

Fix and Control v4 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 and the Smart Home Package Terms and Conditions. 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 and the Smart Home Package Terms and Conditions, these terms shall prevail. Any terms defined in the General Terms and Conditions for Domestic Customers and/or the Smart Home Package Terms and Conditions will have the same meaning in these terms and conditions.
2. By signing up to Fix and Control v4 you will be provided with a Google Nest Thermostat E and a Google Nest Hub (2nd gen) ("Smart Home Package"). The Smart Home Package is subject to additional Smart Home Package Terms and Conditions, these can be found on our SSE website and will be sent directly to you upon confirmation of your supply start date. Please note the Smart Home Package Terms and Conditions should be read in addition to these Fix and Control v4 Terms and Conditions.
3. Our prices for the supply of your electricity and gas will be fixed for a period of 24 months commencing on the start date for your Fix and Control v4 tariff. Your tariff start date will be either:
 - i. the date your electricity and gas supply(ies) switches to Fix and Control v4 from your existing SSE energy tariff; or
 - ii. the date your electricity and gas supply(ies) switches to Fix and Control v4 from your previous supplier(s).

As both your electricity and gas supplies are transferred, then the Fix and Control v4 start date will be the earlier of the two transfer dates. This may mean you will not receive the full 24 month fixed term on the later transferred electricity or gas supply.
4. By signing up to Fix and Control v4 you are agreeing to:
 - i. 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. and;
 - ii. pay by monthly direct debit, and;
 - iii. receive paperless bills, and;
 - iv. provide a valid email address, for service-related communication, and;
 - v. self-serve your energy account online via sse.co.uk or the SSE App
5. This tariff is available to Dual Fuel (General Domestic Standard and General Domestic Smart Meters) customers only.

6. The Smart Home Package will be sent to the same property for which we supply Fix and Control v4 within 30 working days of your supply start date. If we are unable to deliver the Smart Home Package, it will be returned to a local depot or alternative pick up point for collection. If the Smart Home Package is not collected from your local collection point within the required timeline or is returned directly to us, you will need to contact us directly to re-arrange delivery. If you fail to contact us to rearrange delivery, you will not receive the Smart Home Package and the Fix and Control v4 tariff may not be the most appropriate SSE energy tariff for you.
7. The Smart Home Package can be self-installed by you, alternatively you can request a professional installation to be carried out by us by contacting us on 0345 070 7379. Requesting a full install can be done by contacting us directly upon delivery of your Smart Home Package and is subject to an additional cost of £75. A professional installation will be carried out by an engineer on our behalf at the earliest opportunity.
8. The Smart Home Package may not be compatible with all heating systems. It is your responsibility to check compatibility prior to sign up. Further information and a compatibility checker can be found by visiting g.co/nest/ukworks. If you sign up to Fix and Control v4 and subsequently find that your system is not compatible (either identified at self-install or SSE install), you can find return information within your Smart Home Package. It is your responsibility to ensure the Smart Home Package is returned to us in its original condition if it is not compatible with your heating system. If you fail to do so we reserve the right to apply an Exit Fee in accordance to paragraph 14 of these terms and conditions. Following receipt of your Smart Home Package, we will help you switch to a more appropriate SSE energy tariff without incurring an Exit Fee.
9. The Smart Home Package is your property upon confirmation of a successful delivery. We will not ask you to return the Smart Home Package if you decide to move home, change your tariff, change supplier or come to the end of your Fixed Tariff term. Exit Fees may apply within accordance with paragraph 14.
10. It's important you know how the electricity you use in your home is generated and the environmental impact. Several different fuels combine to make up our electricity fuel mix. We publish this information annually and call this our Fuel Mix Disclosure, it can be found here: <https://sse.co.uk/help/energy/energy-regulations>
The electricity we sell to customers who have purchased Fix and Control v4 is matched by the equivalent amount of Renewable Energy Guarantee of Origin (REGO) certificates. We buy REGO certificates to match the annual consumption of electricity used by customers who have purchased Fix and Control v4 with electricity generated from renewable sources such as large scale Hydro and Wind (Offshore & Onshore) that has been input to the National Grid.
11. Your Fix and Control v4 tariff will end:
 - i. 24 months after the Fixed Tariff start date ("Fixed End Date"); or
 - ii. immediately when you move home, change your meter type, change your tariff or change supplier.

