

Online Energy v5 Terms and Conditions

1. These Terms and Conditions are in addition to our General Terms and Conditions for the Supply of Electricity and/or Gas to Domestic Customers. In the event of a conflict between these terms and the General Terms and Conditions for the Supply of Electricity and/or Gas to Domestic Customers, these terms shall prevail. Any terms defined in the General Terms and Conditions for Domestic Customers will have the same meaning in these Terms and Conditions.
2. Our prices for the supply of your electricity and/or gas will be fixed for a period of 12 months commencing on the start date for your Online Energy v5 tariff. Your tariff start date will be the date your electricity and/or gas supply(ies) switches to the Online Energy v5 tariff from your previous supplier(s).

Where both your electricity and gas supplies are being transferred, the tariff start date will be the earlier of the two transfer dates. This may mean you will not receive the full 12-month fixed term on the later transferred fuel.

3. The Online Energy v5 tariff is only available to new customers who sign up via an energy Price Comparison Website. This tariff is not available to customers who currently have their electricity and/or gas supplied by SSE, OVO Energy, Boost or Spark Energy.
4. If you have a Pay As You Go meter installed in your property, then you will not be eligible for the Online Energy v5 tariff.
5. By signing up to the Online Energy v5 tariff you are agreeing to have a Smart Meter installed in your property. This means we will contact you to arrange a suitable installation date.
6. This tariff is available to Dual Fuel, Electricity only, Gas only (Standard and Smart Meters) and Electric with Heat (For Example, Domestic Economy, THTC, Superdeal, Economy 7, Economy 9, and Economy 10) customers who pay by monthly Direct Debit or quarterly billing only.
7. By signing up to this tariff you are agreeing by default to pay by Direct Debit, unless you choose a different payment method.
8. Paperless billing is the default option for this tariff. If you choose paper bills, your standing charge will be higher.

9. Future service-related communications will be made via email where you have provided a valid email address, otherwise they will be sent by post.
10. Your Online Energy v5 tariff will end:
 - i. 12 months after your Online Energy v5 tariff start date ("Fixed End Date"); or
 - ii. immediately when you move home, change to a Pay As You Go meter, change your tariff or change supplier.
11. At the end of your Online Energy v5 tariff you will switch to our cheapest available standard variable tariff. We will write to you no later than 20 days before the Fixed End Date to remind you of this and advise you of our cheapest tariff at this time based on your estimated annual consumption and your chosen payment method.

In accordance with paragraph 13 below, we reserve the right to apply an Exit Fee up to 49 days before the Fixed End Date.
12. You are not required to give any form of notice to leave the Online Energy v5 tariff.
13. If you leave the Online Energy v5 tariff at any time after your start date and more than 49 days before the Fixed End Date, we reserve the right to apply an exit fee of £30 per fuel ("Exit Fee"). We reserve the right to apply the exit fee to either or both of your electricity and/or gas account. This fee will not be applied if we provide you with notice of any changes to your terms that may disadvantage you.
14. If you move home and your new property is already supplied by us you will be put on to our Standard Variable Tariff until you select a new tariff or supplier. If we do not supply your new property, then you will be on whichever tariff the supplier of that property has in place. No exit or termination fees will be applied by us.
15. This tariff is subject to availability. We reserve the right to refuse or withdraw the tariff at any time.