

## Online Energy v3 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 v3 ("Fixed Tariff") tariff. Your tariff start date will be the date your electricity and/or gas supply(ies) switches to the Fixed Tariff from your previous supplier(s).

Where both your electricity and gas supplies are being transferred, then 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. This 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 or Spark Energy.
4. If you have a Pay As You Go meter installed in your property or your electricity and/or gas is already supplied by SSE or Boost, then you will not be eligible for the Fixed Tariff.
5. By signing up to the Fixed 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. Once your Smart Meter is installed, you will automatically benefit from accurate bills.
6. This tariff is available to Dual Fuel, Electricity only, Gas only (Standard and Smart Meters) and Electric with Heat (Domestic Economy, THTC, Superdeal, Economy 7 and Economy 10 only) customers.
7. By signing up to this tariff you are agreeing by default to pay by Direct Debit. Other payment methods are available.
8. Future service-related communications will be made via email where you have provided a valid email address, otherwise they will be sent by post. If you wish to provide an email address to receive service-related communications via email, please contact us.

9. Your Fixed Tariff will end:
- i. 12 months after the Fixed 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.
10. At the end of the Fixed 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 12 below, we reserve the right to apply an Exit Fee up to 49 days before the Fixed End Date.
11. You are not required to give any form of notice to leave the Fixed Tariff.
12. If you leave the Fixed 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.
13. We may allow you to continue the Fixed Tariff if you move home in the event your new property is already supplied by us. If:
- i. we allow you to continue your Fixed Tariff at your new property and you leave 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, in accordance with paragraph 12 above;
  - ii. we do not allow you to continue your Fixed Tariff at your new property, no exit fee will be applied, and you will be put on our standard variable tariff until you select a new tariff or supplier.
- If we do not supply your new property, then you will be placed on whichever tariff the supplier of that property has in place.
14. This tariff is subject to availability. We reserve the right to refuse or withdraw the offer at any time.