

# Standard terms for supplying electricity and gas to domestic customers

## Glossary

### agents and service providers

Agents provide services on our behalf. Service providers provide services to us.

### central charge database

A database which holds details of all green deal plans, the green deal providers, green deal financiers, green deal charges and green deal bill payers which is used to facilitate all green deal arrangements.

### domestic customer

Someone taking gas or electricity (or both) totally or mainly for home use – not a business premises (it can include an organisation using energy in a residential property, e.g. a landlord using energy to provide frost-protection in a vacant property).

### Energy Sure

An industry-wide initiative to promote best practice in selling gas and electricity.

### green deal arrangements agreement

The agreement between suppliers, green deal financiers and green deal providers which sets out the procedures and practices to be followed by the parties in relation to the collection of green deal charges from green deal bill payers and the payment of those charges to the green deal providers or financiers (as applicable) and the entry of data into the central charge database.

### green deal bill payers

The person who is responsible for paying the electricity bill at the green deal property where the green deal plan applies.

### green deal charges

The costs of the green deal plan broken down into a daily charge which are set by the green deal provider and collected by us.

### green deal financier

A party who agrees to take over the financing of the green deal plan from the green deal provider, where this happens the green deal financier will replace the green deal provider in relation to any payments being made by you under the green deal plan.

### green deal home or property

A property which is subject to a green deal plan.

### green deal plan

A plan set up for the installation of energy efficiency measures or improvements made (or to be made) to a property by a green deal provider where the costs of such energy efficiency measures or improvements will be recovered by the green deal provider in the form of green deal charges.

### green deal provider

The party responsible for providing or installing the energy efficiency measures or improvements to a property under a green deal plan.

### liability

What you and we are responsible for in law.

### local network operator

The company which operates the local distribution network through which your electricity or gas is supplied.

### meter

The device fitted to record the energy you use. It also includes any associated equipment.

**non-standard product**

A product we supply which has extra terms that apply along with these standard terms of supply (this may depend on the tariff that applies).

**npower group company**

The current npower group includes the following companies.

RWE AG

RWE Npower plc (company number 3892782)

Npower Commercial Gas Limited (company number 3768856)

Npower Direct Limited (company number 3782443)

Npower Limited (company number 3653277)

Npower Gas Limited (company number 2999919)

Npower Northern Limited (company number 3432100)

Npower Northern Supply Limited (company number 2845740)

Npower Yorkshire Limited (company number 3937808)

Npower Yorkshire Supply Limited (company number 4212116)

The address of RWE AG is Opernplatz 1, 45128 Essen, Germany.

The address of the other companies in the npower group is Windmill Hill Business Park, Whitehill Way, Swindon SN5 6PB.

**Ofgem**

The Office of Gas and Electricity Markets – they regulate Britain’s gas and electricity industries.

**prepayment device**

A device that is used to top up a prepayment meter with credit which, for example, may be a card or a key.

**smart meter**

A meter that records the amount of energy you use and can send this information to us remotely (removing the need for a meter reader to visit), as well as receiving information sent from us to the meter.

**subcontractor**

A person or company who carries out work for us.

**tariff**

The rate or rates for each unit (kilowatt-hour or kWh) of electricity or gas (or both) that you use under this agreement (including any daily standing charge) plus any other charges.

**we, us, our**

npower, which is the company that supplies electricity or gas (or both) to your home – see ‘Who supplies your gas or electricity (or both)’.

**working day**

Any day other than a Saturday, a Sunday, Christmas Day, Good Friday or a bank holiday.

**you**

The person taking the supply of gas or electricity (or both).

**About these terms**

These terms cover separate agreements.

**Part A** contains the terms of your agreement with us to supply gas or electricity or both.

**Part B** is a standard agreement between you and the local network operator who distributes electricity for us to supply to you.

These agreements only apply if your home or property is connected to the mains (local network) supplying electricity or gas. If it is not, you must make separate arrangements with the local network operator for that connection.

## **Part A**

### **About this agreement**

#### **1. Standard agreement with npower for supplying gas or electricity (or both)**

- a** These are the standard terms of our agreement with you. You may have agreed to extra non standard product terms depending on the tariff which applies. We have designed these standard terms and prices for single, domestic premises with an individual meter. By entering into this agreement, you agree that you are a domestic customer. If you stop being a domestic customer and become a business customer instead, you agree to let us know within seven days of the change taking place. This will allow us to arrange for your supply to be transferred over to our standard business terms or to a new supplier.
- b** This agreement is based on the information you have given to us, either directly or through an agent. If we cannot check any important information about you or your meter or the information available is not up to date, or the information you have provided is significantly inaccurate, false or misleading, or we cannot supply a customer with your type of meter or metering arrangements, we can choose not to go ahead with our agreement with you, or we may offer you different terms to reflect your supply circumstances. We may also choose not to go ahead with our agreement with you, or offer you a different payment option, if your meter or metering arrangements are not suitable for the tariff or payment option you have chosen. We will write to you to offer you any such alternative. If you don't object or if you choose not to cancel your contract, we will assume your acceptance of the alternative offered. We may ask you to change your meter or metering arrangements before we can supply you if that is necessary to enable us to supply you and we have no right to make those changes for you. You will need to arrange for this to happen (at your own cost) before we can begin supply.
- c.** If during the change of supplier process we provide you with incorrect prices in error we reserve the right to change your prices by notifying you of the correct prices. If you receive such a notification from us then you will either be given the option to accept the revised terms and continue with your registration with us (if we spot the error in time) or where you have already transferred over to us we will notify you of the correct prices and the terms of clause 6 will apply. Where you are already a customer and you select a new or different non standard product and we provide you with incorrect prices in error we also reserve the right to change your prices by notifying you of the correct prices.
- d** We can refuse to supply premises under these standard terms if they are split up into more than one home whether or not each home has an individual meter.

#### **2. Who supplies your gas or electricity (or both)**

npower is our trading name and we supply gas or electricity (or both) to you. The full name of the npower company that supplies you will be shown on the front of your agreement (if in written form) or in the correspondence sent to you to confirm your agreement with us (for example, if you have entered into an agreement with us over the phone or online). You may receive your gas or electricity bill (or both) from any npower group company. Any npower group company may ask for or collect payment from you for any other npower group company. If we supply both your gas and electricity, we do so under separate agreements, although you may receive a combined bill (which will show your gas and electricity charges separately).

#### **3. When this agreement starts**

- a** Each separate agreement for gas or electricity runs from the date that you:
- signed it;
  - accepted it on the phone; or
  - sent in an online application (either direct or through an online agent).

If none of these apply to you, the agreements start when you start taking the supply.

- b** If we are taking over from another supplier, we must complete the transfer within 21 days of the day after the date you entered into an agreement with us (that is 22 days from the date you entered into the agreement); or where a cancellation period applies (which cannot be longer than 14 days) within 21 days of the day after the end of the cancellation period (that is 22 days after the end of the cancellation period).

- c** However, we do not have to complete your transfer within the period set out above if:
- i** you ask for the transfer to take place at a later date;
  - ii** you withdraw your request to transfer your supply by telling us that you no longer want to change supplier;
  - iii** your old supplier has objected to the transfer;
  - iv** after taking all reasonable steps, we still do not have all the information we need from you to complete the transfer, and that information is not readily available from another source; or
  - v** after taking all reasonable steps, we are prevented from completing the transfer due to any other reason which is beyond our control.
- d** If the transfer has been delayed for one of the reasons set out at iii, iv or v above, once that reason no longer applies we will complete the transfer as soon as we reasonably can, and at the latest within 21 days of the date that the reason for the delay no longer applied (unless you no longer want to continue with the transfer).
- e** You agree to your old supplier:
- giving us all your relevant details to help with your transfer; and
  - transferring to us the right to collect any debt you owe to that supplier and passing over all relevant account information.

#### **4. Changing your mind**

You can cancel this agreement within 14 days from the date you signed it, accepted it on the phone or made your application online. To cancel, simply write to us with your agreement number, saying you want to cancel. Address this to: npower, PO Box 9647, Oldbury B69 2PZ. Or, you can email us at [customer.acquisitions@npower.com](mailto:customer.acquisitions@npower.com) or phone us on 0800 316 3375 (free from most landlines) or 0330 100 8674 (included in any 'inclusive minutes' from mobiles). You may also use the cancellation form left with you if you signed in person. You may end your agreement with us at any time as described below under 'Ending this agreement and changing supplier'.

### **Charges**

#### **5. Our charges**

You agree to pay our charges based on the tariff which applies. You can find details of our charges and how we work out our charges in any 12-month period on your bill, in our tariff literature, on [npower.com/prices](http://npower.com/prices) or by calling customer services. We will add VAT at the appropriate rate to our charges if this applies.

