

# 1 Year Fixed v16 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 1 Year Fixed v16 from your existing SSE energy tariff; or
  - ii. the date your electricity and/or gas supply(ies) transfers from your previous supplier(s) to usWhere both your electricity and gas supplies are being transferred, then the tariff start date will be the later of the two transfer dates.
3. If you have a Pay As You Go meter installed in your property, then you will not be eligible for the 1 Year Fixed v16 tariff.
4. 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.
5. By signing up to the 1 Year Fixed v16 tariff you are registering your interest for a Smart Meter. This means we may contact you in the future to discuss a smart meter installation as and when you become eligible.
6. This tariff is available to Dual Fuel, Electricity only, Gas only and Electric with Heat (Domestic Economy, THTC, Superdeal, Economy 7 and Economy 10) customers who pay by monthly direct debit or quarterly billing only.
7. At the end of 1 Year Fixed v16 your energy supply will switch to our cheapest standard variable tariff. We will write to you between 42 and 49 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.
8. You are not required to give any form of notice to leave 1 Year Fixed v16.
9. If you leave 1 Year Fixed v16 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 £25 per fuel. 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.
10. We may allow you to continue the 1 Year Fixed v16 tariff if you move home in the event your new property is already supplied by us. If:
  - i. we allow you to continue your 1 Year Fixed v16 at your new property and you leave 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, in accordance with paragraph 9 above;
  - ii. we do not allow you to continue your 1 Year Fixed v16 at your new property, no exit fee will be applied and you will be put on our standard variable tariff until you select a new tariff or supplier; or
  - iii. we do not supply your new property then you will be on whichever tariff the supplier of that property has in place.
11. This tariff is subject to availability. We reserve the right to refuse or withdraw the offer at any time.