

3 Year Fixed v1 Terms and Conditions

Last Updated: 8 October 2021

These terms and conditions apply if you've chosen, and we've agreed to supply you, on our 3 Year Fixed v1 plan.

These terms and conditions are in addition to, and do not replace, our General Supply Terms and Conditions. <https://sse.co.uk/asset/pdf/general-terms-conditions-supply-electricity-gas>

In the event of any conflict between these terms and the General Supply Terms and Conditions these terms will take precedence.

Any terms defined in the General Supply Terms and Conditions will have the same meaning when used in these terms.

1. WHAT IS THE 3 YEAR V1 FIXED PLAN?

The 3 Year Fixed v1 plan is available for existing SSE customers only. You will pay a fixed rate per unit and a fixed standing charge for each fuel that we supply. The fixed unit rate and the fixed standing charge will apply to the energy that you use for a fixed period.

2. ELIGIBILITY

In order to be eligible to take up, and remain on, our 3 Year Fixed v1 plan you must meet each of the following criteria:

- a) Be an existing SSE Energy Services customer
You must be receiving your energy supply from SSE. This means that on the date that you apply to be supplied by us on the 3 Year Fixed v1 plan, you must already be receiving your gas and electricity, or just your electricity supply from us.
- b) Be a dual fuel (both gas and electricity) or electricity only customer.
If you only have gas supplied by SSE you are not eligible.
- c) Have a standard meter, smart meter or Economy 7 meter. If you have any other meter type, you will not be eligible for this energy plan.

This plan is not available to customers with Pay As You go meters.

3. ENERGY CHARGES

3.1 Your energy prices will be fixed for a period of 3 years commencing on your Plan Start Date. This means that you will pay a fixed rate per unit and a fixed standing charge for each fuel that we supply. Note that a fixed rate energy plan doesn't mean you'll pay a fixed amount per month. Your actual monthly charges will still change depending on how much energy you use.



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Your Plan Start Date will be the date your electricity and/or gas supply(ies) transfers to the 3 Year Fixed v1 plan from your previous SSE energy plan.

Where both your electricity and gas supplies are being transferred, the Plan Start Date will be the earlier of the two transfer dates. This may mean you will not receive the full 3 Years fixed term on the later transferred fuel.

- 3.2 You will pay a single per unit rate and a single standing charge for the energy you use (or two unit rates for metered Economy 7 electricity). These will be based on our prices for your area, meter type and the payment method (and may change if you change area, meter type or payment method).
- 3.3 Your unit rate and standing charge under this plan will be fixed unless we are prevented from doing so by the actions or requirements of any governmental, statutory or licensing authority.

4. PAYING US

4.1 You must pay in accordance with the Direct Debit rules in Section 7.11 of the General Supply Terms and Conditions.

4.2 This includes:

- a Direct Debit of at least the recommended amount (or more) is successfully taken on the due date set out in your Direct Debit instruction;
- you'll keep your energy account in credit.

4.3. If you don't comply with the Direct Debit rules and we transfer you to a different energy plan in accordance with our General Supply Terms and Conditions, you may not be able to switch back to the 3 Year Fixed v1 plan at any point in the future.

5. PLAN TERM

Your 3 Year v1 Fixed plan will end:

- i. 3 years after your Plan Start Date (Fixed End Date); or
- ii. immediately when you move home, change to another SSE energy plan or change supplier.

6. EARLY EXIT FEE

If you change your supplier or plan for electricity or gas, or both, before the Fixed End Date, we may apply a termination fee of £60 in respect of each such fuel (Early Exit Fee). See clause 10.4 of the General Supply Terms and Conditions for more information on when this Early Exit Fee may be charged.

You agree to pay any such Early Exit Fee and agree to us taking this fee by Direct Debit.

7. SMART METERS

By signing up to this plan you are agreeing to be contacted to arrange a suitable installation date for a Smart Meter to be installed in your property if you do not already have one.

8. OTHER THINGS YOU SHOULD KNOW

Changes to these terms and conditions – we may change these terms and conditions at any time in line with our General Supply Terms and Conditions.

This plan is subject to availability. Admission onto the plan is at our absolute discretion even if you meet the eligibility criteria.

We reserve the right to amend or withdraw the 3 Year Fixed v1 plan at any time.