#### **6. Changes to our charges or the terms of this agreement**

- a** We may change our prices, discounts or the way we charge for gas and electricity. If we increase our prices or make any other change to the terms of this agreement which significantly disadvantages you (for example, we reduce our discounts, we will tell you about the changes at least 30 days before they begin to apply. If you do not accept the changes, you may end this agreement and change supplier. If you tell us that you are ending this agreement and changing supplier, the changes will not apply to you as long as:
- you tell us that you are ending this agreement, and are changing supplier, on or before the date when the changes are due to apply; and
  - within the 15 working days after you tell us that you are changing supplier, we receive notice from another supplier that they will begin to supply your home within a reasonable period of time.
- b** If you owe us money and we object to you transferring your supply to another supplier, if you still want to leave us you must pay us any money you owe within 30 working days of us telling you that we object to the transfer. If you don't pay the money you owe within 30 working days, the changes we told you about will apply. As well as paying this money, you should also get in touch with your new supplier to make sure that they will register you as their customer within the 30-working-day period.
- c** When we change prices, we'll estimate the meter reading on the date the price change takes place. We'll use this reading to work out your charges at the old prices up to the date we change the price (unless you give us an actual meter reading on that date, in which case we will use that to work out your charges). We will then use the new prices from that date.

## **7. Discounts and rewards**

- a** If we offer a discount, it may be either a one-off discount or a regular discount. You will be entitled to a discount if you meet the conditions which apply to the discount. If you are entitled to a one-off discount, it will be credited to your account in line with the terms of the relevant offer. If you are entitled to a regular discount, it will be credited to your account on or before the last day of the 12-month period which started when you became eligible for the discount, and again during each further 12-month period, for as long as you are entitled to the discount. We may credit part of a discount at a point during the 12-month period which it relates to, and from which point all further 12-month periods (for the purposes of any discount) will run. We may apply the discount as a single amount off your charges for the relevant 12-month period, or as a series of deductions.
- b** You may be entitled to a reward, as an alternative to a discount, as long as you meet the conditions of that reward. If you are entitled to a reward, you will receive it on the last day of the 12-month period which started when you became eligible for the reward, or as soon as reasonably possible after that date. Unless we withdraw the reward in the meantime, or it is a one-off reward, you will also receive it on or as soon as reasonably possible after the last day of each further 12-month period.
- c** If you pay by monthly direct debit, we may take any discounts into account to work out your monthly payments (unless you have chosen an alternative reward instead of your discount) for the first 12 months from the date you set up your direct debit arrangement, or for as long as we decide for the tariff or offer that applies to you.
- d** If you do not meet the conditions that apply to your discount or other reward, you may not receive it. Also, your monthly payments in your first year or, if appropriate, any later period, may not be enough to pay for your usage. As a result, you may have a balance to pay.
- e** If we offer you a 'dual-fuel' discount:
- you will receive combined gas and electricity bills (rather than receiving separate bills for each fuel); and
  - you must make combined gas and electricity payments (rather than paying for each fuel separately).
- f** Any combined bill will show the charges for gas and electricity separately.
- g** If you move to a house supplied by npower, you may not be able to transfer your discount. You should check the details of your offer and any extra terms and conditions that apply. You can find details of our discounts on [npower.com/discounts](http://npower.com/discounts) or by calling customer services on 0800 073 3000 (free from most landlines) or 0300 100 3000 (included in any 'inclusive minutes' from mobiles).

## **8. Meter readings**

- a** You must give us meter readings at least every six months. This will help us to make sure your bills are as accurate as possible. We may ask you to provide more frequent meter readings depending on your method of payment.
- b** When we produce your bill or statement, we will, if possible, use a meter reading that we or you have taken (this is an 'actual meter reading'). If no actual meter reading is available, we will produce a reasonable estimate of usage at your property. You agree to pay the estimated amount or give us an actual meter reading. We will send a new bill based on this reading (unless you agree otherwise) or, if no bill is due at that time, we will use this when we work out your next bill (unless a further actual meter reading is provided).
- c** If you take both gas and electricity from us, and you want to update your energy usage, you must give us both meter readings, even if only your gas or your electricity usage has been estimated. If we do not receive meter readings for both fuels, the fuel without an actual meter reading will be estimated when we next send you a bill. When we receive an actual meter reading from you or a meter reader which shows us that any previously estimated meter readings we used to prepare your bills may have been over or underestimated, we may cancel and replace the relevant bills. If we do this, we will use the actual meter reading and the typical energy usage of gas and electricity (whichever is appropriate) for the relevant time of year to prepare a more accurate estimated meter reading for the earlier bills. If any price change has taken place in the meantime, we will use the relevant prices before and after the price change when working out the new bill. This will be based on our revised reasonable estimate of the meter reading at the date of that change, unless you provide us with your own meter reading at the date of that change.

- d** If your home shares an unmetered supply of gas or electricity (or both) with other premises (for example, electricity used in shared parts of a building divided into flats), we may estimate the amount of gas or electricity (or both) used and charge you an appropriate share.
- e** If, in our reasonable opinion, the meter reading you provide is not accurate, we will not use it, but we will try to contact you to get a new meter reading to use instead.
- f** If, for any reason, your meter does not register any gas or electricity used, you agree to pay the amount that we reasonably estimate you have used.

#### **9. Other charges we may make**

- a** We may charge to recover any reasonable costs of collecting payments from you. These may include the following.
  - i** Costs we pay to recover money you owe us, which may include costs of visiting your home (unless the reason for the visit is beyond your reasonable control).
  - ii** Administration costs involved in collecting your debt (including the cost of any phone calls made to you by us or our agents).
  - iii** Costs of applying for and getting a warrant of entry and carrying it out.
  - iv** Costs of tracing you if you have moved and not given us a forwarding address.
  - v** Green deal charges for energy efficiency measures or improvements that you, or a previous occupant of your property, have made in your home (see clause 46 for the additional terms and conditions that apply to green deal).

#### **10. Costs to do with unaccepted payments**

- a** We may also charge to recover any reasonable costs we have to pay if:
  - we have to return a cheque to you, or a direct debit is rejected because there is not enough money in your account; or
  - you send us a post-dated cheque (that is, a cheque with a future date written on it) or if we have to pay costs to give you copies of cheques and bills.

#### **11. Costs to do with your meter (whether it is a credit meter or a prepayment meter)**

- a** We will charge to recover any reasonable costs of the following.
  - i** Changing your meter if you ask us to, unless you are disabled and you cannot use your existing meter.
  - ii** Changing your meter when you become our customer if your type of meter is not one that we can support on our system.
  - iii** Moving your meter, unless you are of state pension age, disabled or chronically sick (see below 'About your meter').
  - iv** Repairing or replacing a damaged meter or meter seals, if the damage is your fault.
  - v** Disconnecting or reconnecting the supply if you ask us to.
  - vi** Carrying out a meter accuracy test if you ask for this and we do not find a fault with the meter (which may include the costs of any visits to your home where we do not find a fault with the meter).
  - vii** Getting a warrant to enter your home if you refuse to let us in, and reasonable costs related to entering your home with the warrant.
  - viii** Dealing with something you do that breaks the terms of this agreement.

#### **12. Costs to do with your prepayment meter**

- a** We may also charge to recover the reasonable costs of the following.
  - i** Replacing a prepayment device and the reasonable costs of getting it to you.
  - ii** Visits to your premises by our agents if you have contacted us to tell us that you have run out of credit due to a fault with your prepayment meter or prepayment device (or both) if we cannot find a fault and the visit results in credit being added to your prepayment meter by our agents.

- iii Fitting a prepayment meter to avoid cutting you off (we may decide not to enforce these charges depending on your circumstances).
  - iv Changing a prepayment meter to a credit meter if you ask us to make the change and we agree to do so.
  - v Our agents visiting your premises if you have not taken reasonable care of the meter, and the reasonable costs of repairing or replacing the meter.
- b We will not charge you for replacing a smart prepayment meter with a traditional prepayment meter where you are switching to us from another supplier.

## Payment

### 13. When payment is due

Payment is due on the date shown on your bill. That date will be set so as to give you a reasonable amount of time to pay. You must pay the amount shown on your bill in full on or before that date unless we have agreed a different payment arrangement with you. If there is a genuine dispute about any amount, you must pay the amount you agree you owe. When we have settled the matter, we will adjust the bill as appropriate. If you are entering into this agreement together with other people (such as your partner), you are each responsible for paying all amounts until they are paid in full. If you owe us money we will use any payments you make to pay off the oldest debt first.

### 14. Instalment plan and payment scheme

- a If you cannot pay your bill, we may offer you an instalment plan instead of fitting a prepayment meter. This plan will spread the money you owe us over a period of time and at a rate that should be affordable for you. It is a condition of the instalment plan that you also agree a payment scheme to pay for your energy use. You can pay off the full amount you owe at any time before the instalment plan ends.
- b While you still owe us money under your instalment plan, you may not be able to change supplier. If you move home, you will have to pay us the full amount you still owe under the instalment plan, unless you ask us to transfer the amount over to your new address and you continue to take your supply from us. We will set up a new payment scheme and instalment plan for your new address.
- c If you fail to make any payment due under the instalment plan, the plan will automatically end and we may install a prepayment meter instead to help you pay for the energy you use and recover any money you still owe us.

### 15. Refunding money we owe you

We may keep any money we owe you, and use any payments you make, to reduce any debt you owe us or any of our other group companies. We may do this if the debt is to do with supplying gas or electricity (or both) or the terms of your agreement. This will include any special terms you have agreed to. The amount we keep will not be more than the amount you owe us.

