

## SSE Fix and Protect 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 either:
  - i. the date your electricity and/or gas supply(ies) switches to SSE Fix and Protect from your existing SSE energy tariff; or
  - ii. 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, then 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 electricity or gas.

3. You will be provided with a 12 month SSE Heating Breakdown Cover at a cost of £9.50 per month. The start date will be the next working day after your tariff start date as detailed in paragraph 2. The cover will be for the same property for which we supply the energy tariff. You cannot make a claim in the first 18 calendar days of your contract. You will be provided with the full Policy Booklet for this product and it should be read in conjunction with these Terms and Conditions. The £50 excess applies per breakdown. You will be provided with the full Policy Booklet for this product and it should be read in conjunction with these Terms and Conditions.
4. If you have a Pay As You Go meter installed in your property then you will not be eligible for the SSE Fix and Protect v2 tariff.
5. If you currently have SSE 1 Year Fix and Protect v1, v2 or v3, or SSE Fix and Protect you will be eligible to sign up to SSE Fix and Protect v2, however you may need to pay exit fees prior to signing up.

If you already have any standalone SSE Heating or Boiler Insurance product, then you may need to pay an exit fee prior to signing up to SSE Fix and Protect v2.
6. You must be the homeowner, on the gas network and with a mains gas boiler. Geographical exclusions apply.
7. By signing up to SSE Fix and Protect 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.
8. This tariff is available to Dual Fuel and Gas only (Standard and Smart Meters) customers who pay by Direct Debit only.

9. 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 paragraph 14.
10. The energy element of SSE Fix and Protect v2 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.
  - iii. Immediately if you cancel your SSE Heating Breakdown Cover prior to 60 days before the Fixed End Date.
11. If you cancel the SSE Heating Breakdown Cover element of this tariff at any time after your tariff start date and more than 60 days before the Fixed End Date, we reserve the right to move your energy tariff to SSE Standard Variable Tariff. We will contact you once the transfer of your energy supply is complete to inform you of your new energy tariff and price.
12. If you cancel the energy element of this tariff, your SSE Heating Breakdown Cover will continue until the Fixed End Date.
13. At the end of SSE Fix and Protect v2 your energy supply will switch to our 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.
14. At the end of the 12 month term, your SSE Heating Breakdown Cover will renew for a further 12 months, this will be charged at full price. We will write to you 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.
15. You are not required to give any form of notice to leave SSE Fix and Protect v2.
16. If you move home you are unable to transfer this tariff including the SSE Heating Breakdown Cover to your new property. No exit or cancellation fees will be applied. If we supply the 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.
17. If you leave SSE Fix and Protect 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 the total of:
  - (i) 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)
  - (ii) An administration fee of £25.00, Less:
  - (iii) Any payments made by you and received by us towards the cost of this Agreement, excluding payments for chargeable work or Excess.
18. 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.
19. SSE Heating Breakdown Cover and comparable Energy tariffs are also available separately. You will find full details by visiting <https://sse.co.uk/home-services>
20. This tariff is subject to availability. We reserve the right to refuse or withdraw the tariff at any time.