



Free Annual Boiler Service Offer Terms and Conditions

1. About this offer

When you take one of our selected energy tariffs (detailed in clause 4.1) we will sign you up to our Annual Boiler Service product – priced at £0 per month for the first 12 months (usually £5.00 per month). This entitles you to a boiler service which will normally be carried out around 12 months from the date you sign up for the offer. We will also commit to planting one tree on your behalf.

This document sets out the terms and conditions on which the Annual Boiler Service is provided to you.

2. About us

Your Energy Supply and your Annual Boiler Service are separate agreements.

- 2.1 Your Energy Supply is provided by OVO Electricity Limited, trading as SSE (when we're selling you electricity) and OVO (S) Gas Limited, trading as SSE (when we're selling you gas). Our address is 1 Rivergate, Temple Quay, Bristol BS1 6ED. These are the companies that supply energy to your property; and
- 2.2 Your Annual Boiler Service product will be administered by OVO (S) Home Services Limited, trading as SSE Home Services, with registered office: Grampian House, 200 Dunkeld Road, Perth PH1 3GH.

3. Terms and Conditions

- 3.1 Energy Supply - Your Energy Supply is provided under SSE's General Terms for the Supply of Electricity and/or Gas to Domestic Customers and the product specific Terms and Conditions for your energy tariff.
- 3.2 Annual Boiler Service – Your Annual Boiler Service will be governed by your Annual Boiler Service Terms and Conditions (www.sse.co.uk/home-services/regulations)

4. Who is eligible? The offer is only available to:

- 4.1 SSE Energy customers -New or existing dual fuel SSE customers on a variable tariff, or one of the following fixed term tariffs; 2 Year Fix v8; Fix and Fibre v4; Fix and Control v4; or Online Smart Saver v3.
- 4.2 Exceptions Note that if you are an existing SSE Energy or OVO (S) Home Services Limited, trading as SSE Home Services, customer on one of the following products, you will not be eligible for the offer: (i) SSE Heating Cover or (ii) SSE Fix and Protect v4.
- 4.3 Eligibility Criteria You must be the homeowner, on the gas network and with a mains gas boiler. We cover the majority of mainland UK, some remote areas (e.g. parts of the Scottish Highlands) may not be covered. You must sign up to a new SSE energy supply tariff and remain on that tariff for the full 12 month period You must also sign up to our Annual Boiler Service product and remain on the Annual Boiler Service product for the full 12 month period (the Offer Period). Both the SSE energy supply and the Annual Boiler Service product will need to be in the name(s) of the same account holder(s) and for the same address. You must also:
 - a. not already have a SSE Home Services Annual Boiler Service product in place for that property;
 - b. the boiler in your new property must be of a type supported by our Annual Boiler Service product;

5. What boiler types are included?

Please check the 'Boilers We Service' list which explains the types of boilers that we service. It is your responsibility to check that your boiler is eligible. Please check before signing up to take advantage of the offer.

6. What if I switch away my energy supply before the boiler service takes place?

If you switch away from your SSE energy supply tariff during the Offer Period for any reason, you will no longer be eligible for the boiler service.

7. What if I cancel my Annual Boiler Service product before the boiler service takes place?

You may end your Annual Boiler Service product at any time in accordance with the Annual Boiler Service Terms and Conditions. This must be done separately by contacting OVO (S) Home Services Limited trading as SSE Home Services. Further details can be found in the Annual Boiler Service Terms and Conditions. But please note that if you cancel your Annual Boiler Service product before the boiler service takes place, you will no longer be eligible for the boiler service.

8. How long is the offer open for?

This offer is only available by signing up for the offer between 24th August 2021 to 6th October 2021. If you sign up after this date you will not be eligible for the Free Annual Boiler Service offer, however you will be able to purchase Annual Boiler Service at the full price of £5 per month. Prices correct as of 17th June 2021.

9. Annual Boiler Service auto-renewal

At the end of the Offer Period, your Annual Boiler Service product contract will automatically renew (at the then current rates - currently £5.00 per month). OVO (S) Home Services Limited, trading as SSE Home Services will write to you at least fourteen (14) days before your Annual Boiler Service contract is due for renewal with the renewal price. If you do nothing, your Annual Boiler Service product will renew at the renewal price and premiums will automatically be collected using the Direct Debit details that you give us when buying this tariff, unless you notify us that you wish to cancel the policy in accordance with the Annual Boiler Service Terms and Conditions.

10. Anything else I should know?

The offer is subject to availability. We reserve the right to refuse or withdraw the offer at any time.

The SSE name and accompanying logos are owned by, and registered trademarks of, SSE plc. They are licenced to SSE Energy Services, a retail business that was formerly part of the SSE Group, which became part of the OVO family in January 2020.

SSE and associated brands: Southern Electric; Scottish Hydro and SWALEC are all trading names of OVO (S) Home Services Limited, a company registered in Scotland (No SC292102) with registered office at Grampian House, 200 Dunkeld Road, Perth, PH1 3GH