### 16. Asking for a deposit

- a We may ask you to pay a reasonable amount upfront – a deposit – as security against payment for your gas or electricity (or both). We may do this to protect us against likely loss in the event that you break the terms of this agreement. We will not ask for a deposit if you choose to pay for your gas or electricity (or both) through a prepayment meter and it is safe and reasonably possible for you to use a prepayment meter. We will only ask for a deposit if it is reasonable for us to do so in the circumstances. If we ask you for a deposit and you do not pay it, we may be entitled to:
  - refuse to supply gas or electricity (or both) to you; or
  - cut off your gas or electricity (or both) until you pay the deposit (plus any reasonable costs we have as a result of cutting off and reconnecting your supply).

## About your meter

### 17. Damage to the meter

- a You must take reasonable care to make sure that the meter is not interfered with or damaged.
- b If you notice any damage to your meter, or if you suspect that someone has interfered with your meter, you must tell us as soon as possible.

## **18. Position of the meter**

Our meter readers must have easy access to read your meter. The meter must also be in a safe, secure and weatherproof position. If it is not, or is not easy to get at, you must provide a suitable position and allow us to move the meter. You agree to pay our reasonable costs for moving the meter unless the unsuitable position was our fault or you are of state pension age, disabled, or chronically sick.

## **19. Access to your meter**

You will need to give us reasonable access to read, install, test, inspect, repair, remove or replace your meter when necessary. We may also need access to convert your meter from a 'credit' setting to a 'prepayment' setting (or vice versa), or to cut off or reconnect your supply.

## **20. Prepayment meters**

- a** You may ask us for a prepayment meter. We will install one for you if we reasonably can or, if you have a type of meter we can convert from a credit setting to a prepayment setting (either remotely by using the wireless network or by inserting a prepayment device into the meter), we may do that instead. Please remember that a prepayment meter may be more expensive than other ways to pay for energy.
- b** We may ask you to pay for your gas or electricity (or both) through a prepayment meter on our prepayment terms. We may do this if:
- you failed our credit checks;
  - a prepayment meter is already installed;
  - we have reason to believe that someone has tampered with an existing meter; or
  - you owe us money and by installing a prepayment meter we can avoid cutting off your gas or electricity (or both).

## **21. Smart meters**

- a** If you agree to have a smart meter installed, we or our agent will contact you to arrange a convenient appointment for the installation to take place. If we or our agent are not let into your property for the appointment we have agreed with you to install the smart meter, we may charge you the costs of that visit, unless you gave us at least 48 hours' notice that the agreed time was no longer convenient.
- b** If you had a smart meter installed by your previous supplier we will, and will notify you of our intention to, treat it as a traditional credit meter until such time as we notify you that we are able to utilise its smart functionality. If the smart meter is operating in prepayment mode and you wish to continue on a prepayment tariff then we will, subject to clause 12b, replace your smart prepayment meter with a traditional prepayment meter.
- c** Once a smart meter is installed and the smart functionality is available for us to use (which we will notify you about) we will be able to take meter readings without visiting your property. We will use those readings to work out the bills that we send you. We can also, without visiting your home:
- switch your smart credit meter to work as a smart prepayment meter; or
  - switch your smart prepayment meter to work as a standard smart credit meter; or
  - disconnect your supply (but only if the circumstances set out in clause 28 apply);
- if we have the right to do these things under the terms of this agreement or by law.

## **22. Who owns your meter and any related equipment?**

- a** Unless you have chosen to fit your own meter and any related metering equipment (which must meet certain standards and be fitted in accordance with industry procedures otherwise it may be removed by us or our agent) in which case you own the meter, a service provider (such as a metering agent or the network operator) owns your meter and any related equipment supplied with it (such as a display unit supplied with a smart meter), even when it is installed at your property. If they transfer your meter to another service provider, you agree that both you and the new service provider will continue to have the same rights and obligations as before.
- b** Generally you will be responsible for all the pipes, wiring and equipment on your side of the property beyond the meter installed at your premises and we are not responsible for those nor for their safety.

Exceptionally there may be equipment beyond the meter which you are not responsible for. You are also responsible for the meter housing.

## **Ending this agreement**

### **23. Moving home**

**a** You must give us at least two working days' notice before you move home. You must also give us details of your new address and your final meter readings so that we can send you your final bill. If you have given us the correct notice, your agreement with us will end on the date you move out of the property. If you fail to give us the correct notice, your agreement will end either:

- two working days after you tell us that you have moved; or
- when someone else takes over the supply;

whichever is first.

**b** Until your agreement ends, you will still be responsible for paying for any gas or electricity (or both) used at your old home. This means if you delay in telling us about your move, you may have to pay for any energy used during the period when nobody else was registered as taking the supply. If you do not give us your new address and we have to pay costs to trace you, we may add these costs to your final bill.

### **24. Your right to end this agreement**

**a** Your agreement with us will end if and when:

- you change supplier and the new supplier starts to supply your home;
- we start to supply you under a new agreement;
- we lose our licence to supply gas or electricity (or both);
- we end this agreement as described below; or
- the supply is cut off because it is no longer needed.

**b** Until then, this agreement will continue to apply and you must pay for all gas or electricity (or both) used up until it ends.

### **25. Transferring to a new supplier**

**a** If you want to transfer to a new supplier, we can prevent the transfer if:

- you tell us that you have not entered into an agreement with another supplier and you want us to prevent the transfer;
- you owe us money;
- your proposed new supplier agrees that the transfer was a mistake; or
- your proposed new supplier does not apply to transfer all the related electricity meters at the premises on the same day.

**b** We will take all reasonable steps to send you your final bill within six weeks of the transfer to your new supplier being completed. If we receive further information that allows us to correct a mistake in your final bill, we will send you a corrected final bill as soon as possible after we receive the further information.

**c** There is no charge for transferring to a new supplier, and we will do everything reasonably possible to help with the transfer. You may have to pay an exit fee if it applies to your particular non standard product.

### **26. Our right to end this agreement**

**a** We may end this agreement by giving you 28 days' notice in writing. We may end the agreement immediately in the following circumstances.

**i** If you have failed to pay for your gas or electricity (or both), cannot pay your debts, or have failed a credit check, and:

- you have refused our offer of letting you pay in instalments or through having a prepayment meter fitted; or

- it is not reasonably possible for us to fit a prepayment meter.

We may also give you the opportunity (where possible) to pay directly from any state benefits you receive.

- ii If you break the terms of this agreement in any other way which would reasonably be considered to be serious (for example, you tamper with your meter).
- iii If we lose our licence to supply gas or electricity (if this applies).

## **27. Transferring your details to a new supplier**

- a We may give your new supplier any relevant details to help with the transfer. If you owe us money, we may object to your transfer, or transfer the debt to your new supplier for them to collect. We will give them full details of the amount you owe.
- b Ofgem can withdraw our supply licence in certain circumstances. To make sure you do not lose supply, Ofgem may give a 'last resort supply direction' to another supplier to take over the supply from us. If this happens, your agreement with us would end on the date the Ofgem direction took effect.

## **28. Cutting off your gas or electricity (or both)**

- a We have the right to cut off your gas or electricity (or both) in certain situations only. We may do this in the following circumstances.

- i If you have failed to pay for your gas or electricity (or both), cannot pay your debts, or have failed a credit check; and
  - you have refused our offer of paying in instalments or through a prepayment meter; or
  - it is not reasonably possible for us to fit a prepayment meter.

We may also give you the opportunity (where possible) to pay via deductions from any social security benefits you receive.

- ii If you do not pay a deposit we have asked you to pay, as set out in clause 16, 'Asking for a deposit'.
- iii If it is not reasonable, in all the circumstances, for us to supply you, and we give you seven days' notice that we are ending this agreement and cutting off your gas or electricity (or both).
- b We may also cut off your gas supply if supplying gas to your home might put the public in danger and we have taken all reasonable steps to prevent that danger from arising.
- c If we supply you with both gas and electricity, we do so under two separate agreements. We will not cut off both your gas and electricity unless this is for a reason which applies to both gas and electricity. For example, if you have failed to pay for your electricity, but have paid for your gas, we will not cut off your gas supply (as long as there is no other reason for cutting off your gas supply).
- d If you are having difficulty paying, we will offer to fit a prepayment meter before we cut off your gas or electricity (or both). If necessary, to avoid having to cut you off we may apply for a warrant to fit a prepayment meter without your permission. Or, if you have a type of meter that we can convert from a credit setting to a prepayment setting (either remotely by using the wireless network, or by inserting a prepayment device into the meter), we may do that instead. You must then pay for gas or electricity (or both) at our prepayment rates, which may be more expensive than other ways of paying for your gas or electricity. We may also set the meter to collect any money you owe us. We will tell you if we do this. You must pay any costs we may reasonably ask for if we have to change, convert or reset your meter.

### **e Costs**

You must pay our reasonable costs if we have to cut off or reconnect your supply for any of the reasons described in this clause 28. Those costs may include the cost of visits to your home.

## **Emergencies**

### **29. Restricting or cutting off your supply in an emergency**

- a We may cut off your supply if we have to do so by law or in an emergency, or as a result of other circumstances beyond our control.

