

Micro-Business Principal Terms relating to your Contract

By agreeing to this contract, you confirm that you have the necessary authority to enter into a legally binding agreement between ENGIE and the business you represent for all sites you are transferring.

Your contract with us will be continuous for the duration agreed, which means it will only end when you switch supplier following expiry of your contract, if we end it, or if you agree a new contract with us. If you agree a new contract with us, your existing contract will end when your new contract starts.

You confirm that you have the necessary authority to provide permission to ENGIE to perform a credit check on your business using a licensed credit agency. The credit check will be undertaken prior to acceptance of your contract. If we do have any issues or queries with the results of the credit check, we will contact you. Our standard payment terms are 14 days from the invoice date and are based on billed monthly amounts.

Gas Contract prices

The unit rates and standing charge are fixed for the duration of the contract, providing you comply with the terms of the contract. However, certain third party charges may be excluded from the contract prices as detailed on your contract documentation. All prices exclude VAT, Climate Change Levy (CCL) and Green Deal.

Electricity Contract prices

The unit rates and standing charge are fixed for the duration of the contract, providing you comply with the terms of the contract. Fully Fixed contract prices include all current third party industry charges. All prices exclude VAT, Climate Change Levy (CCL) and Green Deal.

Contract duration

The contract will take effect from signature and the provision of energy will commence once your supply is live with us and will end in accordance with the termination date as specified on the contract documentation.

Renewal notice

Around 60 days prior to your scheduled contract termination date, ENGIE will send renewal options to you. If you do nothing, we will not roll you automatically onto another fixed term contract but we will supply you on the basis of Default Rates and you can then switch supplier at any time. However, if you have an outstanding balance, we may object to the switch.

Please be aware that the Default Rates are normally higher than a fixed term contract and can be changed at any time with 30 days notice. For information on our current Default Rates visit our website: <http://business.engie.co.uk/customer-area/deemed-default-rates/>

Contract Termination

Your contract will automatically come to an end on the contract termination date. If you have not agreed a renewal contract with us or transferred to another supplier, we will supply you on the basis of Default Rates.

Advanced meter requirement

We may in the future need to change your meter to install an automated meter, which will send reads to us automatically- this is to comply with industry regulations. When we identify that your meter will need to be changed, we will write to you and let you know the next steps. Please note that if you do not permit us to change your meter we may cancel your current contract and switch to supplying you on the basis of our Default Rates.

Terms and Conditions

Terms and Conditions are available at the point of quotation and you will receive a copy with confirmation of your contract.

Deemed Rates Scheme

Under the Gas and Electricity Acts, all suppliers are required to have a Deemed Scheme in place, which provides the terms and conditions under which we supply customers who have not agreed a contract with us. In most cases this is where a customer has just moved in to premises that we currently supply. For information on our Deemed Schemes for both gas and electricity visit our website: <http://business.engie.co.uk/customer-area/deemed-default-rates/>

Microbusiness additional charges

ENGIE will always seek to charge reasonable amounts for the additional cost incurred due to any ancillary matters relating to your supply. Please see below examples of additional charges:

Meter de-energisation (power):	Charges dependent on meter type and size
Meter Disconnection (gas):	Charges dependent on meter type and size
Pre-disconnection visit:	£60
Warrant Application Fee and court attendance:	£70
Legal Team Litigation and Interest Claimed Fees:	Determined on a case-by-case basis
Cancelled warrant attendance:	£45
Locksmith visit:	£75

Half-hourly settlement and hardwired meter equipment

The following principal terms regarding half-hourly settlement and hardwired meter equipment only apply to electricity customers who have a meter profile class of 05-08:

Half-hourly settlement:

Where you have an advanced meter in place, we will switch you to half-hourly billing. Once you have switched to half-hourly metering, we will then bill you against your actual consumption and not the meter readings you provide - only your total consumption will be displayed on your meter.

Hardwired meter equipment:

If your meter can control when your devices such as heating or machinery are switched on, or you have a billing management unit, you need to let us know before your new contract start date, as you may lose this feature once we have changed you over to half-hourly settlement.

Please note that the above comments are provided as a limited guide only and you should carefully read the full Terms and Conditions and contents of your Supply Contract as it is a legally binding agreement.