12. At the end of your Fix and Control v4 tariff you will switch to our cheapest available standard variable tariff. We will write to you no later than 30 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 14 below, we reserve the right to apply an Exit Free up to 49 days before the Fixed End Date.
13. You are not required to give any form of notice to leave Fix and Control v4.
14. If you leave your Fix and Control v4 tariff at any time after your start date and more than 49 days before the Fixed End Date, or fail to return the Smart Home Package in its original condition in accordance to paragraph 9 above, we reserve the right to apply an Exit Fee of £75 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.
15. If you move home and your new property is already supplied by us 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.
16. This tariff is subject to availability. We reserve the right to refuse or withdraw the tariff at any time.

Smart Home Package 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 and the Fix and Control v4 Terms and Conditions. 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 not prevail. Any terms defined in the General Terms and Conditions for Domestic Customers and/or the Fix and Control Terms and Conditions will have the same meaning in these Terms and Conditions.
2. The package you will receive contains a Google Nest Thermostat E and a Google Nest Hub 2nd Gen ("Smart Home Package") only.
3. You have either agreed to the self-install of your Smart Home Package or chosen to book a professional installation by SSE. If you have chosen self-install, full instructions are enclosed and further information and guides can be found by visiting https://store.google.com/gb/product/nest_thermostat_e.
4. The Smart Home Package may not be compatible with all heating systems. It is your responsibility to check compatibility prior to sign up to Fix and Control v4, further information and compatibility checker can be found by visiting g.co/nest/ukworks. If you sign up to Fix and Control v4 and subsequently your system is not compatible (either identified at self-install or SSE install), please contact us directly to arrange the return of your Smart Home Package.

5. You are required to register for a Google and Google Nest user account and agree to the terms of service in order to benefit from the Smart Home Package. Copies of Google and Google Nest's Terms and Conditions, including product warranties, can be found by visiting nest.com/uk/legal/terms-of-service.
6. To benefit from the Smart Home Package, Wi-Fi is required, and we also recommend that you have access to a computer, tablet or smartphone.
7. We will not ask you to return the Smart Home Package if you decide to move home, change your tariff, change supplier or come to the end of your Fix and Control v4 tariff. Exit Fees may apply within accordance to the prevailing Fix and Control v4 Terms and Conditions.
8. If you have chosen a professional installation by SSE, subject to an additional cost of £75 payable at point of booking:
 - i. The installation will be carried out by either our Home Services team or an approved partner working on behalf of SSE at the earlier opportunity. Our team will only install the Nest Thermostat if the Heat Link E provided is a replacement of your current wired thermostat. If the Heat Link E requires wiring to your boiler, an approved independent installer can be found by visiting g.co/nest/ukpro.
 - ii. The installation will not cover the set-up of the Google Nest Hub provided within the Smart Home Package.
 - iii. It is your responsibility to ensure the installation is approved in advance by the homeowner.
 - iv. It is your responsibility to download the Nest application and provide a working Wi-Fi code at time of installation, in accordance to paragraph 5 above
 - v. It is your responsibility to ensure the Smart Home Package is safely stored and available at the time of installation.
 - vi. We are not responsible for any remedial work required due to a pre-existing fault that may require chargeable work prior to the installation.
 - vii. It is your responsibility to contact us within 3 weeks of the SSE installation date if you experience any issues as a direct result of the installation.
 - viii. We are not responsible for any re-installations or removal of your Smart Home Package following the initial install.
 - ix. We reserve the right to terminate the installation if we identify that the Smart Home Package has been tampered with, if we fail to gain access to your property or deem the area unsafe.

We will perform the installation with reasonable care and skill. The rights contained in this clause 8 are without prejudice to and in addition to any warranties, indemnities, remedies or other rights provided to you by law.

9. If your Smart Home Package develops a fault or you have any technical queries about the product please contact <https://support.google.com/googlenest/>.
10. The products in the Smart Home Package are provided by Google. SSE is not responsible for any loss or damage to your property or person as a result of the Smart Home Package, unless it was installed professionally by us and the loss or damage is a direct result of this installation. All manufacturer warranties are subject to the terms and conditions set out by the relevant manufacturer.



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