- b** If we supply you with gas, we and the gas transporter who operates the network through which the gas is supplied to you also have the right to tell you to restrict or stop your use of gas if we or the gas transporter have to do so by law or in an emergency. You must then follow our instructions.
- c** In an emergency, you must allow us, and anyone we authorise, safe access to your meter at any time.

### **30. Costs**

You must pay our reasonable costs if we have to cut off or reconnect your supply for any of the reasons described in clause 29 above. Those costs may include the cost of visits to your home.

## **More about this agreement**

### **31. Limits on our liability**

- a** Nothing in this agreement removes our legal liability for death or personal injury caused by our negligence. This agreement does not affect any rights you have by law, including your rights under the Consumer Protection Act 1987.
- b** Except for liability for death or personal injury, as set out above, we are not legally responsible under this agreement for:
  - any losses that are not our fault, or that we could not have reasonably expected when we entered into this agreement; or
  - any business losses (for example, wasted expenses or loss of profit, income, opportunity, contract or goodwill).

### **32. Business use**

- a** If you have used gas or electricity (or both) for business purposes, and we have to pay a higher rate of VAT or any other extra taxes (for example, climate change levy), you must pay these taxes in full unless you meet the HM Revenue & Customs requirements that allow you to provide us with 'exemption certificates' which cover the taxes due.
- b** If you are a business customer and we have supplied you as a residential customer by mistake, these terms and conditions will not apply. We will continue to supply you under our 'deemed business terms' unless you sign up to an agreed set of business terms with us or you change to a different supplier. (Our deemed business terms are the terms that a business customer is supplied under if an agreed contract is not in place. This is in line with the Electricity Act 1989 (as amended) and the Gas Act 1986 (as amended). The deemed business terms may be more expensive than our other business terms.)

### **33. Transferring our rights or subcontracting to another supplier**

We may transfer any of our rights under this agreement to any other organisation. We may transfer any of our responsibilities to any other licensed supplier of gas or electricity (or both). We will tell you as soon as we reasonably can if we transfer any rights or responsibilities to another organisation. We may also subcontract anything we have agreed to do under this agreement. However, we will still be responsible for anything carried out by our subcontractors. None of this affects your right to end the agreement as described above under 'Ending this agreement and changing supplier'.

### **34. Law**

In any dispute, the law of England and Wales applies to this agreement if your home or property is in England or Wales, and Scots law applies to this agreement if your home or property is in Scotland.

### **35. Circumstances beyond our reasonable control**

- a** You and we will not be responsible for failing to keep to the terms of this agreement (other than any failure to pay) if that failure is caused directly by:
  - circumstances beyond your or our reasonable control; or
  - you or us doing anything which we have to do by law.

## **Using your personal information**

### **36. Data protection notice**

- a** We respect your right to privacy and will only use the personal information which you give us, or which we legally receive from another organisation or person (for example, Land Registry, a landlord, directories such as 192.com or the electoral roll), as allowed by the Data Protection Act 1998, the

Privacy and Electronic Communications (EC Directive) Regulations 2003, and any other privacy laws that apply.

**b** We may collect the following information about you and other members of your household.

- Name, age and sex
- Home address
- Phone number, mobile number and email address
- Bank account details
- Meter details
- Gas and electricity usage
- Records of our conversations and correspondence with you
- Ethnic origin and physical or mental health.

If any of your details change, you should let us know as soon as possible so that we can keep our records up to date.

### **37. How we store and use this information**

**a** We take appropriate steps to protect the personal information we collect from you and to make sure that your personal information is kept secure and only used in line with clauses 36, 37, 38,39 and 46 (where you have a green deal plan).

**b** We (or others acting on our behalf) may collect, store and use the personal information listed above for the following purposes.

- i** To help us identify you so we know who we are talking to.
- ii** To supply you with gas or electricity (or both).
- iii** To set up and otherwise manage your account, including collecting payments, recovering debts, analysing your account history and improving our service to you.
- iv** To measure your gas or electricity use (or both) and to work out your bills.
- v** To help prevent and detect fraud or loss of gas or electricity (or both).
- vi** To assess health and safety, environmental and financial risks to you.
- vii** To train our staff and monitor our services. (This may involve us recording our conversations with you or keeping copies of our correspondence with you to make sure we are providing you with a good service and are keeping to our legal and regulatory obligations.)
- viii** To provide you with marketing information (including by text message and email) about products and services which we think may interest you (if you have agreed to receive such information).
- ix** To carry out market research, produce statistics, and test systems to help improve the way we provide our services.

**c** We will not use your personal information to contact you about products and services if you ask us not to.

### **38. How we share this information**

**a** We may give your personal information to others in connection with the purposes set out above, including to the following.

- i** Agents acting on our behalf.
- ii** Other members of the npower group of companies.
- iii** Relevant industry organisations and agencies, based on agreed industry processes.
- iv** Credit-reference and fraud-prevention agencies.
- v** Relevant law enforcement agencies (if we receive a legitimate request for the information).

- vi Social services, and to medical and healthcare professionals, if you are in danger of being cut off and we believe you may need extra help. You or a member of your household may need this extra help as a result of your (or their) health, age, disability or financial circumstances.
- vii If you have given us your permission, to Homeserve Membership Ltd, so that they may contact you (including by text message and email) with details of products and services which they think may interest you.

**b** If an organisation takes over all (or nearly all) of our business or assets, we may pass your personal information to them. We may also give your personal information to, for example, a government agency or a law enforcement agency, if we have to do so by law or regulation.

**c** Except as set out in this clause 38, we will not give your personal information to anyone else unless you have agreed to this. If you do agree, but later change your mind, you can contact us and we will stop sharing your information.

**d** If you have a smart meter installed at your property, we will not collect half-hourly details of your energy usage unless you have given us your consent to do so. If you have a display unit with your smart meter, we may send messages (for example, general energy-efficiency messages) direct to it, unless you let us know at any time that you do not want to receive such information.

**e** In connection with the purposes set out above, we or our agents may transfer personal information that we collect from you to:

- other organisations or people; or
- members of the npower group of companies;

based in countries outside the European Economic Area (EEA).

These countries may not have the same data protection standards as we do in the UK, although how we collect, store and use your personal information will continue to be governed in line with clauses 36, 37, 38 and 39, the legal protection provided by our agreements and any relevant laws.

**f** We may pass your information on for regulatory purposes to Ofgem (or any organisation which takes over Ofgem's role), or as part of a government data-sharing initiative. They may pass that information to other agencies to be analysed or for other purposes relevant to their request or investigation.

### **39. How credit-reference agencies may use your personal information**

We may search the files of credit-reference agencies, and gather information from fraud-prevention agencies, and those agencies will record the search. We may share information about your account and how you deal with it with other financial institutions, with credit-reference agencies and with fraud-prevention agencies. They may record this information (which may include sharing information about your payment history and any payments you have failed to make). We may use this information to help us assess your ability to pay our bills and to make decisions about the products and services that we offer you.

### **40. Your rights**

**a** You have the following rights relating to your personal information.

- i To see the personal information that we hold about you at any time. If you write to, email or phone us and ask to see this information, it is known as a 'subject access request'. To see the information you need to pay a fee, which is currently £10.
- ii To ask us to update and correct any out-of-date or incorrect personal information that we hold about you. You can do this free of charge.
- iii To opt out of any marketing communications that we (or any company or person we have given your personal information to with your permission) may send you.

**b** You may exercise any of the rights set out above by calling us on 0800 073 3000 (free from most landlines) or 0330 100 3000 (included in any 'inclusive minutes' from mobiles) or you can contact us through our website at [npower.com/contactus](http://npower.com/contactus) or write to:

Data Protection SARs Team, npower, Tees House, Building Tio 2, Ground Floor, Traynor Way, Off Shotton Lane, Peterlee, SR8 2RU.

## Service levels and complaints

### 41. Making a complaint

- a** We know things can sometimes go wrong, and we take complaints very seriously. So if you're not happy with the service you've received, we'll always do our best to put things right. If you have a complaint, call our specialist Complaints Team on 0800 316 9328 (free from most landlines) or 0330 100 8628 (included in any 'inclusive minutes' from mobiles). If you prefer you can visit our website at [npower.com/complaintprocess](http://npower.com/complaintprocess) or write to:

npower Complaints Team

PO Box 121

Peterlee

SR8 9DT

We'll do our best to settle your complaint within 10 working days. If it takes longer than this, we will tell you the likely timescale and keep you informed of our progress throughout. If your complaint is about our sales and marketing activities, we will investigate it thoroughly as any sales representative acting on our behalf must meet the standards set out in the Energy Sure code of practice. You can download a copy of the Energy Sure code of practice from [npower.com](http://npower.com) or get a printed copy by calling 0800 316 3375 (free from most landlines) or 0330 100 8674 (included in 'any inclusive minutes' from mobiles).

