



Principal **terms.**

The following paragraphs explain the principal terms and conditions that relate to supplying your business with energy under a contract between you and us. A full set of your contract terms and conditions is included in your contract and can be found in your welcome book or by clicking business.utilita.co.uk/welcome

References in these paragraphs to conditions are references to the full set of terms and conditions. Please take the time to read these documents carefully.

Charges

Your charges are either shown on your Application when you signed your contract, or, if you are on our out of contract or Deemed Contract terms, your charges are set out in the tables at the bottom of this document.

- ✓ If you are in a fixed term contract and you meet the conditions of your supply contract, your charges (except pass-through costs) will not change during the fixed term period, unless the change is due to an act of law or regulation or variation in value added tax.
- ✓ We may have to change your charges if your actions stop us becoming your registered supplier, you fail to pay your bills on time, you move out of the premises before the end of the fixed period, your metering equipment is not compatible with your contract charges, your consumption is materially different to the estimated annual usage specified on your application, or we have to cut off your supply, you may have to pay our costs and losses.
- ✓ If you are in a variable term contract (out of contract or Deemed Contract), your prices may be changed from time to time and we will update the prices on our website.

Advance payment

We may ask you to make an Advance Payment if we are concerned about your ability to pay our bills or if the bills we send you are not paid when they are due (see condition 1.8).

An Advance Payment will be held on your account and used to offset against the first three months of your energy charges.

If you do not make an Advance Payment, when requested, within 7 working days then we may cancel your contract and a termination fee may apply.

Leaving the contract early

MOVING OUT

If you plan to stop trading or move premises, you must tell us as soon as possible and give us details of the new tenant or the landlord (see conditions 6.4). You must make sure that your payments to us are up to date.

You must provide us with 30 days' notice to cancel your supply contract. If you are in a fixed term contract, you may be required to pay your termination fee, unless you request that we continue your supply contract with your new premises. In this case, we may need to change your charges depending on your new requirements at your new premises.

We may ask for proof that you have left the premises. If you do not provide us with 30 days' notice and/or documentary proof that you have left when we ask you to, we may continue to charge you for the energy consumed at the premises until either your notice period expires or someone else tells us that they have become responsible for the energy supply.

MOVING IN

Where you move into premises that we supply without agreeing a contract with us our Deemed Contract rates will apply. Deemed Contract terms do not have a fixed end date or fixed energy rates and are usually higher than fixed term contracts. We will charge you our deemed rates for the electricity supply or gas supply (or both) at each deemed premises. We will change the deemed rates from time to time. The current rates (correct at the time of print) can be found in the tables at the end of this document.

ENDING FIXED TERM CONTRACTS

We will write to you at least 60 days before the end of your contract to explain your options. If you want to leave us, you will need to give us notice in writing at least 30 days before your contract end date (see condition 6.2).

If we do not receive written notice within the necessary timescale, you will not be able to end your contract until you have provided us with 30 days' written notice. We will charge you our Out-of-Contract rates for any energy you use after your original contract end date (if your termination notice expires after your contract end date).

ENDING OUT-OF-CONTRACT CONTRACTS

Where a fixed term contract has ended, or you have provided us with a termination notice, but the supply continues beyond the contract end date our, Out-of-Contract Contract rates will apply. Out-of-Contract terms do not have a fixed end date or fixed energy rates and are usually higher than fixed term contracts. If you wanted to leave your Out-of-Contract terms, you must provide 30 days' notice and you will not have to pay a termination fee. The current rates (correct at the time of print) can be found in the tables at the end of this document.

ENDING DEEMED CONTRACTS

If you have a Deemed Contract, you do not have to give us termination notice, but if you want to end this contract by changing supplier, the new supplier must still register your premises successfully. Alternatively, you may contact us to agree a fixed term contract. You must pay all charges due under your Deemed Contract until you have successfully transferred or agreed a fixed term contract.

PREVENTING YOUR SUPPLY FROM LEAVING

If you wish to switch your supply to a different energy supplier, we will facilitate this request unless we use our right to object to your transfer. We can object to your supply leaving if you are behind with your bill payments or you owe us any charges, if your fixed term contract has not ended, if you have not provided a termination notice, or your termination notice has not ended, if your transfer was initiated in error, or if you have related metering points and your new supplier has not applied to take them all for the same day for the same supply start date. If we do object to a transfer, we will tell you in writing.

TERMINATION NOTICES

You can download a termination notice business.utilita.co.uk/downloads

Once we have received a completed termination notice, we will confirm to you via email the date the notice will apply from. If you try to leave us before the end of your fixed period or during your notice period, we can prevent the transfer to a new supplier (see condition 6.6).

TERMINATION FEES

If you switch supplier or end your contract during a fixed term contract period, then you will have to pay a termination fee.

The termination fee will be 20% of your monthly price multiplied by the number of months remaining in your fixed term contract (starting from the date that your 30-day notice period expires). Your monthly price will be based on a twelfth of your estimated annual consumption multiplied by your energy rate plus any standing charge.

