
ENGIE CONTROL SEPT 21

If you're currently on a fixed term tariff that's due to end in the next 12 months, we've used (1) your current prices and (2) the prices you would most likely be transferred onto when your current tariff ends to (a) work out your personal projection with your current supplier and (b) provide you with the savings/additional cost message.

We have based your personal quote on information you've provided to us.

If we become aware this information is not accurate, we will change the prices and advise you of the correct prices in writing.

Key facts

To receive your free device you will need to be a dual fuel customer with us and to meet our eligibility criteria. During the expected life of the goods, your legal rights entitle you to the following from the date of receipt of the goods:

- for up to 30 days: if the goods are faulty, then you can get a refund;
- for up to six months: if the faulty item cannot be replaced or repaired, then you're entitled to a refund in most cases; and
- for up to six years: if the goods can be expected to last up to six years, you may be entitled to a repair or replacement, or if that doesn't work, some of your money back.

The Installation of the Nest Thermostat is guaranteed by us for one year from the date of Installation. This guarantee only applies to the Installation and doesn't apply to any other unrelated faults with your central heating system or appliances.

Your prices are fixed for the duration of the Contract which ends 30th September 2021

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

This tariff is not available for prepayment or nonstandard meter types.

Around 49 days before the end of the fixed duration, we will contact you with details of the ENGIE Rollover tariff, which you will be automatically moved to at the end of your fixed duration term, unless you choose a different tariff at this time.

An Exit Fee of £100 per fuel (Inclusive of VAT) applies should you leave us prior to the last 49 days of the contract inclusive of VAT.

As you are paying by fixed monthly direct debit, your payment amount will be based on your estimated energy usage for the next 12 months, your estimated annual usage is divided by 12 to provide your direct debit. Your direct debit will be reviewed on a regular basis at least twice a year and if your payment needs to change due to your gas and electric usage, we will give you at least 10 working days' notice. Under the direct debit scheme, you are covered under the Direct Debit Guarantee.

You will receive your bills every 3 months.

You will receive a £15.75 discount per fuel per year (inclusive of VAT) for taking paperless billing, to get this you will need to manage your account online.

You will receive a discount for having both your electricity and gas with us. If you fail to make a payment when it's due, we can make changes to your payment method and/or tariff, which may result in your prices increasing. If you agree to pay by direct debit, but fail to do so, we may change your payment method. If we do this you will stay on the same tariff, but your unit rates will increase, each inclusive of VAT. We will inform you if this change occurs.

If there are cheaper tariffs available you will be notified within the "Could you pay less" section on your bill.



Please provide meter reads to us once a quarter. We will notify you when these are needed. This allows us to make sure you always have the most up to date bills and if paying by Direct Debit your monthly payments are in line with your usage.

This tariff is not available for prepayment or nonstandard meter types.

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

If you do not pay us, we may seek to install a prepayment meter. If we install a prepayment meter, we will transfer you onto an appropriate prepayment tariff. You would then be required to pay for your energy in advance. Should we not be able to install a prepayment meter, including if you prevent us from doing so, we may seek to disconnect your supply.

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.

End of tariff: At the end of your contract, if you choose not to transfer onto another ENGIE tariff, we will automatically switch you to our cheapest ENGIE Rollover Tariff, which will be a fixed tariff for 12 months, similar in features to your chosen tariff today without an exit fee, so you are free to move tariffs at any time. You should always check out all our tariffs at this point. As part of the renewal process you will not automatically continue to receive the discounts or rewards, this will depend on the tariff you choose if you decide to renew with ENGIE

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 at least two days before you move.

If you do that, your contract will end on the date you move out of your property. The only exception is if you still own your property on that date, and no one else has taken over responsibility for it, you will remain responsible for the supply until someone moves in.

If you don't give us at least two days' notice, this contract will continue until:

Two working days after you tell us you have moved; or

Someone else gets gas or electricity at your property;

Whichever happens first.