- b** If you are not happy with how we have dealt with your complaint, you can ask for your complaint to be referred to our Executive Complaints Team.
- c** When we have completed our investigations under either a or b above, our response to you will explain what we have found out, details of what we've done to put things right (if necessary) and, if appropriate, an apology and an offer of reasonable compensation.
- d** If you are not happy with how we have dealt with your complaint, you can ask for your complaint to be referred to our Executive Complaints Team. If you have followed the steps in our complaints process and your complaint still hasn't been settled after eight weeks, or if we have sent you our Final Response letter and you still are not happy, you can take your case to the Ombudsman Services (see [npower.com/energyombudsman](http://npower.com/energyombudsman)). The Ombudsman Service is a free independent service specialising in settling customer complaints in a fair and unbiased way. Please note, the Ombudsman Services will not consider your case unless you have followed our complaints process.

### 42. Providing information on the electricity and gas you use

- a** You can ask us to send you, another supplier or any other person information about the amount of electricity or gas you have used:
- in the previous 12 months; or
  - since we've been supplying you (if you have not been a customer for at least 12 months).

You can also ask for your supply number or meter point reference number. We will send the information as soon as we reasonably can.

### 43. Levels of service

We aim to treat you fairly and provide a service that meets your needs. We must tell you about various standards of service, including Guaranteed Standards (which relate to our supply to you and cover your meter and bill) and Overall Standards (which measure performance against set targets).

#### The Guaranteed Standards relate to the following.

- Your electricity account in our old regional areas (being the Midlands, Yorkshire and Northern)
- The accuracy of meters
- Making and keeping appointments
- Faulty prepayment meters
- Compensation payments

#### The overall standards relate to the following

- Putting supplies back on

- Repairing prepayment meters
- Changing meters
- Moving meters

We will send you a copy once in every 12-month period. The copy you receive will also set out the guaranteed standards that apply to your gas transporter and your local electricity distribution company, along with any compensation payments that apply if those standards are not met.

If we fail to meet our Guaranteed Standards and Overall Standards (for example, by not performing a specific task or keeping an appointment) we will have to pay you a set level of compensation.

As well as the Guaranteed Standards and Overall Standards, we also have various statements of service relating to providing you with the help that you may need. These statements are explained in the following booklets.

- **Paying for gas and electricity.**

This explains how to apply for a gas or electricity supply, when we may ask for a security deposit, when we will send you a bill, what to do if you have a question about your bill, how you can pay your bills, and how we can help you budget for your bills or help you if you have difficulty paying.

- **Prepayment meters**

This explains how you can pay through a prepayment meter, what a prepayment meter is, the advantages and disadvantages of prepayment meters, how to ask for a prepayment meter, how the meter is installed, how to put credit onto the meter and what to do if you lose your card or key and need to buy credit.

- **Using electricity and gas**

This explains how to use electricity and gas more efficiently in your home, how you can work out how much energy you are using, how you can make savings on your energy bills, grants available to help make homes more energy efficient, and who to contact if you are having problems paying your bill.

- **Warm Response service**

This explains the services available to Warm Response customers, who qualify for the Warm Response service, the checks you should make before you let anyone into your home, meter readings, what to do if you are having difficulty paying your bill and what to do if you smell gas.

- **Visiting your home**

This explains why we sometimes need to visit you, when we will do so, and how to check the identity of our agents to make sure they are genuine.

- **Free gas safety checks**

This explains when you may be eligible to have free gas-safety checks carried out and what those checks cover.

The booklets are available in a variety of different languages.

Clause 41 above sets out what you need to do if you have a complaint about the levels of service you have received from us.

You can get more information or details about the Guaranteed Standards, Overall Standards or statements of service from the leaflet we have sent you or from our website at [npower.com/standards](http://npower.com/standards) or by calling customer services on 0800 073 3000 (free from most landlines) or 0330 100 3000 (included in any 'inclusive minutes' from mobiles).

## Your supply

### 44. The quality of your gas or electricity supplies (or both) and making sure they are continuous

- a Local network operators distribute the electricity or transport the gas that we supply to you (or both). They are responsible for the quality of the supply and for making sure that the supply to you is continuous, without interruptions, through the local network. This is not our responsibility as it is outside our reasonable control.
- b You have a separate connection agreement with the local electricity network operator, as described in part B below.

#### **45. New connections**

If you need a new electricity or gas connection (or both) to your property, you will need to contact the relevant local electricity distribution company or gas transporter (or both) for your area.

### **Green Deal**

#### **46. Green Deal Plans**

Where your home or property is supplied by us under this agreement and it is or becomes a green deal property then the following conditions will also apply to you.

- a As the occupier of the property (or if the property is empty, the owner) you have a legal responsibility to pay the green deal charges associated with that property.
- b The green deal charges are set by your green deal provider and not by us.
- c We have a legal duty (under our supply licence, section 1(6) of the Energy Act 2011 and the Green Deal Arrangements Agreement) to bill and collect the green deal charges from you and pass these charges on to your green deal provider (or any third party they may nominate (where appropriate)), acting as an agent and trustee on their behalf (unless we are also acting as the provider). In the event that you get into debt in relation to your green deal charges we are obliged to pursue you for that debt in the same way as we currently pursue you for any electricity debt you may have (where applicable).
- d We are responsible for billing and collecting green deal charges from you for the period that we are registered as your electricity supplier. If you were already a green deal bill payer prior to the date we became your registered electricity supplier you will continue to be billed by us for your green deal charges from the point we started to supply you. We will not collect any outstanding green deal charges for any period where we were not your registered electricity supplier unless we have agreed to do so with your previous supplier. If this agreement is brought to an end you will continue to remain liable for any outstanding green deal charges for as long as you remain the bill payer for the property.
- e Green deal charges are attached to your property which means they will still be payable by you even if no energy is being consumed at the property (including in the circumstances where a property is empty, where the supply has been cut off or the property is disconnected).
- f Your green deal charges will appear on your electricity account (irrespective of whether the energy efficiency improvements actually relate to your gas supply) and will be set out in the electricity bills we send to you under this agreement.
- g It is a requirement that you must pay for the green deal charges by the same payment method as you pay us for your electricity supply and you cannot choose to pay by a different method.
- h In the event that we cease to pursue the collection of any outstanding green deal charges due, your green deal provider has the right to take legal action to recover these from you directly. This will not apply where we or a debt collection agent acting on our behalf have negotiated a full and final settlement of the green deal charges with you as part of our debt recovery process on any closed accounts.
- i If you only make part payment of any charges we bill you for under this agreement we are required to allocate your payment in equal proportion to the amounts outstanding in relation to the charges for the supply of electricity due to us under this agreement and your green deal charges and you cannot choose how the payment is allocated. We may at our discretion apply the money that you have paid against the charges in the order in which they occurred (being against the oldest debt first).
- j Where you pay us by fixed direct debit and you would like to have your direct debit amount reduced to take account of any energy savings expected to be achieved under your green deal plan then you can only do so provided you have notified us within 30 days of the date your property first becomes registered as a green deal property. We can only make an adjustment to your electricity or gas account (depending on which is affected by the energy savings) if we are your supplier in respect of that relevant electricity or gas account. If following your request we reduce your Direct Debit to take account of the expected energy savings but these savings are subsequently not achieved this may increase the debt on your account.
- k To avoid doubt, the clause above does not prevent us from reviewing or increasing your direct debit at a later date or at your next scheduled monthly review to ensure that the amount you are paying to us is sufficient to pay for the amount of energy you are using at the property.
- l If you pay for your electricity supply via a prepayment meter we will collect any green deal charges through the meter in the same way as we collect your electricity charges.

- m If there is a dispute between you and your green deal provider or you have paid your green deal provider in full before the end date of your green deal plan so that it ends early we will continue to charge you for and collect the green deal charges until we are officially notified by your green deal provider to stop charging you.
- n If you make any over-payment of green deal charges your green deal provider will be responsible for refunding these to you except where we have charged you the green deal charges in error, for example, if we started charging the green deal charges too early or we charged an incorrect amount for your green deal charge etc.
- o In addition to our rights under clauses 6(b), and 25(a), (which also apply if you are a deemed customer) we have the right to object to your transfer to another supplier if you have any green deal charges arrears (unless we are aware either they are subject to a genuine dispute between you and your green deal provider or you pay via a prepayment meter and your new supplier has agreed to transfer over any green charge arrears you may have).
- p Any security deposit you may be asked to pay under clause 16 of this agreement may be increased by us to take account of the green deal charges.

