

Add On Offer Terms and Conditions

SSE Heating Cover

Valid from 22/07/21

1. About this offer

Eligible customers who purchase the SSE Heating Cover or SSE Heating Cover 50 as an Add On for the first time will also receive £50 in energy credit in the first year of their 12-month SSE Heating Cover contract (Energy Credit Offer).

The term 'SSE Heating Cover' will be used throughout this document to describe two products: SSE Heating Cover, which has a £0 excess; and SSE Heating Cover 50, which has a £50 excess.

2. About us

Your Energy Supply, SSE Heating Cover and Annual Boiler Service will be separate contracts.

- 2.1 Your Energy Supply is provided by OVO Electricity Limited, trading as SSE (when we're selling you electricity) and OVO (S) Gas Limited, trading as SSE (when we're selling you gas).
- 2.2 Your SSE Heating Cover contract is between you and OVO Insurance Services Ltd.
- 2.3 Your annual boiler service contract is between you and OVO (S) Home Services Limited.

3. Terms and Conditions

- 3.1 Energy Supply - Your Energy Supply is provided under SSE's General Terms and Conditions for the Supply of Electricity and Gas to Domestic Customers, and the Terms and Conditions for your chosen energy tariff.
- 3.2 SSE Heating Cover - Your SSE Heating Cover is governed by your SSE Home Services Policy Booklet.

4. Who is Eligible?

- 4.1 This offer is available to dual fuel Standard Variable Tariff (SVT), Fixed and Bundle tariff customers who pay by monthly Direct Debit or quarterly billing only. Please see the exceptions list in paragraph 4.4.
- 4.2 SSE Heating Cover Eligibility criteria include boiler condition, age, make and model, mains gas boilers only. Cover is not available to landlords or tenants. You must own and live in the home. We cover the majority of mainland UK, some remote areas (e.g. parts of the Scottish Highlands) may not be covered. Eligibility will be determined during your application. If you are not eligible, no cash alternative applies.
- 4.3 Your SSE Heating Cover must cover the same property for which we supply the energy.
- 4.4 If you are an existing customer on one of the following products, you will not be eligible for the offer: (i) SSE Heating Cover, (ii) any Fixed Bundle that includes SSE Heating Cover.

5. How Will I Receive the £50 Energy Credit?

- 5.1 The energy credit will be automatically applied to either your electricity or gas account. The energy credit will be paid in four quarterly instalments of £12.50 over the term of the SSE Heating Cover contract, with the first instalment being applied within 90 calendar days of your successful purchase of SSE Heating Cover.
- 5.2 The energy credit will be shown as a separate line item on your energy account, following your credit being applied. If for any reason the energy credit is not applied to your account in accordance with these terms, you can contact us to have it added. Contact details can be found on your bill, alternatively go to <https://sse.co.uk/help/contact-us>
- 5.3 Energy credit may be withdrawn from your energy account in accordance with SSE's General Terms and Conditions for the Supply of Electricity and Gas to Domestic Customers .

6. What if I cancel my SSE Heating Cover?

If you cancel your SSE Heating Cover contract, you will no longer be eligible for the offer. Cancellation charges are detailed in the SSE Home Services Policy Booklet.

7. What if I cancel my SSE Energy Supply?

You can switch to another energy supplier without giving us any notice. Your SSE Heating Cover will still continue, but you will no longer be eligible for the Energy Credit Offer. Exit fees may apply. Please refer to your energy tariff Terms and Conditions for details.

8. Other Information

- 8.1 If you switch/renew to another SSE energy tariff before the end of the Energy Credit Offer period, you will continue to receive the remainder of the energy credit.
- 8.2 Our products are subject to availability and / or change. We reserve the right to refuse or withdraw at any time.