

# SSE Fix and Drive v2

## 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 SSE Fix and Drive v2 ("Fixed Tariff"). Your tariff start date will be either:
  - i. the date your electricity and/or gas supply(ies) switches to the Fixed Tariff from your existing SSE energy tariff; or
  - ii. 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 Fixed Tariff start date will be the earlier of the two dates. This may mean you will not receive the full 12 month fixed term on the later transferred electricity or gas,

3. You must own, lease or be the registered user of an electric vehicle that you charge at home, we may ask you to send a copy of your V5C registration document to confirm this. If you are unable to do this when we ask you, then you will be removed from the tariff and put onto our Standard Variable Tariff.
4. This tariff is only available to Dual Fuel customers who pay by monthly Direct Debit or quarterly billing only. By signing up to this tariff you are agreeing by default to pay by Direct Debit, unless you choose a different payment method.
5. If you have an Electricity only, Gas only, Electric with Heat or a Pay As You Go meter installed in your property then you will not be eligible for the Fixed Tariff. If you have storage heaters within your property, this tariff would not be suitable for you due to the technical constraints of the meter required.
6. 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. If you do not have a Smart Meter installed, or have a future dated appointment booked 60 days after the Start Date of the tariff, then you will be removed from the tariff and put onto our Standard Variable Tariff. Customers who are found to live in a property that is ineligible for a smart meter installation will be given the maximum bill credit for the time that they remain on the tariff but will be ineligible to sign up to a similar offer in year two.



sse

Southern Electric  
Scottish Hydro  
SWALEC  
Atlantic

7. You will receive a credit on your account for the cost of the units of Electricity used within the Off-Peak times of your meter (Off-Peak times will be confirmed following Smart Meter install and two rate meter mode change completion. However, Off-Peak hours are typically between midnight and 7am, regional differences may apply), up to an annual amount of 2,000kWh per property. This will be split across your quarterly bills to allow the 2,000kWh to be spread across the 12 months of your tariff with a 500kWh allocation per quarter. Any unused kWh's of free Off-Peak usage in any given quarter will not roll onto the following quarter. Any units used over this amount will be charged for at the agreed Off-Peak unit rate. We will apply the first credit once you Smart Meter has been configured to a two rate meter, as detailed in clause 8. We will credit you a pro rated amount based upon the number of days between joining the tariff and the meter being configured to Economy 7.
8. Your Smart Meter will be set up to allow for Peak and Off-Peak units to be tracked. This is referred to as Economy 7 or Domestic Economy. Your meter will remain on this set up until you ask us to change it. All future personal projections and future tariffs will be based on the Peak and Off-Peak configuration. When you change tariff we can change this for you if you ask.
9. The electricity consumed by all customers on SSE Fix and Drive v2 is matched by electricity that has the Renewable Electricity Guarantee of Origin (REGO). The annual consumption of electricity used is matched with the equivalent amount of electricity generated from large scale Hydro and Wind (Offshore & Onshore) energy sources input to the National Grid.
10. 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.
11. 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.
12. 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.
13. You are not required to give any form of notice to leave the Fixed Tariff.
14. There are no exit fees if you leave this Fixed Tariff before the Fixed End Date.
15. If you move home you are unable to transfer this Fixed Tariff to your new property.
16. This Fixed Tariff is subject to availability. We reserve the right to refuse or withdraw this tariff at any time.