## **Using your personal information under Green Deal**

- 47.** In addition to and including clauses 36, 37, 38 and 39 of this agreement (for which your information as set out in those clauses will also be required and processed in relation to any relevant green deal plan), we will also use your information to assist in identifying you to the other participants in relation to the green deal plans that relate to your property.
- a When we receive a notification from a green deal provider about a potential new green deal plan (regardless of whether you made the request or whether a landlord/owner of the property made the request), we will carry out some initial validation and verification checks and we will inform the green deal provider whether the relevant customer account (but not identifying you by name) owes money over or under a certain debt threshold (which is currently set at £200 as may be varied in accordance with industry processes from time to time) in order for the green deal provider to make an assessment of your credit risk.
  - b We are required to help maintain the central charge database and to keep this up to date. This means we will need to include your details in the central charge database as the occupier or owner of the property and the person(s) responsible for paying the green deal charges. As your green deal plan and implementation progresses, we and your green deal provider will carry out various verification and validation checks on your information (relating to your meter number, your account number, your green deal plan identification number etc) that is to be placed on to the central charge database in relation to your green deal plan and your property.
  - c Some or all of your information may be made available to parties who are entitled to have access to the central charge database which includes the Secretary of State, Ofgem, industry bodies, other suppliers, green deal providers and green deal financiers.
  - d The parties set out above (including us) should only use the information contained in the central charge database to facilitate green deal arrangements. In addition, they may use your information in relation to any green deal plans you have in place for monitoring and compliance purposes, for statistical analysis, for research and in accordance with the purposes set out by law. The parties may pass your information on to third parties who they appoint as agents to act on their behalf in relation to green deal. Your green deal provider or green deal financier (where relevant) will use your information in relation to the green deal plans where they are responsible for carrying out the energy efficiency improvements and/or for providing the finance for those improvements. If you require further details as to how your green deal provider or green deal financier or any other party that they appoint use your data you should refer to the relevant party's own fair processing notice.
  - e We will use your information to process and collect your green deal charges and may pass details of your green deal charge payments and any green deal charge payment arrears (if any) to your green deal provider (or your green deal financier where appropriate) including how those payments are being made by you and collected by us (including how any debt is being collected) and whether or not there is a dispute in relation to your account.
  - e If you wish to find out the full company details of the green deal providers, green deal financiers, and suppliers who may process your personal data in relation to any individual green deal plan then a detailed list is held under the green deal arrangements agreement and is available from us on request.

## **Disputes and impartial advice**

48. We, as your supplier, are not liable, nor responsible for the work that the green deal provider has carried out for you, nor for any estimate of the potential energy efficiency savings that your green deal improvements may achieve. If you have any queries with regard to the installation of the energy efficiency improvements to your property, the amount of green deal charges you are required to pay, any green deal charge arrears, any energy savings you expected to make or if you would like to bring your green deal plan to an end early, you should contact your green deal provider.
49. You can obtain impartial advice and information about your green deal plan(s) by contacting the Energy Savings Advice Service, quoting your green deal plan number(s). You can call them on 0300 123 1234 (free from most landlines) or get in touch via their website [www.gov.uk/greendeal](http://www.gov.uk/greendeal)

## **Part B – Electricity only**

### **50. About this part of the agreement**

- a By signing this agreement for an electricity supply or accepting it by phone or online, you are entering into two contracts. They are with:
- us, to supply electricity to your home; and
  - your local network operator, to distribute electricity across a network so that we can supply electricity to you. The terms that will apply to you are shown below ('national terms of connection').

### **51. National terms of connection**

Your supplier is acting on behalf of your network operator to make an agreement with you. The agreement is that you and your network operator both accept the national terms of connection (NTC) and agree to keep to its conditions. This will happen from the time that you enter into this agreement and it affects your legal rights. The NTC is a legal agreement. It sets out rights and duties in relation to the connection at which your network operator delivers electricity to, or accepts electricity from, your home or business.

If you want a copy of the NTC or have any questions about it, please write to:

Energy Networks Association, 6th Floor, Dean Bradley House, 52 Horseferry Road, London SW1P 2AF. Phone: 020 7706 5100, or see the website at [connectionterms.co.uk](http://connectionterms.co.uk)

### **52. About the electricity supply**

- a The local network operator is responsible for the characteristics of your electricity supply. The electricity delivered to your home through the network will normally be at one of the voltages shown below. It will have the following frequency, number of phases and margins of variation associated with it.
- (i) connection voltage and permitted variations: at 400/230, 460/230 and 230 volts, plus 10% or minus 6%
  - (ii) number of phases of supply: at 400/230 volts, three; at 460/230 volts and 230 volts, one
  - (iii) frequency of supply and permitted variations: at all voltage levels, 50 hertz, plus or minus 1%.
- b If you need more explanation about these figures, please call your local electricity network operator who may be listed in your phone book under electricity distributors.

### **Where our electricity comes from**

Between April 2011 and March 2012, the electricity we supplied was from the following fuel sources:

Coal	29%
Gas	55%
Nuclear	2%
Renewable	12%
Other	2%

There is more information on the environmental impact of generating electricity from those fuel sources on our website at [npower.com/fuel-mix](http://npower.com/fuel-mix).

The weighted average of the carbon dioxide emitted in the production of electricity from each fuel source is 490 grams per kWh.

The radioactive waste, being fuel burnt in the reactor to be subsequently discharged as spent fuel, is 0.0002 grams per kWh.

### **The Direct Debit Guarantee**

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit, npower will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request npower to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit, by npower or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when npower asks you to.

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Revised October 2012

# **npower additional terms for Go Save/Go Save S**

These terms are in addition to and do not replace npower's Standard terms for supplying electricity and gas ("Standard Terms"). Terms defined in the Standard Terms shall have the same meaning in these additional terms. If there is any conflict between these terms and the Standard Terms, these terms will prevail. The main terms are set out in bold.

**Go Save/Go Save S is only available online and offers standard (off-line) variable prices with a £5 discount per fuel per year ("Online Discount") for managing your energy account online and meeting the eligibility criteria below. Charges will be based on our current prices for your area.**

Should you switch to the **Go Save/Go Save S** tariff, **you will lose any benefits of your previous npower tariff and may not be able to return to that tariff later. In order to take up and remain on our Go Save/Go Save S tariff you must:**

- apply for supply to your Premises online at npower.com or via an online energy broker service or have been transferred to Go Save/Go Save S from another npower online tariff;
- have us (npower) supply your gas and/or electricity;
- be a domestic customer;
- agree to pay your energy bills by monthly direct debit;
- provide your email address and inform us if it changes;
- use npower.com as your primary method of contact with customer service;
- receive your bills online by registering for paperless bills at npower.com/mynpower (within 30 days of receiving your account number if you are a new npower customer);
- provide meter reads online when requested;
- notify us immediately online of changes to any of your details;
- conduct your online account with any new features we may introduce and notify you of from time to time;
- pay on the tariff where our charges are wholly based on a single rate metered standard domestic tariff (or two rate metered economy 7 tariff for electricity); and
- we must have agreed to supply you on our **Go Save/Go Save S** tariff.

**If at any time you do not meet any of these eligibility criteria for managing your account online or do not comply with the terms of the Go Save/Go Save S tariff, we may transfer you to our to our standard (off-line) variable prices applicable to you, and you may not be able to switch back to the Go Save/Go Save S tariff at any point in the future. Alternatively we may remove your Online Discount if at any time you do not meet any of these eligibility criteria for managing your account online. You cannot be supplied on our Go Save/Go Save S tariff if your supply is through a prepayment meter.**

## **When this Agreement ends**

**These terms apply from the date when we agree we will supply you under our Go Save/Go Save S tariff until you/we change your tariff/supplier and your Go Save/Go Save S Agreement ends. We call this the Go Save/Go Save S Period.**

## **Our charges**

**During the Go Save/Go Save S Period our prices for electricity and gas will be our standard (off-line) variable prices, applicable to your area as indicated in the Go Save/Go Save S tariff.**

## **Online Discount**

**Your Online Discount will be shown as a pro-rata discount off your energy bill for as long as you meet the eligibility criteria for managing your account online.**

## **Changing your mind**

**You can cancel your Go Save/Go Save S Agreement within 14 days from the date when we tell you that we have agreed to supply you under the Go Save/Go Save S tariff. To do this, simply write to us at npower, PO Box 9647, Oldbury B69 2PZ, stating that you want to cancel your Go Save/Go Save S Agreement. If your Go Save/Go Save S Agreement is cancelled but you continue to take supply from us, we will continue to supply you on our normal standard prices under our Standard Terms as if you had never been supplied on the Go Save/Go Save S tariff.**

## **Changing supplier**

**If you change your supplier for electricity or gas, or both, to which your Go Save/Go Save S Agreement applies, you will no longer be eligible for the Go Save/Go Save S tariff.**

## **Changing your tariff**

If you change your tariff for an alternative npower tariff **you will no longer be eligible for the Go Save/Go Save S tariff and will be supplied under the terms of your new tariff. You may not be able to switch back to the Go Save/Go Save S tariff at any point in the future.**

### **Moving home**

**If you move home your Go Save/Go Save S Agreement will normally end,** but you may be able to transfer it to your new home if:

- your electricity and gas is supplied by npower and is provided on a single rate standard domestic tariff (or two rate economy 7 tariff for electricity); and
- you do not have a prepayment meter; and
- you ask us to transfer the Agreement to your new home when you tell us about your change of address;
- you continue to meet the eligibility criteria of the **Go Save/Go Save S** tariff; and
- we agree to continue with the Agreement at your new home.

**If we agree, the prices you will pay for your supplies for the rest of the Go Save/Go Save S Period will be the prices under the Go Save/Go Save S tariff applicable to your new home. Those prices may be different from the prices in your present home,** for example due to regional variations in our prices, or different metering, or gas being supplied by an independent gas transporter.

Revised 02.08.10

# **npower Price Control Agreement for the Price Fix December 2015 offer**

These terms are in addition to and do not replace npower's Standard terms for supplying electricity and gas to domestic customers ("Standard Terms"). Terms defined in the Standard Terms shall have the same meaning in these additional terms. If there is any conflict between these terms and the Standard Terms, these terms will prevail. The main terms are set out in bold.

