

Smart Export Guarantee (SEG) Statement of Terms



This SEG Statement of Terms for the provision of Export by OVO Electricity Limited (trading as Southern Electric, Scottish Hydro, SWALEC and SSE) shall apply along with the Government guidance, Welcome Letter and other terms specific to each Generator.

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1. Definitions

"Address" means the address at which Your SEG Generation Installation is located;

"Application Date" means the date We receive your written request for a suitably certified Registration which shall include a minimum of: i) your name and address; ii) your installation's accreditation; and iii) details of the Site of the installation;

"Authority" means the Office of Gas and Electricity Markets a non-ministerial government department and governed by the Gas and Electricity Markets Authority;

"Eligibility Date" Eligibility Date will be the later of: i) Application Date to Us; ii) The Registration Date of the Export MPAN to Us;

"Export Meter" is a half hourly capable meter which measures the quantity of electricity You have exported from Your SEG Generation Installation;

"Export Meter Reading" means meter readings taken from Your Export Meter calculating how much electricity You have exported to the grid from Your SEG Generation Installation.

"Export Tariff" means the payment rate per kilowatt hour (kWh) for SEG Export from an Accredited SEG Installation;

"Extension" means an extension to an Accredited SEG Installation where the installed capacity is of the same energy or technology source and at the same Site.

"SEG Licensee" means a Licensed Electricity Supplier that is either mandated to or voluntarily administers the SEG Scheme on behalf of Ofgem;

"SEG Payments" means Export Payments and paid in accordance with section 3 of this document;

"SEG Scheme" means the Smart Export Guarantee Scheme by which payments are made to accredited Installations, it covers the installation of Solar photovoltaic (solar PV), Wind, Micro combined heat and power (CHP), Hydro and Anaerobic Digestion (AD) Installations;

"Generator" means You;

"MCS" means the Microgeneration Certification Scheme, a Scheme to administer the installation of microgeneration installations below 50kW Total Installed Capacity;

"MCS Certificate" means the paper or electronic certificate indicated that the Eligible Installation is approved as an MCS-certified Installation;

"MCS-Certified Installation" means an Eligible Installation which has been recognised by MCS or equivalent as satisfying relevant equipment and Installation standards;

"MPAN" means the Meter Point Administration Number that allows the electricity export point to be uniquely identified in Great Britain;

"Site" means the physical location of the Eligible Installation, defined by the MPAN of the meter measuring the export of electricity from the premises at which the Installation is located, address of the premises at which the Installation is located, the Ordnance Survey grid reference at which the Installation is located or any other factors the Authority considers relevant;

"Supplier" means the company that holds a license from the Authority to supply electricity in Great Britain.

"Guidance" means the guidance issued by the Authority to Licensed Electricity Suppliers to aid their administration of the SEG Scheme;

"Total Installed Capacity" means the maximum capacity at which the Installation can be operated for a sustained period without causing damage to it;

"Us" or **"We"** means OVO Electricity Limited (with company number 06858121) and having its registered office at 1 Rivergate, Temple Quay, Bristol, BS1 6ED; and

"You" means the owner of the SEG Generation Installation (and **"Your"** shall be interpreted accordingly).

2. General/Eligibility

- 2.1. By accepting this Statement of Terms, You agree that the information You provide to Us is complete and accurate.
- 2.2. In order to be eligible for SEG:
 - 2.2.1. Your Installation must generate electricity from one of the following renewable sources:
 - 2.2.1.1. Onshore Wind
 - 2.2.1.2. Solar Photovoltaic
 - 2.2.1.3. Hydro
 - 2.2.1.4. Micro-combined heat and power (micro-CHP)
 - 2.2.1.5. Anaerobic Digestion (AD)
 - 2.2.2. You must have a SMETS1 or SMETS2 Smart Meter (or a meter capable of measuring at half-hourly intervals) installed to measure the export units.
 - 2.2.3. We will only support installations with a Total Installed Capacity (TIC) up to 5MW (or up to 50kW for micro-CHP installations).
 - 2.2.4. For Solar, Wind and Micro-CHP Installations up to 50kW, You must demonstrate the installation and installer has been suitably certified in accordance with EN 45011 or EN ISO/IEC 17065:2012 (or an equivalent which will be assessed on a case-by-case basis).
 - 2.2.5. For all hydro installations and solar and wind installations exceeding 50kW, You must demonstrate the Installation has been suitably certified.
 - 2.2.6. We may contact You requesting a declaration and/or evidence that standards and/or certification have been met.
- 2.3. Your Anaerobic Digestion (AD) Installation must demonstrate it has met the SEG feedstock and sustainability requirements. You must include confirmation these requirements have been met by providing email confirmation from Ofgem.
 - 2.3.1. Your Anaerobic Digestion (AD) Installation will include a Reporting Start Date, We are not obligated to make SEG payments until We have received confirmation of your AD Reporting Start Date.
 - 2.3.2. You will be responsible for providing Ofgem with quarterly sustainability declarations and annual feedstock declarations.
 - 2.3.3. If your Anaerobic Digestion (AD) Installation has a Total Installed Capacity (TIC) that is greater than or equal to 1MW, You will be responsible for submitting an Annual Sustainability Audit Report directly to Ofgem.
 - 2.3.4. We may request confirmation that your Anaerobic Digestion (AD) Installation is compliant with the requirements set by Ofgem.
 - 2.3.5. You must provide your Ofgem declaration when submitting meter readings.
 - 2.3.6. Failure to comply with the requirements set by Ofgem for your Anaerobic Digestion (AD) Installation may impact your ongoing eligibility for SEG payments.
- 2.4. Where an application for SEG has been received, We will decide if we are able to proceed with your registration. You will not be eligible for SEG registration and payments when:
 - 2.4.1. Your Installation is Off-Grid.

