

# SMART FIX ENERGY PLAN – TERMS & CONDITIONS

Updated 2nd January 2023

These terms and conditions (“Terms”) govern the purchase of the Smart Fix Energy Plan (“The Offer”). Instructions for valid purchase form part of the Terms which you will be deemed to have accepted if you participate. Please read the following Terms carefully and keep a copy for your information.

All contracts signed with Yü Energy will also be subject to our standard [Business Terms and Conditions](#).

## 1. Eligibility and Participation

In order to qualify for this product you will need to accept the following:

- Yü Energy will supply either Electricity or Electricity and Gas to a single site. If you have multiple sites, each site should have an electricity supply or an existing smart meter before an additional smart meter can be installed to your gas supply.
- Your electricity will be for 100% commercial use and you are not exempt from VAT.
- You will pay your bills monthly by variable direct debit or BACS. We reserve the right to switch your default payment method to pay as you go (PAYG) if payment dates are not met.
- Your supply with Yü Energy will require you to have a smart meter. If you haven't already got one, they will attempt to install a smart meter for you for free.
- Yü Energy will contact you with an installation date after you are on supply and you must agree to have one installed. During the install your electricity supply will be powered down for approximately 45 minutes
- If Yü Energy are unable to install or communicate with your smart meter within 90 days of contacting you to arrange the installation, Yü Energy reserve the right to either:
  - Transfer you to another product and will give you a minimum of 28 days' notice
  - Obtain a warrant, at your cost, to allow us a legal right to install the smart meter
  - Terminate the contract in line with clause 14 of our standard [Business Terms and Conditions](#).

## 4. Other Important Terms

- a. Yü Energy reserves the right to remove promotional material from circulation, amend these Terms or withdraw the Offer at any point during the Offer Period. In the case of amendment or withdrawal a notice will be posted at the top of these Terms.
- b. These terms and conditions shall be governed by English law and the English courts shall have exclusive jurisdiction.

### Footnotes:

Yü Energy is a trading name of Yü Energy Retail Limited (Co. Number 08246810) which is a wholly owned subsidiary of Yü Group PLC, a company listed on the Alternative Investment Market of the London Stock Exchange. Registered Office: CPK House, 2 Horizon Place, Nottingham Business Park, Mellors Way, Nottingham NG8 6PY.

For any queries relating to the Offer please call our customer care team on 0115 975 8258. Calls are charged at local rate. Lines are open Monday – Friday 8am-5.30pm.