For example, the termination fee will be £480 if: Number of months remaining in fixed period = 8 and Cost per annum = £3,600.

Schedule of charges

The following charges apply to customers who (1) have not agreed a fixed term contract with us; or (2) who move into new premises and start to consume gas and/or electricity without agreeing a contract with us; (3) where a pricing agreement has expired or terminated and has not been renewed for any reason; or (4) where customers are supplied as a consequence of us receiving a direction from the Office of Gas and Electricity Markets (Ofgem) to act as the supplier of last resort.

All charges exclude VAT, which will be charged at the prevailing rate. The charges are subject to change or withdrawal at any time and your supply is subject to our Out of Contract terms found in our standard Terms & Conditions at business.utilita.co.uk/terms

Deemed and out of contract electricity and gas rates for Non-Half Hourly customers

The charges for Non-Half Hourly are based on banded pricing depending on the supply type or meter profile type as shown in the following table. All prices are excluding VAT which will be charged at the prevailing rates.

REGIONS	ELECTRICITY					ELECTRICITY							GAS	
	Unrestricted		2 Rate (Day and Night)			3 Rate (Day, Night and Evening/ Weekend)				2 Rate (Day and Evening/ Weekend)			Unrestricted	
	Standing Charge (p/day)	Unit Rate (p/kWh)	Standing Charge (p/day)	Day Rate (p/kWh)	Night Rate (p/kWh)	Standing Charge (p/day)	Day Rate (p/kWh)	Evening & Weekend Rate (p/kWh)	Night Rate (p/kWh)	Standing Charge (p/day)	Day Rate (p/kWh)	Evening & Weekend Rate (p/kWh)	Standing Charge (p/day)	Unit Rate (p/kWh)
East Midlands	33.238	44.566	33.238	45.160	41.150	33.238	45.160	43.057	41.150	33.238	45.160	43.057	18.487	15.514
Eastern	25.756	44.546	25.756	45.269	40.606	25.756	45.269	42.990	40.606	25.756	45.269	42.990	18.487	15.502
London	20.882	43.609	20.882	44.153	40.218	20.882	44.153	42.151	40.218	20.882	44.153	42.151	18.487	15.648
Manweb	29.436	46.686	29.436	47.714	41.725	29.436	47.714	45.696	41.725	29.436	47.714	45.696	18.487	15.710
Midlands	36.350	45.107	36.350	45.767	41.423	36.350	45.767	43.609	41.423	36.350	45.767	43.609	18.487	15.538
Northern	31.577	45.038	31.577	45.703	41.672	31.577	45.703	44.042	41.672	31.577	45.703	44.042	18.487	15.388
Norweb	29.198	44.920	29.198	45.584	41.045	29.198	45.584	43.612	41.045	29.198	45.584	43.612	18.487	15.522
Scottish Hydro	38.089	45.572	38.089	46.434	41.470	38.089	46.434	45.367	41.470	38.089	46.434	45.367	18.487	15.509
Scottish Power	30.564	45.006	30.564	45.714	41.666	30.564	45.714	44.393	41.666	30.564	45.714	44.393	18.487	15.509
Seeboard	26.935	44.938	26.935	45.671	40.984	26.935	45.671	43.321	40.984	26.935	45.671	43.321	18.487	15.526
Southern	30.564	44.922	30.564	45.618	41.012	30.564	45.618	43.187	41.012	30.564	45.618	43.187	18.487	15.698
Swalec	34.332	44.489	34.332	45.156	41.146	34.332	45.156	43.134	41.146	34.332	45.156	43.134	18.487	15.558
Sweb	45.913	45.380	45.913	46.183	41.423	45.913	46.183	43.744	41.423	45.913	46.183	43.744	18.487	15.734
Yorkshire	32.359	44.638	32.359	45.232	41.327	32.359	45.232	43.238	41.327	32.359	45.232	43.238	18.487	15.524

Half Hourly electricity deemed and out of contract rates (All regions)

The charges for Half Hourly are based on banded pricing depending on the supply type or meter profile type, as shown in the following table, and apply to all areas supplied by us. All prices are excluding VAT, which will be charged at the prevailing rate.

Electricity Supply/ Meter Type (00 Profile Class)	Standing Charge (£/day)	Day/Unit Rate (p/kWh)	Night Rate (p/kWh)	Other Costs
Unrestricted	£ 5.00 plus kVA	50.000p	-	Metering/DC/DA/ Reactive Power at cost, CCL at cost,
2 Rate (Day and Night)	£ 5.00 plus kVA	53.000p	43.000p	Excess kVA at cost

In addition, for Half Hourly supplies only, any costs incurred in respect of excess losses and special visits and other industry costs, levies and taxes will be passed through at cost.

Help centre
business.utilita.co.uk/help

Customer service
03330 156 662

8:00am - 6:00pm Mon - Fri

Lost supply
03452 068 999

8:00am - 10:00pm everyday



Electrical emergency
or power cut?

Call 105

(24 hours a day)

Need to know your Network Operator?

powercut105.com/findoperator



Smell gas or suspect
a gas leak?

Call 0800 111 999

(Immediately)