- 2.4.2. Your Installation is capable of Exporting electricity not generated by the Eligible Installation. Your Installation must only Export Green Energy.
- 2.4.3. Your Installation is in receipt of an Export Tariff under any other scheme.
- 2.4.4. Your installation does not have an active Export MPAN.
- 2.5. You must ensure that your application contains the information required for registration. Failure to do so may impact the eligibility date of your installation and result in Your application being returned.
- 2.6. Only one person may be named as the SEG Generator.
- 2.7. The SEG Generator must ensure they are aged 18 or over to be eligible for SEG Payments.
- 2.8. You must ensure your contact information is valid at the time of application and that both a valid telephone number and email address has been provided.
- 2.9. You are responsible for providing Us with the information and evidence relating to You and Your Installation as soon as reasonably practical, including:
 - 2.9.1. any change to Your Installation;
 - 2.9.2. any change of ownership of the Installation;
 - 2.9.3. annual meter readings from Your Export Meter;
 - 2.9.4. any extensions or reductions to Your Installation; or
 - 2.9.5. any change of ownership of the Site.
- 2.10. We may contact You periodically to ask You if any changes have been made to Your accredited Installation.
- 2.11. If Your accredited equipment is moved and then returned to the same address, without any modifications being made to the Installation it is possible this will not affect the SEG contract (for example if the roof is being replaced). The Installation must be composed of the same equipment, located at the same address and have the same grid connection as it had at the time of accreditation.
 - 2.11.1. You cannot claim SEG Payments whilst the work is taking place, as Your Installation would not be generating any power to export this to the grid.
 - 2.11.2. All changes made to an accredited Installation will be assessed on a case-by-case basis. We cannot provide a formal view until the work has been fully completed. We may need to consult the Authority for guidance on a case-by-case basis. This may affect Your SEG Payments.
 - 2.11.3. You must notify Us if part of the capacity is rewired from one accredited installation to connect to the grid through a different Export MPAN, or the Export MPAN of another accredited Installation using the same sources of energy or technology. The capacity that has been rewired will be determined as being removed from the original Site and will be assessed on a case-by-case basis. This may affect Your SEG Payments.
 - 2.11.4. If Your accredited equipment is modified, for example by increasing the capacity, consideration will be given to how the changes impact on the eligibility of the Installation. This may affect Your SEG Payments.
- 2.12. Modifications to the Installation must be declared in writing by the SEG Generator as soon as possible so We may assess any impact on the Eligibility of the new or existing Installation.
- 2.13. Additional capacity that will take the eligible installation over the 5MW threshold (or 50kW for micro-CHP) will not be eligible for SEG Payments. Impact on existing installation and contract will be assessed on a case-by-case basis.

- 2.14. If You install any Storage to Your system You must inform Us of this as soon as practically possible. We require a Single Line Diagram from You detailing how the Storage links into Your system, we will assess on a case-by-case basis. This may affect Your SEG eligibility for the scheme and /or Payments.
- 2.15. Once registered, you will only be paid following receipt of photographic evidence of Export Meter Readings on or after your Eligibility Date. It is the responsibility of the SEG Generator to maintain a record of the meter readings from your Export Meter whilst your eligibility is being assessed.

