South West	14.000	14.026	14.000	15.817	8.500
M Yorkshire	14.000	12.097	14.000	12.573	8.500
N South Scotland	14.000	12.077	14.000	13.890	8.500
P North Scotland	14.000	14.388	14.000	18.145	8.500

## Staying in touch ...

### Don't be a stranger

There's someone on the end of the line or at the click of a mouse, and we'll always listen. If there's anything you don't understand or want to know more about, get in touch now.

### We'll keep you in the picture

We love to talk, so we'll tell you about what's happening and when. If our prices change, we promise to let you know at least 30 days before. And we'll always let you know if there's any way you can save more money, time and energy.

### Need a little extra help?

If you're registered disabled, are of pensionable age, have a hearing or visual impairment or have long term ill health, you may be entitled to our additional services such as braille, large print statements and a password protection scheme through our Priority Services Register.

Find out how to get in contact with us on the back page.

## Principal Terms

This is a summary of your contractual terms. For your full terms & conditions please visit [www.sparkenergy.co.uk](http://www.sparkenergy.co.uk)

1. This is a variable tariff.
2. This is an online, dual-fuel, Direct Debit tariff.
3. All communications will be sent electronically.
4. The 'advance' element means you will pay two payments in your first month. One to cover your upfront payment and the second which will be your normal monthly Direct Debit.
5. Your Direct Debit is calculated by estimating your consumption for a year and dividing it by 12 to get a monthly amount.
6. Once you've been on supply for a minimum of six months, we'll review your Direct Debit to make sure you're paying the right amount.
7. Regular meter reads really help (one per month would be ideal).
8. If you join us in the winter months, your Direct Debit will be higher to cover the extra energy that most people use over these months.
9. If your payment is due to change, we'll be sure to give you at least ten working days' notice so that you can plan ahead.
10. We'll supply you with an electronic statement every three months in your online account so you can keep track of things.
11. You can terminate at any time giving us 28 days' notice. There are no exit penalties.
12. We will notify you at least 30 days in advance if our prices are going up



## Save time, visit [www.sparkenergy.co.uk](http://www.sparkenergy.co.uk)

Manage your account

Give meter readings

Get your bills

Tell us if you're moving

Make a payment

And handy live chat too

If you'd like to talk, our customer services team is UK-based and you can also find us on Facebook and Twitter.



Email us

[support@sparkenergy.co.uk](mailto:support@sparkenergy.co.uk)



Call us

**0845 034 7474**

**(0333 321 4022** from your mobile)

8am–8pm weekdays

9am–2pm Saturdays



Live chat

[www.sparkenergy.co.uk](http://www.sparkenergy.co.uk)

Say hello

**Facebook and Twitter –**

**@SparkEnergyUK**

For full terms & conditions please visit

[www.sparkenergy.co.uk](http://www.sparkenergy.co.uk)

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