

PRINCIPAL TERMS: DOMESTIC SUPPLY, PRE-PAYMENT TARIFF



Within these principal terms, Yu Energy have pulled out the key aspects of the contract. These are not a substitute for the full Terms and Conditions. If you decide not to read the full Terms and Conditions, where you take our supply, you are telling us that you agree to our terms.

Supplier of Last Resort

- If you switch to us as a result of your previous supplier exiting the market, we will take reasonable steps to carry out any agreement made with Ofgem, include honouring any credit balance held on your account with your previous supplier.

Contract duration

- The Pre-Payment Contract terms apply within the Terms and Conditions Resort process to your contract, your rates are subject to change however will remain within the Price Cap as set by Ofgem. The rates change on 1st April and 1st October you will be notified of any price change 30 days in advance.
- You are able to leave at any time without providing notice and with no penalty

Our charges

- Our charges for the supply of gas and/or electricity are specified in the Welcome Letter, which forms part of the Contract. The price You pay for your Energy is made up of a Unit Rate and a Standing Charge and these are set out in your Pre-Payment Plan within the Welcome Letter.
- The Unit Rate(s) shows the charge for the consumption of gas or electricity used during the relevant time slots where you have multiple registers.

The Standing Charge is a fixed amount per day to transport the gas and/or electricity to your property.

Where can I top up?

- To make it easy for you, you are able to top up at Pay Point, Pay Zone, and the Post Office. To find your nearest outlet, you can find this information on their websites

Minimum Top Up

- The minimum top up value when in credit is £1.

Emergency Credit

- Your meter is set up with Ten Pound emergency credit. You are able to access this where you have less than £2 credit available on your meter. This will need to be paid back the next time you top up before any credit is applied to the meter.

To access the Emergency Credit:

- Electricity, you are able to access the credit where you have less than 50p left. Pop your key into the meter and then press the blue button
- Gas: you are able to access the credit where you have less than £2 credit available on your meter. Pop your card into the meter and press the red button 'A'

Friendly hours (Times where your meter won't go off)

- Your meter is set up to remain live between the hours of:

Monday - Thursday	4:30pm - 10:00am
Friday - Monday	4:30pm - 10:00am
Bank Holidays	4:30pm the previous day through to 10am the following day

- To access the Friendly hours, you MUST have 1p available on the meter at the change over time. This can be either credit or emergency credit.
- Where the meter has no credit available at this time the meter will remain switched off until the meter is back in credit by at least £1. Once in credit the meter will remain active throughout these hours even where the credit expires.
- Friendly hours consumption will be taken from the initial top up following its use. Where you have used emergency credit and friendly hours the overall amount will be deducted from the top up amount as well as any outstanding standing charges.

Topping up

- You will need to top up weekly, where you have debt on the meter to keep your payment plan upto date.
- Where you don't top up weekly the collection rate maybe updated to keep the payments inline with the payment plan
- You have a daily standing charge which will be taken from your top up to cover any days not previously taken, this will be taken on the initial top up following the charges
- Where you are struggling to make payments, let us know as soon as possible to see if we can help

Changing supplier

- You may end this Contract by changing supplier. The Contract will end once a new supplier has started Supplying Energy to the Property. The process for transferring your supply should take less than 21 days to complete.
- We will only end your supply, where you change supply, through the SoLR process or where the customer order book is sold

Changes to the contract

- The contract can be changed, where: – you get a new meter fitted by your own agent or the property classification changes

Smart Meter

- If we can communicate with your Smart Meter, then we may collect daily reads unless you inform us that you only wish to have a monthly read taken. We will not collect half-hourly data from your meter without your explicit consent for Us to do so.

Paperless Communication

- Yu Energy are aiming to be a sustainable supplier, we aim to send communications electronically as opposed to postal
- Where you change your email address or mobile phone number, please update this information straight away. If you choose not to use electronic communications, you will not have access to all of our services.
- should you end your contract with Yu Energy, please provide us with your new address.

Moving home

- If you're moving into a property supplied by Yu Energy, please contact our customer service team to provide your details to set your account up as soon as possible.
- Leave the key/card for the next occupier to allow for topping up the meter(s) until new key/cards arrive where you don't have a Smart Meter
- If you've moved in, use the key and/or card left by the previous occupier initially. Contact our Customer Service Team as soon as possible to ensure you are paying the correct rates (there maybe debt being collected on the meter. We will then send you out a new key and/or card.

Credit check

- We'll perform a standard credit check before agreeing to supply you with gas and/or electricity to your property should we offer fixed term tariffs

When we can disconnect your energy

- We, or your network operator, can disconnect your meter for safety reasons, or where we believe you've broken the law. We'll have the ability to charge you what it costs us to disconnect your energy and reconnect it again.
- You can ask us to disconnect the energy temporarily, if you're having building work completed, or you can ask us to disconnect because you're having the property demolished. There may be a charge for this.