3. SEG Payments

- 3.1. Subject to the other terms of this Statement of Terms, We will pay the SEG Generator by reference to data We hold within our internal systems.
- 3.2. SEG Payments can be made annually.
- 3.3. SEG Payments will be calculated from the date of your first meter reading(s) which cannot be earlier than the Eligibility Date.
- 3.4. SEG Payments are only available to installations that have a SMETS1 or SMETS2 Smart Meter (or a meter capable of measuring at hour-hourly intervals).
- 3.5. The SEG Generator must provide an Export Meter Reading when requested by Us.
- 3.6. Your SEG Payments will be calculated based on the photograph showing the Meter Reading provided to Us. You will provide Us the Meter Reading on an annual basis by:
 - 3.6.1. Email; or Post (to the address in Clause 14).
- 3.7. If You do not provide a Meter Reading during your payment window, Your payment will be issued the following year.
- 3.8. Readings provided by the SEG Generator outside of the billing period may be added for information only.
- 3.9. All payments for exported electricity are subject to tolerance checks. We will complete these checks to ensure the Export Readings provided are in line with the Total Installed Capacity (TIC) of the Installation.
- 3.10. If this appears to exceed tolerance, We will withhold SEG Payments until We are able to validate your Meter Reading.
- 3.11. If there has been an error made by Us, You or the Authority which has resulted in You receiving one or more SEG Payment(s) in excess of Your entitlement, We may either:
 - 3.11.1. reduce Your next SEG Payment to recover the excess; or
 - 3.11.2. request that You repay the excess within the next year; or
 - 3.11.3. withhold further SEG Payments as appropriate to recover the excess.
- 3.12. We will be entitled to reduce, recoup or withhold SEG Payments if You are involved in abuse of the SEG Scheme.
- 3.13. Your individual circumstances and Your ability to pay will be considered. We will discuss different payment options available to You.
- 3.14. If there has been an error made by Us, You or the Authority which has resulted in You receiving SEG Payments below Your entitlement We will credit Your next SEG Payment to reimburse You.
- 3.15. If You dispute a SEG payment, please contact Us immediately and We will work with You to try and resolve the issue.
- 3.16. Your tariff rate will be determined at the beginning of your contract, but may vary from time to time, in accordance with the latest published rate.

4. Meters

- 4.1. Your Export Meter must comply with the terms of the following legislation (as amended):
 - 4.1.1. Schedule 7 to the Electricity Act 1989;
 - 4.1.2. Meters (Approval of Pattern or Construction and Manner of Installation) Regulations 1998;
 - 4.1.3. Meters (Certification) Regulations 1998;
 - 4.1.4. Electricity (Approval of Pattern or Construction and Installation and Certification) (Amendment) Regulations 2002;
 - 4.1.5. Measuring Instruments (EC Requirements) (Electrical Energy Meters) Regulations 1995;
 - 4.1.6. Measuring Instruments (EC Requirements) (Electrical Energy Meters) (Amendment) Regulations 2002; and
 - 4.1.7. Measuring Instruments (Active Electrical Energy Meters) Regulations 2006.
- 4.2. If there are any changes to the metering equipment at Your property You must inform Us as soon as is reasonably practical to ensure continued compliance with this statement of terms.
- 4.3. You must ensure that Your Export Meter is located, in an accessible location, meets all current metering legislation, is protected, maintained in good working order and kept in safe condition. You must let Us know immediately if the Export Meter is interfered with or damaged.
- 4.4. We have the right to request a photograph to verify Your Export Meter Readings at any time. This photograph must display the Export Meter serial number, the meter reading, along with proof of the date that the photo has been taken. The photograph of the Export Meter is to confirm whether the meter has been misread or if there are any other discrepancies.
- 4.5. We reserve the right to render charges for reading or exchanging meters where excessive costs have been incurred through no fault of our own.

5. Switching from another SEG Supplier

- 5.1. You must ensure that You have a SMETS1 or SMETS 2 Smart Meter (or a meter capable of measuring at hour-hourly intervals) installed.
- 5.2. You must complete our application process and confirm Your agreement to our statement of terms.

6. Termination

- 6.1. You may terminate this Statement of Terms (and You will cease to be eligible for SEG payments from Us) at any point, please inform Us in writing of the reason for termination and provide final export reading.
- 6.2. We may terminate this Statement of Terms (and You will cease to be eligible for SEG payments from Us) automatically if;
 - 6.2.1. You are in breach of Your Statement of Terms.
 - 6.2.2. You have been involved in the abuse of the SEG Scheme.

