

SSE Fix and Protect 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 later of the two transfer dates.

3. You will be provided with a 12 month SSE Heating Breakdown Cover at a discounted cost of £1 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. The £90 excess will still be valid 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. The SSE Heating Breakdown Cover is only available for £1 per month for 12 months.
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 tariff. If you currently have SSE 1 Year Fix and Protect v1, v2 or v3, you will be eligible to sign up to SSE Fix and Protect, however you may need to pay an exit fee prior to signing up.

If you already have a standalone SSE Heating or Boiler Cover product, then you may need to pay an exit fee prior to signing up to SSE Fix and Protect.
5. You must be the homeowner, on the gas network and with a mains gas boiler. Geographical exclusions apply.
6. By signing up to SSE Fix and Protect you are agreeing to have a Smart Meter installed in your property. This means we will contact you to arrange a suitable installation date. Once your Smart Meter is installed, you will automatically benefit from accurate bills.

7. This tariff is available to Dual Fuel and Gas only (Standard and Smart Meters) customers who pay by Direct Debit only.
8. 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 11.
9. Your SSE Fix and Protect 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.
10. At the end of SSE Fix and Protect 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.
11. At the end of the 12 month term, your SSE Heating Breakdown Cover will renew for a further 12 months, this will be a paid for cover. 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.
12. You are not required to give any form of notice to leave SSE Fix and Protect.
13. 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.
14. If you terminate your SSE Fix and Protect tariff for your Energy Supply, we reserve the right to apply a termination fee of £1 per month left remaining of the 12 month contract for SSE Heating Breakdown Cover.
15. 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.
16. SSE Heating Breakdown Cover and comparable Energy tariffs are also available separately.
17. This tariff is subject to availability. We reserve the right to refuse or withdraw the offer at any time.