**Price Fix December 2015 offers a price fix until 31st December 2015. Charges will be based on our current prices for your area that you opted for and may be at a discount, equal or at a premium to our standard (off-line) prices.**

**These additional terms apply to you if:**

- we (npower) supply your gas and/or electricity;
- you are a domestic customer;
- your supply is through a credit meter;
- you pay on the tariff where our charges are wholly based on a single rate metered standard domestic tariff (or two rate metered economy 7 tariff for electricity);
- have an account capable of being serviced by our new billing system; and
- you have chosen and we have agreed to supply you on our Price Fix December 2015 offer.

**If at any time you do not meet any of these eligibility criteria or do not comply with the terms of the Price Fix December 2015 offer, we may transfer you to our standard (off-line) variable prices applicable to you, and you may not be able to switch back to the Price Fix December 2015 offer at any point in the future.**

**You cannot be supplied on our Price Fix December 2015 offer:**

- if your supply is through a prepayment meter; or
- whilst remaining on any other tariff such as "Standard", "Go Fix April 2014"; "Juice"; or any online tariff; and/or
- whilst you are benefiting from one of our other offers which we decide cannot be used together with the Price Fix December 2015 offer.

**If you are an existing npower customer transferring to Price Fix December 2015 you will lose any benefits of your previous npower tariff and may not be able to return to that tariff later.**

## **Price Control Period**

**These terms apply from the date when we agree we will supply you under our Price Fix December 2015 offer until 31st December 2015 or any earlier date on which you change your tariff or you do not meet the eligibility criteria and your Price Control Agreement ends. We call this the Price Control Period.**

## **Our charges**

**During the Price Control Period our prices for electricity and gas will be fixed at the current prices for your area that you opted for at sign up, these being the prices (and standing charge) indicated in the Price Fix December 2015 offer, applicable to your area on the opening date of the offer. The only exceptions to this are i) if any charge or cost is imposed by or as a consequence of any action, order, decision or imposition by any governmental, statutory or licensing authority, and, when added to our charges, this causes our prices to exceed the fixed price; or ii) we provided incorrect prices to you in error when you signed up and need to correct your prices.**

## **Our charges after the Price Control Period ends**

**At the end of the Price Control Period, or at the end of your Price Control Agreement if this is earlier, and you continue to take supply from us, we will place you on our standard (off-line) variable prices for your area, which may be higher than your current Price Fix December 2015 offer, unless we have another offer that we feel may be suitable for you and have agreed alternative terms with you.**

## **Changing your mind**

**You can cancel your Price Fix December 2015 Agreement within 14 days from the date when we tell you that we have agreed to supply you under the Price Fix December 2015 offer. To do this, simply write to us at npower, PO Box 9647, Oldbury B69 2PZ, stating that you want to cancel your Price Control Agreement. If your Price Control Agreement is cancelled but you continue to take supply from us, we will continue to supply you on our normal standard variable prices under our Standard Terms as if you had never been supplied on the Price Fix December 2015 offer.**

## **Early Exit Fee**

**If before 31st December 2015 you change your supplier or tariff for electricity or gas, or both, to which your Price Fix December 2015 Agreement applies, we may apply a termination fee of £50 in respect of each**

**such fuel (“Early Exit Fee”). You agree to pay any such Early Exit Fee** and if you have been paying your energy bills by Direct Debit, you agree that we may also take this fee by Direct Debit.

#### **Changing supplier**

If you change your supplier of electricity or gas, or both, to which your Price Control Agreement applies, **you may incur an Early Exit Fee.**

#### **Changing your tariff**

If you change your tariff during the Price Control Period for an alternative npower tariff **you will no longer be eligible for the Price Fix December 2015 offer and will be supplied under the terms of your new tariff. You may not be able to switch back to the Price Fix December 2015 offer at any point in the future and may incur an Early Exit Fee.**

#### **Moving home**

If you move home you may be able to transfer this Price Control Agreement to your new home if you continue to meet the Eligibility Criteria and:

- you ask us to transfer the Price Control Agreement to your new home when you tell us about your change of address; and
- we agree to continue with the Price Control Agreement at your new home.

**If we agree, the prices you will pay for your supplies for the rest of the Price Control Period will be the prices under the Price Fix December 2015 offer applicable to your new home. Those prices may be different from the prices in your present home,** for example due to regional variations in our prices, or different metering, or gas being supplied by an independent gas transporter.

**If you don't transfer it to your new home this Price Control Agreement will end and you may incur an Early Exit Fee.**

11.03.13

# npower Price Control Agreement for the Price Fix September 2016 offer

These terms are in addition to and do not replace npower's Standard terms for supplying electricity and gas to domestic customers ("Standard Terms"). Terms defined in the Standard Terms shall have the same meaning in these additional terms. If there is any conflict between these terms and the Standard Terms, these terms will prevail. The main terms are set out in bold.

Price Fix September 2016 offers a price fix until 30th September 2016. Charges will be based on our current prices for your area that you opted for and may be at a discount, equal or at a premium to our standard (off-line) prices.

These additional terms apply to you if:

- we (npower) supply your gas and/or electricity;
- you are a domestic customer;
- your supply is through a credit meter;
- you pay on the tariff where our charges are wholly based on a single rate metered standard domestic tariff (or two rate metered economy 7 tariff for electricity);
- have an account capable of being serviced by our new billing system; and
- you have chosen and we have agreed to supply you on our **Price Fix September 2016** offer.

If at any time you do not meet any of these eligibility criteria or do not comply with the terms of the Price Fix September 2016 offer, we may transfer you to our standard (off-line) variable prices applicable to you, and you may not be able to switch back to the Price Fix September 2016 offer at any point in the future.

You cannot be supplied on our Price Fix September 2016 offer:

- if your supply is through a prepayment meter; or
- whilst remaining on any other tariff such as "Standard", "Go Fix April 2014"; "Juice"; or any online tariff; and/or
- whilst you are benefiting from one of our other offers which we decide cannot be used together with the Price Fix September 2016 offer.

If you are an existing npower customer transferring to Price Fix September 2016 you will lose any benefits of your previous npower tariff and may not be able to return to that tariff later.

## Price Control Period

These terms apply from the date when we agree we will supply you under our Price Fix September 2016 offer until 30th September 2016 or any earlier date on which you change your tariff or you do not meet the eligibility criteria and your Price Control Agreement ends. We call this the Price Control Period.

## Our charges

During the Price Control Period our prices for electricity and gas will be fixed at the current prices for your area that you opted for at sign up, these being the prices (and standing charge) indicated in the Price Fix September 2016 offer, applicable to your area on the opening date of the offer. The only exceptions to this are i) if any charge or cost is imposed by or as a consequence of any action, order, decision or imposition by any governmental, statutory or licensing authority, and, when added to our charges, this causes our prices to exceed the fixed price; or ii) we provided incorrect prices to you in error when you signed up and need to correct your prices.

## Our charges after the Price Control Period ends

At the end of the Price Control Period, or at the end of your Price Control Agreement if this is earlier, and you continue to take supply from us, we will place you on our standard (off-line) variable prices for your area, which may be higher than your current Price Fix September 2016 offer, unless we have another offer that we feel may be suitable for you and have agreed alternative terms with you.

## Changing your mind

You can cancel your Price Fix September 2016 Agreement within 14 days from the date when we tell you that we have agreed to supply you under the Price Fix September 2016 offer. To do this, simply write to us at npower, PO Box 9647, Oldbury B69 2PZ, stating that you want to cancel your Price Control Agreement. If your Price Control Agreement is cancelled but you continue to take supply from us, we will continue to supply you on our normal standard variable prices under our Standard Terms as if you had never been supplied on the Price Fix September 2016 offer.

### **Changing your tariff**

If you change your tariff during the Price Control Period for an alternative npower tariff **you will no longer be eligible for the Price Fix September 2016 offer and will be supplied under the terms of your new tariff. You may not be able to switch back to the Price Fix September 2016 offer at any point in the future.**

### **Moving home**

If you move home you may be able to transfer this Price Control Agreement to your new home if you continue to meet the Eligibility Criteria and:

- you ask us to transfer the Price Control Agreement to your new home when you tell us about your change of address; and
- we agree to continue with the Price Control Agreement at your new home.

**If we agree, the prices you will pay for your supplies for the rest of the Price Control Period will be the prices under the Price Fix September 2016 offer applicable to your new home. Those prices may be different from the prices in your present home, for example due to regional variations in our prices or different metering.**

**If you don't transfer it to your new home this Price Control Agreement will end.**

08.05.13

# **npower Price Control Agreement for the Online Price Fix February 2015 offer**

These terms are in addition to and do not replace npower's Standard terms for supplying electricity and gas to domestic customers ("Standard Terms"). Terms defined in the Standard Terms shall have the same meaning in these additional terms. If there is any conflict between these terms and the Standard Terms, these terms will prevail. The main terms are set out in bold.