- 6.2.3. A change is made to Your system which means You no longer eligible for the scheme.
- 6.2.4. We are notified that You no longer own the renewable system.
- 6.2.5. Where ownership of an existing Accredited Installation is in dispute, the party disputing the ownership will need to provide evidence to support the claim to Us. On receiving evidence, We will assess its validity against that provided during the application process.
- 6.2.6. The Authority has advised us to terminate our contract.
- 6.2.7. We are no longer a mandatory SEG licensee.

7. Variation

- 7.1. We can vary this Statement of Terms in accordance with any change in law, regulation or guidance from the Authority or as We deem appropriate.
- 7.2. If there is a change in circumstances relating to Your Installation which requires a change in this Statement of Terms. We will inform You of any changes or new terms in your next statement.

8. Transfer of Information/Charges

- 8.1. You agree that We may use the information provided by You to Us pursuant to this Statement of Terms for administration, reporting and auditing purposes by Us and the Authority and for purposes relating to the SEG Scheme and other compatible purposes.

9. Our Duties to You

- 9.1. We will not impose any obligations on You which are additional to or more onerous than those that are necessary to enable Us to meet our obligations under the SEG Scheme.
- 9.2. We will fulfil Our obligations under the SEG Scheme with reasonable care and skill.

10. Complaints Procedure

- 10.1. If there is a complaint in relation to this Statement of Terms and/or service you have received from Us, please send an email to **seg@sse.com**. If Our adviser cannot help, please ask for a manager. If We cannot resolve the issue, We will refer You to the next step in Our complaints and dispute resolution procedure. A copy of Our Complaint Handling Statement (CHS) can be found on Our website: **sse.co.uk/helpandadvice/complaintsprocedure**
- 10.2. If you remain dissatisfied, please write to Head of Customer Service, PO Box 7506, Perth PH1 3QR or send an email to headofcustomerservice@sse.com.
- 10.3. If you are still unhappy, or if 6 weeks have passed since you first registered your complaint You can contact the Ombudsman Services: Energy (who are an independent body approved by Ofgem to investigate complaints) on 0330 440 1624 or visit ombudsman-services.org. Any disputes arising shall be dealt with by the Scottish Courts.
- 10.4. If the Address is in England or Wales this Statement of Terms shall be governed by the laws of England and Wales. Any disputes arising shall be dealt with by the English Courts.

11. Assignment

- 11.1. This Statement of Terms is personal to You and You may only transfer it to someone else with Our written agreement.
- 11.2. You shall have the right to assign Your rights and obligations under this Statement of Terms in security to a bank or other financial institution, who is Your funder in relation to the Installation without Our consent, provided You give prior notice to Us of any such assignment.
- 11.3. We may, without Your agreement, assign or transfer all or any part of our rights and subcontract any of Our obligations under this Statement of Terms to a party who holds the necessary authorisation(s). Your rights under this Statement of Terms will not be affected.

12. Enforcement of Rights

- 12.1. We can enforce any rights and obligations under this Statement of Terms even if there is a delay in doing so, and no delay by Us in exercising any right shall constitute a waiver of that right by Us.
- 12.2. If this Statement of Terms is found to be unenforceable in whole or in part by any court of law or other regulatory or competent body, this will not affect any other part of this Statement of Terms.

13. Limitation of Liability

- 13.1. We do not limit or exclude liability for death or personal injury caused by Our negligent acts or omissions.
- 13.2. We will only be liable for loss or damage which is a reasonably foreseeable consequence of Our breach of this statement of terms up to a maximum liability of £100,000 in any calendar year. Neither You nor We will be liable to the other for any loss or damage which is indirect, consequential, economic or financial including loss of profit, revenue, goodwill, business, contract or wasted expenses.

14. Notices

- 14.1. Notices required under this Statement of Terms will be in writing and delivered by hand, sent by post or by email to the addresses below. We will send notices to Your Address or by email. We will assume You have received the notice two (2) working days after We have sent it unless We receive evidence to the contrary. You must send notice(s) by post to: SSE SEG Team, Ty Meridian, Malthouse Avenue, Cardiff, CF23 8AU or by email to seg@sse.com

15. Use of Personal Information

- 15.1. This section explains how we use the information we collect about you when you buy Energy from us under this Contract. We will tell you if we significantly change the information we ask for or the way we use it.
- 15.2. How We collect information.
 - 15.2.1. We may collect information about you when you use our website; correspond with us by phone, letter, email, SMS or otherwise; or in the course of providing you with services/products. We may receive information about you from third parties, such as Credit Reference Agencies and other energy suppliers.

