

1 Year Fix and Cover 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 your tariff start date. Your tariff start date will be the date your electricity and/or gas supply(ies) transfers from your previous supplier(s) to us.

Where both your electricity and gas supplies are being transferred, 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. As part of your 1 Year Fix and Cover v2 tariff, you will be provided with SSE Heating Breakdown Cover for a period of 12 months at a discounted cost of £2 per month vs the standard price of £9.50. The start date of your cover will be the next working day after your tariff start date as detailed in clause 2. The cover will be for the same property for which we supply the energy tariff. An excess of £50 per breakdown applies. You cannot make a claim in the first 18 calendar days of your contract. You will receive the SSE Breakdown Cover Policy Booklet, this document should be read in conjunction with these Terms and Conditions. SSE Heating Breakdown Cover is only available for £2 per month for 12 months. At the end of your 12-month term your SSE Heating Breakdown cover will renew for a further 12 months, this will be charged at full price, if you do not cancel. All prices are correct as of 20 September 2020 and are inclusive of Insurance Premium Tax.

Your insurance cover is administered by OVO (S) Home Services Limited and underwritten by AmTrust Europe Limited.

4. This tariff is only available to new SSE energy customers who sign up via the Uswitch comparison and switching service.
5. If you have a Pay As You Go meter installed in your property then you will not be eligible for the 1 Year Fix and Cover v2 tariff.
6. If you already have a standalone SSE Heating or Boiler Cover product, you must end your existing contract to be eligible for 1 Year Fix and Cover v2. A cancellation fee, or refund may be due depending on activity on your previous policy. The cancellation fee may be higher than the price of the discounted SSE Heating Breakdown Cover at £2 per month. Please refer to the policy details of your existing contract for applicable cancellation terms, or visit <https://sse.co.uk/home-services>
7. You must be a homeowner, on the gas network and with a mains gas boiler to be eligible for 1 Year Fix and Cover v2. We do not cover any models for the following brands of boiler: Servowarm, Chaffoteaux or Ferolli. Additionally we do not cover the Ideal Istor boiler or any thermal store products. Geographical exclusions may apply.

To ensure you are eligible for the Heating Breakdown Cover, please refer to the SSE Breakdown Cover Policy Booklet at <https://sse.co.uk/home-services/regulations>

8. By signing up to 1 Year Fix and Cover v2, you are agreeing to have a Smart Meter installed in your property. This means we will contact you to arrange a suitable installation date.
9. This tariff is available to Dual Fuel and Gas only (Standard and Smart Meters) customers who pay by Direct Debit only.

10. Paperless billing is the default option for this tariff. If you choose paper bills, your standing charge will be higher.
11. The Direct Debit details supplied will be used to automatically renew the SSE Heating Breakdown Cover at the expiry of this 12-month term, as detailed in clause 15.
12. The energy element of 1 Year Fix and Cover v2 tariff will end:
 - i. 12 months after the 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.
13. If you cancel the Energy element of this tariff, your SSE Heating Breakdown Cover will continue at the same discounted price until the end of your 12-month term.
14. At the end of 1 Year Fix and Cover v2 tariff your energy supply will switch to our cheapest 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 to paragraph 16 below, we reserve the right to apply an Exit Fee up to 49 days before the Fixed End Date.
15. At the end of the 12-month term, your SSE Heating Breakdown Cover will renew for a further 12 months at full price. We will write to you 21 days in advance of the renewal to advise you of the cost and cover details. You will be given time to change the level of cover or cancel should you wish.
16. You are not required to give any form of notice to leave 1 Year Fix and Cover v2, however conditions may apply depending on when you decide to leave or cancel your contract, as detailed in clause 17, 18 and 19.
17. If you leave the energy element of your 1 Year Fix and Cover v2 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.
18. If you leave 1 Year Fix and Cover v2 for your home services element at any time after your tariff start date and more than 60 days before the fixed end date, we reserve the right to charge a termination fee. The termination charge is:

A charge for the Breakdown Contract, which is;

 - a. If you have made a claim, the annual cost of the Breakdown Contract; or
 - b. If you have not made a Claim, the proportional charge for the time you have had the Product e.g. if you have had the Product for 100 days, you will be charged:
the annual cost of your Breakdown Contract \times 100 \div 365

In the event of a conflict between these cancellation terms and the full Policy Booklet for this product, these terms shall prevail.
19. If you move home, you are unable to transfer the 1 Year Fix and Cover v2 tariff including the SSE Heating Breakdown Cover to your new property. No exit or termination fees will be applied. If we supply your new property 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 on whichever tariff the supplier of that property has in place.
20. If we identify that we are unable to cover your boiler during either sign up or at a breakdown visit, we will contact you to switch to one of our other tariffs. There will be no cancellation or exit fees applicable.
21. SSE Heating Breakdown Cover and comparable Energy tariffs are also available separately.
22. This tariff is subject to availability. We reserve the right to refuse or withdraw the tariff at any time.