**Online Price Fix February 2015 offers a price fix until 28th February 2015. Charges will be based on our current prices for your area that you opted for and may be at a discount, equal or at a premium to our standard (off-line) prices.**

**In order to take up and remain on our Online Fix February 2015 tariff you must:**

- have us (npower) supply your gas and/or electricity;
- be a domestic customer;
- agree to pay your energy bills by monthly direct debit or quarterly variable direct debit;
- provide your email address and inform us if it changes;
- use npower.com as your primary method of contact with customer service;
- receive your bills online by registering for paperless bills at npower.com/mynpower within 30 days of receiving your account number;
- provide meter reads online when requested;
- notify us immediately online of changes to any of your details;
- conduct your online account with any new features we may introduce and notify you of from time to time;
- pay on the tariff where our charges are wholly based on a single rate metered standard domestic tariff (or two rate metered economy 7 tariff for electricity);
- have an account capable of being serviced by our new billing system; and
- have chosen and we must have agreed to supply you on our **Online Price Fix February 2015 offer**.

**If at any time you do not meet any of these eligibility criteria or do not comply with the terms of the Online Price Fix February 2015 offer, we may transfer you to our standard (off-line) variable prices applicable to you, and you may not be able to switch back to the Online Price Fix February 2015 offer at any point in the future.**

**You cannot be supplied on our Online Price Fix February 2015 offer if your supply is through a prepayment meter.**

**If you are an existing npower customer transferring to Online Price Fix February 2015 you will lose any benefits of your previous npower tariff and may not be able to return to that tariff later.**

## **Online Price Control Period**

**These terms apply from the date when we agree we will supply you under our Online Price Fix February 2015 offer until 28th February 2015 or any earlier date on which you change your tariff or you do not meet the eligibility criteria and your Online Price Control Agreement ends. We call this the Online Price Control Period.**

## **Our charges**

**During the Online Price Control Period our prices for electricity and gas will be fixed at the current prices for your area that you opted for at sign-up, these being the prices (and standing charge) indicated in the Online Price Fix February 2015 offer, applicable to your area on the opening date of the offer. The only exceptions to this are i) if any charge or cost is imposed by or as a consequence of any action, order, decision or imposition by any governmental, statutory or licensing authority, and, when added to our charges, this causes our prices to exceed the fixed price; or ii) we provided incorrect prices to you in error when you signed up and need to correct your prices.**

## **When this Agreement ends**

**At the end of your Online Price Control Period, or at the end of your Online Price Control Agreement if earlier, and you continue to take supply from us, we will place you on our standard online standing charge product which may be more expensive than Online Price Fix February 2015, unless we have another offer that we feel may be suitable for you and have agreed alternative terms with you. We will notify you of your new prices before the end of your Online Price Control Period and will tell you about other product(s) that may be more suitable for you than the standard product mentioned above.**

### **Changing your mind**

**You can cancel your Online Price Fix February 2015 Agreement within 14 days from the date when we tell you that we have agreed to supply you under the Online Price Fix February 2015 offer. To do this, simply write to us at npower, PO Box 9647, Oldbury B69 2PZ, stating that you want to cancel your Online Price Control Agreement. If your Online Price Control Agreement is cancelled in this way but you continue to take supply from us, we will continue to supply you on our normal standard (off-line) prices under our Standard Terms as if you had never been supplied on the Online Price Fix February 2015 offer.**

### **Changing tariff**

**If you change your tariff during the Online Price Control Period for an alternative npower tariff you will no longer be eligible for the Online Price Fix February 2015 offer and will be supplied under the terms of your new tariff. You may not be able to switch back to the Online Price Fix February 2015 offer at any point in the future.**

### **Moving home**

**If you move home you may be able to transfer your Online Price Fix February 2015 Agreement to your new home if you continue to meet the eligibility criteria of the Online Price Fix February 2015 offer and we agree to continue with the Agreement. Contact our Home Movers Team to check.**

**If we agree, the prices you will pay for your supplies for the rest of the Online Price Control Period will be the prices under the Online Price Fix February 2015 offer applicable to your new home. Those prices may be different from the prices in your present home, for example due to regional variations in our prices, different metering or gas being supplied by an independent gas transporter.**

**If you don't transfer it to your new home your Online Price Fix February 2015 Agreement will end.**

# **npower Additional Terms for Energy Online October 2014 Offer**

These terms are in addition to and do not replace npower's Standard terms for supplying electricity and gas to domestic customers ("Standard Terms"). Terms defined in the Standard Terms shall have the same meaning in these additional terms. If there is any conflict between these terms and the Standard Terms, these terms will prevail. The main terms are set out in bold.

Energy Online October 2014 is available online and offers our current Energy Online October 2014 prices for electricity and gas applicable to your area from time to time until 31st October 2014. Energy Online October 2014 prices may vary during this offer period, as provided for in the 'Our charges' section below.

**In order to take up and remain on our Energy Online October 2014 offer you must:**

- have us (npower) supply your gas and/or electricity;
- be a domestic customer;
- agree to pay your energy bills by monthly direct debit or quarterly variable direct debit;
- provide your email address and inform us if it changes;
- use npower.com as your primary method of contact with customer service;
- receive your bills online by registering for paperless bills at npower.com/mynpower within 30 days of receiving your account number;
- provide meter reads online when requested;
- notify us immediately online of changes to any of your details;
- conduct your online account with any new features we may introduce and notify you of from time to time;
- pay on the tariff where our charges are wholly based on a single rate metered standard domestic tariff (or two rate metered economy 7 tariff for electricity);
- have an account capable of being serviced by our new billing system; and
- have chosen and we must have agreed to supply you on our **Energy Online October 2014** offer.

**If at any time you do not meet any of these eligibility criteria or do not comply with the terms of the Energy Online October 2014 offer, we may transfer you to our standard (off-line) variable prices applicable to you, and you may not be able to switch back to the Energy Online October 2014 offer at any point in the future.**

**You cannot be supplied on our Energy Online October 2014 offer if your supply is through a prepayment meter.**

**If you are an existing npower customer transferring to Energy Online October 2014 you will lose any benefits of your previous npower tariff and may not be able to return to that tariff later.**

## **Offer period**

**These terms apply from the date when we agree we will supply you under our Energy Online October 2014 offer until 31st October 2014 or an earlier date on which you/we change your tariff/supplier and your Energy Online October 2014 Agreement ends. We call this the Energy Online October 2014 Period.**

## **Our charges**

**Our prices for electricity and gas will be our current Energy Online October 2014 prices and standing charge, applicable to your area. These prices may vary during the Energy Online October 2014 Period but any stated minimum differential to our standard tariff prices or (in relation to any differential relating to a specific period) our charges over that period will be honoured during this period. Our online tariff prices that are available to new customers may be replaced from time to time. Any replacement online tariff may offer lower prices than tariffs previously available to then new customers, including you. Some may be available exclusively to new customers of ours and therefore may not be available to you.**

## **When this Agreement ends**

**If you continue to take supply from us at the end of your Energy Online October 2014 Period, we will place you on our standard online standing charge product, which may be more expensive than**

Energy Online October 2014, unless we have another offer that we feel may be suitable for you and have agreed alternative terms with you. We will notify you of your new prices before the end of your Energy Online October 2014 Period and will tell you about other product(s) that may be more suitable for you than the standard product mentioned above.

#### **Changing your mind**

You can cancel your Energy Online October 2014 Agreement within 14 days from the date when we tell you that we have agreed to supply you under the Energy Online October 2014 offer. To do this, simply write to us at npower, PO Box 9647, Oldbury B69 2PZ, stating that you want to cancel your Energy Online October 2014 Agreement. If your Energy Online October 2014 Agreement is cancelled in this way but you continue to take supply from us, we will continue to supply you on our normal standard (off-line) variable prices under our Standard Terms as if you had never been supplied on the Energy Online October 2014 offer.

#### **Early Exit Fee**

If before 31st October 2014 you change your supplier or tariff for electricity or gas, or both, to which your Energy Online October 2014 Agreement applies, we may apply a termination fee of £30 in respect of each such fuel ("Early Exit Fee"). You agree to pay any such Early Exit Fee and if you have been paying your energy bills by Direct Debit, you agree that we may also take this fee by Direct Debit.

#### **Changing your tariff**

If you change your tariff for an alternative npower tariff you will no longer be eligible for the Energy Online October 2014 offer and will be supplied under the terms of your new tariff. You may not be able to switch back to the Energy Online October 2014 offer at any point in the future and you may incur an Early Exit Fee.

#### **Changing supplier**

If you change your supplier for electricity or gas, or both, to which your Energy Online October 2014 Agreement applies, you may incur an Early Exit Fee.

#### **Moving home**

If you move home you may be able to transfer your Energy Online October 2014 Agreement to your new home if you continue to meet the eligibility criteria of the Energy Online October 2014 offer and we agree to continue with the Agreement. Contact our Home Movers Team to check.

**If we agree, the prices you will pay for your supplies for the rest of the Energy Online October 2014 Period will be the prices under the Energy Online October 2014 offer applicable to your new home. Those prices may be different from the prices in your present home, for example due to regional variations in our prices, different metering or gas being supplied by an independent gas transporter.**

**If you don't transfer it to your new home your Energy Online October 2014 Agreement will end and you may incur an Early Exit Fee.**

20.06.13