- 15.2.2. Information we collect includes, but is not limited to, name, postal address, phone numbers, e-mail addresses, date of birth, financial information (including bank account details), credit history, and information about use of our services/products, personal requirements and lifestyle.
- 15.3. How We use your personal information.
 - 15.3.1. We, our employees and/or our agents, contractors, and companies within our group, may use your information to:
 - 15.3.1.1. provide you with online services;
 - 15.3.1.2. identify you;
 - 15.3.1.3. detect and prevent crime, fraud or loss;
 - 15.3.1.4. contact you or authorised third parties to administer any accounts, services or products. If you provide us with an email address, we may use it to send contract fulfilment and other account or services related information;
 - 15.3.1.5. contact you to collect feedback, for example through surveys or
 - 15.3.1.6. questionnaires;
 - 15.3.1.7. train our staff and improve our services or products;
 - 15.3.1.8. conduct, and contact you in relation to, market research which may include analysis of information not limited to energy usage, aspects of your lifestyle, and payment history;
 - 15.3.1.9. identify offers and energy or payment advice tailored to your needs.
- 15.4. If you have a Smart Meter section 20 provides more details on how we may use information collected by Smart Meters. You may also find our Data Privacy Charter useful (available on our Website under [sse.co.uk/help/energy/meters/smart-meter-regulations](https://www.sse.co.uk/help/energy/meters/smart-meter-regulations)).
- 15.5. If you are a Green Deal Customer, you will find out more about how we use your information in our Green Deal Privacy Charter (available on our Website under [sse.co.uk/help/energy/energy-efficiency/green-deal-regulations](https://www.sse.co.uk/help/energy/energy-efficiency/green-deal-regulations)).
- 15.6. Marketing.
 - 15.6.1. Unless you ask us not to, we may contact you in writing, by phone and (where you have consented) via email or SMS, with information on products and services that we, other companies within our group, and occasionally our carefully selected partners offer. We may use third parties to send marketing communications. Unless you have asked us not to, we may also use your email address to show you digital advertisements via your social media newsfeed, on search engine results pages, or on other websites.
 - 15.6.2. You may opt out at any time from receiving marketing messages by contacting us and providing your account details.
- 15.7. Sharing.
 - 15.7.1. We may share your information with third parties, including:
 - 15.7.1.1. companies that provide, review and/or receive services in relation to our website or our services or products;
 - 15.7.1.2. regulators or legally appointed bodies, such as Ofgem, for regulatory or legal purposes;
 - 15.7.1.3. the relevant gas transporter, metering agents or network operators;
 - 15.7.1.4. where appropriate, individuals such as family members or cohabitants, previous tenants, landlords, or organisations such as letting agents, who/which may

require, or provide, information about you or your premises or who introduced you to SSE;

- 15.7.1.5. if you join from another energy supplier or leave us, we may share your information with the other supplier to assist the switching process including, for example, energy exported and whether there is a Debt;
 - 15.7.1.6. organisations involved in the prevention or detection of crime or collection of taxes or similar impositions. If we have a reasonable suspicion an offence is being, or has been, committed we will investigate and may record information on your account and share the information with relevant third parties (such as the Police);
 - 15.7.1.7. if you fail to make payments, we may share information with debt collection and tracing agents;
 - 15.7.1.8. authorised third parties or named account holders on any account you hold with us.
- 15.7.2. Occasionally, organisations we pass your information to might be outside of the European Economic Area (EEA) and if this is the case, we ensure that appropriate safeguards are in place before this data is transferred.
- 15.8. Theft of energy.
- 15.8.1. To help us identify fraud and energy theft, we will give details of your account to fraud prevention agencies which will use the information to check public and other databases they hold and may provide information to us to help identify fraud and energy theft. Checks will be performed on a regular basis whilst you hold an account with us.
 - 15.8.2. If we suspect or can confirm theft of energy has occurred, a record will be kept by fraud prevention agencies which may include sensitive information about alleged criminal offences. The fraud prevention agencies may provide the information to other energy companies to help identify fraud and detect energy theft but only in limited circumstances where you have an account with them. Where theft has been identified, your account terms may change, but we will notify you separately if this is the case.
- 15.9. Your Welfare and the Welfare of Other Householders.
- 15.9.1. If we believe you (or a member of your household) need extra care (for example, due to age, health, disability or financial circumstances), with your consent we may record and use this information so that we do not stop your export, and to respond appropriately during a major incident or emergency situation. With your consent we may share this information with individuals and organisations not limited to:
 - 15.9.1.1. social services, charities, health-care and other support organisations;
 - 15.9.1.2. other energy suppliers if we believe you are considering changing supplier as part of the Energy Retail Association 'safety net procedures';
 - 15.9.1.3. the relevant gas transporter, metering agents or network operator;
 - 15.9.1.4. other relevant organisations, such as emergency responders or local authorities, which may be able to provide support.
- 15.10. Credit Reference Agencies.
- 15.10.1. We may carry out credit and fraud prevention checks with licensed credit reference and fraud prevention agencies and they'll retain a copy of the search. Information from your application and payment details of your account may be recorded by these agencies and may be shared with other organisations to help make credit and insurance decisions about you and members of your household and for debt collection and fraud prevention purposes. If you have a spouse or financial associate the agencies may link information about you to those individuals.

