

Principal Terms for non-domestic micro-business customers

The purpose of this document is to help you understand the terms of your energy supply contract with PFP Energy, which are set out in full in our Terms & Conditions and can be found at www.pfpenergy.co.uk/business. Please read through this information carefully.

Please Note: "The Principal Terms or non-domestic microbusiness customers" are to be read in conjunction with, and set a precedent over the Non-domestic Standard Terms and Conditions.

How much will I be charged?

We will charge you a daily standing charge, which will then be topped up according to the amount of energy you actually use (called a unit charge). The unit charge will be a price for each kilowatt hour (kWh) of energy that you use.

You can find the exact details of the unit and standing charge for the pricing arrangement you have chosen in your welcome pack.

What does "Contract Option" mean?

Whenever we say "Contract Option" we are referring to the fixed term pricing arrangement we agreed with you at the beginning of the contract. "Out of Contract Option" rates refer to the variable rates we charge customers who are not on our Contract Option rates.

Can my Contract Option rates change?

If you are on Contract Option rates we can only change your standing charge and unit charges in certain limited circumstances.

If you have signed-up to a 'Tracker' Contract Option, we will review twice a year and the unit charge may go up or down depending on the wholesale market.

Where you have a tariff with no standing charge, a minimum monthly usage will apply. The minimum monthly usage will be agreed on the verbal agreement or on signing if a paper contract applies. If the minimum monthly usage is not met, PFP Energy reserve the right to apply standing charges for the time period in which the minimum monthly usage is not met.

If you fail to comply with your mutually agreed direct debit arrangement with us, we shall reserve the right to remove the direct debit rates and instead you may be charged at a higher cost

Otherwise, the most likely circumstances in which your standing charge or unit charge may change will be if the information you have given us for the purposes of calculating your rates is incorrect or changes, or if the start of your supply by us is delayed for reasons beyond our reasonable control.

For full details on when we can change your rates, please read clause 6 of our Terms & Conditions.

How will my bill be calculated?

If we estimate that your monthly bill will be less than £5,000, we will normally place you on a direct debit, unless we agree otherwise.

If you are not on direct debit payment, you will be required to pay each month within 10 days of receiving a bill.

In either case the amount you are required to pay will be based on the your actual or estimated meter readings.

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What happens when my Contract Option period expires?

We will write to you around 60 days before the end of your Contract Option period and tell you the new pricing details that will apply when your Contract Option period automatically rolls-over at the end of the fixed term.

- If you wish to bring your contract with us to an end when your Contract Option period expires, just contact us at business@pfpenergy.co.uk and let us know whether you are planning to switch to another supplier or if you would just like us to stop supplying your site. You will need to give us 30 days' written notice whatever you decide to do.
- If we don't hear from you before your Contract Option period comes to an end, you will roll-over automatically onto a new Contract Option period. Details of the charges for this Contract Option period will be set out in the letter we send to you before your Contract Option period expires.

For full details on renewing or ending your contract, please read Clauses 8, 9 and 10 of our Terms & Conditions

Can I end the contract before my Contract Option period expires?

Your Contract Option period is fixed. This means that (unless you are leaving your site permanently) if you are on Contract Option rates you will not be allowed to end the agreement early and switch to a new supplier before your Contract Option period expires unless a termination fee is paid. The termination fee will be the bill value over a 6 month period minus CCL and VAT plus a £100 administration fee. You can, however, switch supplier when your Contract Option period comes to an end, provided you give us sufficient notice (See 'What happens when my Contract Option period expires?' above).

Even if you are leaving your site permanently, you will need to give us at least 30 days' notice of this.

Will I have to provide a security deposit?

In some cases we may ask you to provide a security deposit. If we ask you to pay a security deposit before we start your supply, we may decide not to begin the supply until the security deposit has been paid.

For our full terms and conditions you can get in touch via:

E: business@pfpenergy.co.uk

T: 01772 395770

W: www.pfpenergy.co.uk/business/document-centre

A: PFP Energy Business Customer Services,
Unit 2,
Edward VII Quay,
Navigation Way,
Preston,
PR2 2YF