

# YÜ ENERGY PRINCIPAL TERMS

Version 1.6.1



ENERGY

## OUR TERMS

The following outlines the Principal Terms relating to supply of electricity and/or gas to your business premises. A full set of Terms and Conditions are included in your welcome pack and are available to view online at [yuenergy.co.uk/support](https://yuenergy.co.uk/support).

By agreeing to this contract, you confirm that you have the necessary authority to enter into a legally binding contract between Yü Energy and the business you represent for all sites being discussed.

### Continuity of Contract

Your Contract with us is continuous and will end when no Meter Points under this Contract are registered to us, if we choose to end it, or when you agree a new Contract with us.

### Smart Meter Requirement

Your contract with Yü Energy will require you to have a Smart Meter that is correctly commissioned and communicating to the smart meter network (The Data Communications Company). If you do not currently have one, we will install one free of charge once on supply.

A Smart Meter installation date and timeslot will have been agreed with you during the sales process. If for any reason you need to change this please call [0330 0415915](tel:0330 0415915).

If we are unable to install a Smart Meter, we may terminate your contract. We will give you 30 days' notice before we terminate, to pay any outstanding balances and to find an alternative supplier. If you remain on supply with us beyond the notice period, we will supply you on our Freedom Rates which are likely to be more expensive.

If you do not permit us to install a Smart Meter, we may change your agreed rates to our Smart Default Rate until a Smart Meter is fitted. All our rates are available to view online at [yuenergy.co.uk/support/other-business-utility-plans/](https://yuenergy.co.uk/support/other-business-utility-plans/).

### Credit Checking

We can carry out business or personal checks with credit reference agencies before and during the period of the Contract. If the result of your credit check is unsatisfactory to us, or you don't pay us, we may terminate your Plan. We may also require a security deposit, require you to pay for your energy using a Prepayment Meter, or Disconnect you. If we already supply you, we may require an alternative method of payment.

## Contract prices: Gas/Electric

All prices exclude Reactive Power and Excess Capacity charges, VAT, Climate Change Levy (CCL), Green Deal, and Green Gas Levy. If these apply to you, we'll add them at the current rates.

If your plan includes Capacity Charges, they will be calculated using your Authorised Supply Capacity (ASC) and the rates agreed.

## Contract Duration

The contract takes effect from the agreement date. For new acquisitions, the Plan will start when your supply is live with us. For renewals, the Plan will start when your current Plan ends.

## Commission Payment

If you are placing the contract through a Third-Party Intermediary (TPI) you may pay a commission fee on your rates. These charges are detailed on your contract, quote, and Welcome Pack.

## Payment Terms

Payment terms are either monthly variable Direct Debit, or monthly by BACS. Please be aware that paying by BACS will incur a charge of £10 per payment).

## Renewal Notice

On or about 60 days before your Plan End Date we will send you your renewal options. If you haven't switched supplier, or agreed another Plan with us once your existing Plan has ended, our Transition (Out of Contract) rates will apply. They are higher than the rates on a fixed term contract, have variable pricing, and can change at any time with 30 days' notice. If you are a Non-Micro Business customer, your contract may be extended for the Extended Supply Period during which, you will be charged the Extended Supply Rates. For more information, or to view our current Transition, and Extended Supply Rates, please visit our website.

## Variations

Your prices are fixed for the duration of your contract unless there are any changes outside of our control, this may include:

- false or incorrect information being provided;
- any changes in supply, metering, law, regulation, industry arrangements;
- the actions of a government body, regulator, or third party;
- any change in the structure or calculation of third party charges;
- in the event that you refuse a Smart Meter installation, or your property is unsuitable for a Smart Meter.

If this happens, we may vary your prices or pass these on to you and notify you in writing.

## ADDITIONAL PRODUCT SPECIFIC TERMS

### 100% Green electricity

- Renewable Energy Guarantees of Origin certificates (REGOs) confirm your electricity is sourced from 100% renewable generation allows you to report zero carbon emissions on your electricity usage and support your CSR agenda.

### Carbon Neutral Gas plan

- By taking up Carbon Neutral Gas, the carbon emissions associated with your gas consumption will be offset and invested in two of the most credible international schemes worldwide; Gold Standard (GS) or Verified Carbon Standard (VCS).

Please note that the above elements are provided as a limited guide only, please take the time to read the full Terms and Conditions along with your Supply Contract as this is a legally binding agreement.