15.11. Recording of communications.

15.11.1. We may monitor and record any communications, including phone conversations, emails, SMS and web chats, to ensure that we provide a good service, meet our regulatory and legal responsibilities, and to train our staff.

16. Governing Law

16.1. If the Address is in Scotland this Statement of Terms shall be governed by Scots Law. Any disputes arising shall be dealt with by the Scottish Courts.

16.2. If the Address is in England or Wales this Statement of Terms shall be governed by the laws of England and Wales. Any disputes arising shall be dealt with by the English Courts.

17. Emergencies and Safety - Electricity

17.1. You must tell Your Electricity Distributor immediately if You are aware of any matter or incident that either:

17.1.1. causes danger or requires urgent attention regarding the export or distribution of electricity; or

17.1.2. affects or is likely to affect the maintenance of the security, availability and quality of service of the electricity distribution network. Contact details are printed on all statements and bills.

17.1.3. Comply with the Electricity Distributor requirements for G83 or G59 connection notification.

18. National Terms of Connection

18.1. We are acting on behalf of Your Electricity Distributor to make an agreement with You. The agreement is that You and Your Electricity Distributor 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 contract and it affects Your legal rights. The NTC is a legal agreement which sets out rights and duties in relation to the connection at which Your Electricity Distributor delivers electricity to, or accepts electricity from, Your home or business.

18.2. If You want a copy of the NTC or have any questions about it, please write to: Energy Networks Association, 18 Stanhope Place, London, W2 2HH, phone 0207 706 5137, or see the website at connectionterms.co.uk

19. Further Information

19.1. You are referred to the Authority's Smart Export Guarantee: Guidance for Licensed Electricity Suppliers (as may be amended from time to time) issued by the Authority (which for the avoidance of doubt do not form part of this statement of terms) which sets out guidance for Suppliers on their duties under the Smart Export Guarantee Scheme and provides details of the processes, procedures and interactions to enable delivery of the SEG Scheme.

20. Further Terms and Conditions for Smart Meters

20.1. These terms and conditions apply to you if there is a Smart Meter at the Property (subject to compatibility with our systems).

- 20.2. We or our agents own any Smart Meter and smart energy monitor we install at all time.
- 20.3. If we need to make changes to your export of Energy, we may do this using your Smart Meter without having to visit your Property. This may include repairing or updating the Smart Meter (all in accordance with the terms of this Contract).
- 20.4. You must let us know immediately if there is any reason why we could not get information from a Smart Meter or if you think it has been tampered with.
- 20.5. If you have provided your consent at the Supply Start Date to allow us to market to you, we will contact you in writing or by phone e-mail or text message with information on energy efficiency, environmental updates and information on services and products we can offer you.
- 20.6. If you later wish to withdraw your permission to stop us collecting half hourly information please write to us at Customer Services, PO Box 7506, Perth, PH1 3AQ or call the Customer Service Telephone Number or e-mailing the Customer Service Email Address and give your account details. Also if you do not wish to continue to receive general information on our products and services please say this when you write to us, otherwise we will assume that you do.
- 20.7. If you have a Smart Meter installed by another supplier, you should tell us this before you transfer to us. After you transfer to us you may not be able to use all the functions of the Smart Meter but we will explain what functions (if any) will be affected before you transfer to us based on the information that we have.

SSE and associated brands: Southern Electric, Scottish Hydro, SWALEC and Atlantic are all trading names of OVO Electricity Limited. The registered office of OVO Electricity Limited is 1 Rivergate, Temple Quay, Bristol, BS1 6ED. Registered in England and Wales number 06858121.

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