

## Energy and Boiler Service 2 Terms and Conditions

1. These Energy and Boiler Service 2 Terms and Conditions are in addition to our General Terms and Conditions for the Supply of Electricity and/or Gas to Domestic Customers. Please see paragraph 3 in relation to your Annual Boiler Service contract and Annual Boiler Service Terms and Conditions.

In the event of a conflict between these Energy and Boiler Service 2 terms and the General Terms and Conditions for the Supply of Electricity and/or Gas to Domestic Customers, these Energy and Boiler Service 2 terms shall prevail. Any terms defined in the General Terms and Conditions for Domestic Customers will have the same meaning in these Energy and Boiler Service 2 Terms and Conditions.

2. Our prices for the supply of your electricity and gas will be fixed for a period of 12 months commencing on your Energy and Boiler Service 2 tariff start date. Your tariff start date will be the date your electricity and 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. This Energy and Boiler Service 2 product includes an Annual Boiler Service contract. This means with your Annual Boiler Service contract you will receive a gas boiler service within the first 12 months of your contract at no additional cost (subject to these Energy and Boiler Service 2 Terms and Conditions and the Annual Boiler Service Terms and Conditions).

Your boiler service will normally be carried out towards the end of your Annual Boiler Service contract year. To check that your boiler is eligible, please refer to the 'Boilers We Service' document. You will receive a Confirmation of Sale letter for your Annual Boiler Service contract, which will include full Terms & Conditions. These should be read in conjunction with these Energy and Boiler Service 2 Terms and Conditions.

The Boilers We Service and Annual Boiler Service Terms and Conditions can also be found on our website <https://sse.co.uk/home-services/regulations>

4. At the end of the 12-month term, we will automatically renew your Annual Boiler Service contract unless you tell us before the renewal date that you do not want to renew. This will be charged at full price. We will write to you at least fourteen (14) days before your Annual Boiler Service contract is due for renewal with our renewal price. If you do nothing, your Annual Boiler Service contract will renew onto the renewal price. You can choose to cancel your Annual Boiler Service contract at any time.
5. Separate Direct Debit instruction(s) will be set up for your gas and electricity tariffs, and your Annual Boiler Service contract. The price of your Annual Boiler Service is £0.00 per month for 12 months. We will use your Direct Debit information for your second year, unless you choose to cancel.
6. By signing up to this tariff, you are agreeing to 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.

7. Energy and Boiler Service 2 is only available to new SSE energy customers who sign up via a price comparison website. It may also be available by exception to new customers via telephone from SSE.
8. You must be a homeowner and on the mains gas network with a gas boiler to be eligible for Energy and Boiler Service.
9. Energy and Boiler Service 2 is available to Dual Fuel (General Domestic Standard and General Domestic Smart) customers who pay by Monthly Direct Debit only.
10. If you have a Pay As You Go meter installed in your property then you will not be eligible for the Energy and Boiler Service 2 tariff.
11. Paperless billing is the default option Energy and Boiler Service 2. If you choose paper bills for your energy, your standing charge will be higher.
12. It is 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/fuel-mix>.

The electricity we sell to customers who have purchased Energy and Boiler Service 2 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 Energy and Boiler Service 2 with electricity generated from renewable sources such as large-scale Hydro and Wind (Offshore & Onshore) that has been input to the National Grid.

13. The energy element of your Energy and Boiler Service 2 tariff will end:
  - i. 12 months after the tariff start date (Fixed End Date); or
  - ii. immediately when you move home, change your meter type to a Pay As You Go meter, change your tariff or change supplier.
14. At the end of your Energy and Boiler Service 2 tariff, your energy tariff will switch to our cheapest 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.
15. You are not required to give any form of notice to leave your Energy and Boiler Service 2 energy tariff or Annual Boiler Service contract, however conditions may apply as detailed in paragraphs 16-19. Please refer additionally to Annual Boiler Service Terms and Conditions for full cancellation information.
16. If you leave your Energy and Boiler Service 2 energy 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 both your electricity and gas accounts. This fee will not be applied if we provide you with notice of any changes to your terms that may disadvantage you.
17. If you cancel your Energy and Boiler Service 2 energy tariff at any time after your tariff start date and 60 days before the fixed end date you may no longer be eligible for your boiler service and we reserve the right to terminate your Annual Boiler Service contract.
18. If you cancel your Annual Boiler Service contract at any time after your energy tariff start date, you will no longer be eligible for the boiler service. If you have already had your gas boiler service, no additional termination fees will be applied. You will remain on the Energy and Boiler Service 2 energy tariff unless you choose to cancel this separately.
19. If you move home, you are unable to transfer the Energy and Boiler Service 2 energy tariff to your new property. No exit 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. Annual Boiler Service and comparable energy tariffs are also available separately, prices may vary.
21. This tariff is subject to availability. We reserve the right to refuse or withdraw the tariff at any time.