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# ENGIE Pay As You Go

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We have based your personal quote on information you've provided to us. If we become aware this is information is not accurate, we will change the prices and advise you of the correct prices in writing.

## Key facts for the ENGIE Pay As You Go Tariff

You confirm that you have the necessary authority to agree to this legally binding contract.

ENGIE's Domestic Electricity and Gas Supply Terms and Conditions apply to the Pay As You Go tariff, this is a variable tariff with a daily standing charge and includes VAT at 5%.

The tariff has no end date.

Your monthly costs will vary depending on your gas and electric usage.

You will receive all your communications via the post.

The key and card for your prepayment meters will arrive separately, so may not arrive on the same day. Should you lose your key or card in the future you may be charged for a new one.

A prepayment meter requires you to pay for your energy in advance. You can do this by buying credit for your meter using the prepayment key/card issued by ENGIE.

We may change the terms of your contract in certain circumstances but if the change is to your disadvantage we must give you at least 30 days prior notice of that change.

Your contract with us is continuous, which means it will only end when you switch supplier, if we choose to end it providing you with 28 days' notice, or if you agree a new contract with us.

If you request to move to an alternative payment method that requires a meter change, we may undertake a credit check and request a reasonable security deposit before we agree to change your meter and payment method.

You will receive a welcome pack within the next few days, please check this and ensure all the details are correct. You have 14 days from agreeing to your transfer to cancel the contract should you change your mind.

You will receive an annual statement detailing your usage and costs.

Should there be between £20 - £500 outstanding debt per prepayment meter, your current supplier may prevent or delay your switch. However, if you owe less than £500 per meter, you may be able to switch your outstanding balance to ENGIE if we agree to take on the debt and you let your current supplier know.

Any weekly payments that you've agreed with your current supplier to pay off your existing debt will not change after your switch.

You have 14 days to stop the transfer if you change your mind. We will contact your current supplier to request your supply and in approximately 3 weeks, ENGIE will become your supplier. If there are any problems with the transfer you will be notified.

Moving home and you don't want us to supply gas or electricity at your new property or it isn't already supplied by ENGIE you need to tell us and provide us with a forwarding address and a meter reading taken on the moving day. We will send you a final bill, if there's an outstanding balance on your meter, don't worry we can set up a payment plan, if you have a credit on the account we will reimburse it. We recommend you run the meter down to as near to zero as possible before you move.

For more information about Prepayment and the ENGIE Pay As You Go tariff, take a look at our downloadable PDF guide <https://home.engie.co.uk/help/guides/engie-prepayment-guide/>. You can also call 0800 280 8000 to request a printed version from our Customer Service Team.