

PRINCIPAL TERMS SUMMARY

For supply of gas or electricity services or both

This document provides a summary of some of the terms and conditions of your contract with E E Solutions Limited trading as Yorkshire Gas and Power ("YGP"). Our full T&Cs are available at www.ygp.co.uk/customers.



BILLING

You will receive a bill each month and your first bill will be sent to you when your supply transfers to us, which will be an estimate of your charges for your first month of supply with YGP. This is calculated based on the estimated consumption agreed on your contract, and it may change depending on your actual consumption.

If we do not have a meter reading to use for your bill, we will calculate a reasonable estimate for your usage.



CONTRACTED CONSUMPTION

The contracted consumption of energy that you agree to use during the term of your contract is stated on your contract. Please check this carefully and let us know if you require any changes.



PAYMENT TERMS

Payments terms are 10 days by Direct Debit (unless otherwise stated on your contract). If you fail to pay by Direct Debit, a non-direct debit charge of £75 (or 6% of the total bill amount, if greater) will be applied.



VARIATIONS

YGP may need to amend your contract rates by providing notice under certain circumstances that are outside of our control, including change to law, regulation or industry, increases in the costs of your supply, inaccurate or false information being provided by you or if any breach of contract occurs.



OTHER CHARGES

Additional charges may apply, including (but not limited to): Charges related to minimum and maximum usage in section 7 of the terms and conditions (where your actual consumption of energy is 10% over or under the consumption agreed on your contract. This may be calculated by YGP at any time during your contract or after it ends. The calculation takes the difference between the agreed consumption on your contract and the total consumption on the relevant bills, and charges this difference at our out of contract rates (which can be found at www.ygp.co.uk/customers).



OTHER CHARGES (CONTINUED)

- Early termination fees (before or after your supply transfers).
- Charges related to the early cancellation of a contract after the supply is live but before the agreed contract end date.
- Metering related costs (unless otherwise stated on your contract).
- Late payment fees of up to £100 for each overdue invoice.
- A charge of £50 for each instance that you cancel your Direct Debit, or for each instance that you raise a Direct Debit indemnity claim with your bank (unless it is determined by us to be a valid claim).
- A minimum charge of £750 for each meter, if we have to initiate our process for disconnecting your meter as a result of debt on your account.
- Third party charges we incur for collecting unpaid bills (for example, costs for attempting to disconnect your supply, third party debt recovery costs and/or legal costs).
- Interest on any overdue amounts at the rate of 8% per annum above the Bank of England base rate.
- A 3% charge for any payments made by debit or credit card.



CREDIT CHECKS/SECURITY DEPOSITS

We have the right to perform business and/or personal credit checks with credit reference agencies before and throughout the term of the contract. If your credit check is unsatisfactory to us, or if you default on any payment, we may terminate your contract early (in which case in which case early termination charges may apply). We might also ask for a security deposit prior to accepting a contract, or during your contract.



NO COOLING OFF PERIOD

Due to YGP purchasing the volume of energy for your contract from the outset, and due to the contract being a business to business contract (and not a business to consumer contract), there is no cooling off period.



OTHER AND RENEWAL

Your contract rates exclude VAT and Climate Change Levy (CCL). For half-hourly meters, they exclude the following charges: meter operator, data collector, data aggregation, reactive power and excess capacity.

If you have appointed a third-party intermediary (for example, an energy broker) to arrange your contract, you may have a commission included in your contract rates. If applicable, the estimated amount of commission included in your rates will be shown on your contract.

We will attempt to transfer your supply on or around the supply start date agreed on the contract. You will continue to be responsible for payments until the supply transfers away from YGP.

If your contract requires the installation of a new meter, you will be responsible for payments from the date YGP is registered as the supplier of the supply.

If another supplier attempts to transfer the supply, we may raise an objection (a block) to the transfer if you are still within your contract term, or if you have an outstanding debt on your account.

If your contract is terminated prior to the end date and your supply continues to be provided by YGP, a deemed contract will form and your rates will be subject to our deemed contract rates (which can be viewed at www.ygp.co.uk/customers).

If you are eligible, we will provide contract renewal options around 60 days before your contract ends. If you do not switch to another supplier on the day after your contract end date, or you do not agree to a renewal contract, your rates will change to the out of contract rates from the day after your contract ends. These rates will continue to apply until your transfer to another supplier.

Out of contract rates are typically higher fixed term contract rates and may change at any time with notice. For further information, or to view these rates, please visit www.ygp.co.uk/customers. If you would like to discuss your renewal rates, please contact renewals@ygp.co.uk.