

KEY CONTRACTUAL TERMS

We've put together this guide to help you get to know the main terms in your contract for the supply of electricity by us to you and the collection of Green Deal charges (where applicable).

To get an up-to-date copy of the full standard terms and conditions please refer to www.waspsenergy.co.uk/terms-and-conditions or call our Customer Services Team to request a copy on 0800 048 0514.

As well as our Standard terms and Conditions you will also receive "Tariff Specific Terms" relating to that product which will set out the additional key contractual terms for that product.

1. CHARGES FOR SUPPLY

The charges for your supply of electricity are set out in this letter/annual summary/bill (as applicable). They will differ depending on your location, your method of payment, and will be variable or fixed depending upon the terms and conditions of your contract/tariff.

You will be required to pay a daily standing charge which applies no matter how much energy you use.

We are permitted to 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.

If you pay by Direct Debit, your daily standing charge will be discounted so that over a year you'll receive a discount of £40 on your electricity charges. There is no additional discount after 12 months as it is already taken into account in the price you pay each day.

If you agree to pay your energy charges by Direct Debit but that arrangement fails to operate or you don't comply with your obligations relating to the payment method, for example, if you cancel your Direct Debit or your Direct Debit fails, we may transfer you to the non-Direct Debit version of your tariff (where your tariff has beneficial rates or charges) and will give you notice of any change to the terms of this agreement.

If your tariff does not have a non-Direct Debit version we will transfer you to the non-Direct Debit version of our standard tariff. In either of these cases your monthly payments may not be enough to pay for your usage and then there may be an outstanding balance due for payment immediately.

2. **DURATION OF THE CONTRACT**

Your contract(s) with us will continue until either:

- a) Your electricity contract is ended by us after a 28 day period of notice which may be given at any time, or
- b) You move house, provided you give us at least 2 working days' prior notice otherwise you may continue to be liable for the supply to the premises. You may be charged an early exit fee if you are on a fixed term contract, or
- c) You change supplier. You may be charged an early exit fee if you are on a fixed term contract.

You can change your energy supplier at any time but you may have to pay any outstanding balance for the energy you have used and/or any outstanding Green Deal charges (where applicable) before you can switch.

3. **EXIT FEES**

Some of our non standard products may have an early exit fee (if this applies to your product the fee will be set out in the Tariff Agreement). If you switch in response to a price increase or any other change to the terms of your contract that is to your disadvantage, or a notice of the end of the fixed term period of your contract, you would not have to pay an exit fee.

4. **SECURITY DEPOSITS**

We may need to ask you to pay a security deposit in certain circumstances before or during our supply of electricity.. We can include any Green Deal charges in our calculations of any security deposit we may ask you to pay. Supplemental terms and conditions will apply to any security deposit we ask for. These will be provided to you when we ask for the deposit.

GREEN DEAL CHARGES

Where there have been energy efficiency improvements to the property you live in under a Green Deal plan, then Green Deal charges are payable in addition to your electricity charges and appear as a separate item in this letter/annual statement/bill (as applicable) and in your Green Deal annual summary. The charges are collected by us on behalf of the Green Deal provider who carried out the improvements to your property. If you are the bill payer (or the owner if the property is empty) you are legally responsible for paying Green Deal charges for any improvements that have been made to the property under a Green Deal plan. You must pay your Green Deal charges in the same way as you pay for your electricity charges.