

Smart tariff Supplementary Terms and Conditions

Domestic Customers Only

Applicable to:
Customers with a Smart tariff

Applicable from September 2020
(Version 1.0)

You can view whether you have a Smart tariff in the tariff section of your online account. This should either be depicted by your tariff name referencing (Smart tariff) or an S will appear in your tariff name e.g. Tariff name S47.

Definitions

Smart meter: is a digital meter that replaces analog meters, which are used in homes to record energy usage and help provide greater clarity of consumption.

Smets 2: this specification is currently the most advanced smart meter. A purpose built communication network is used with these meters and all suppliers will use it – making switching easier and keeping your smart meter 'smart'.

Cooling Off Period: the 14 calendar day period from your Contract Start Date. During the cooling off period, you have a legal right to change your mind.

1 General Conditions

- 1.1 These are the supplementary terms and conditions for our Smart tariff(s) and should be read in conjunction with PFP Energy's Domestic general terms and conditions.
- 1.2 By signing up to a PFP Energy Smart tariff, you must agree to:
 - 1.2.1 already have or agree to have smart meter(s) (Smets2) installed at the supplied property for all fuels that are applicable to your contracted supply with PFP Energy. If you subsequently refuse, additional charges may apply (see paragraph 2.1).
 - 1.2.2 where applicable, have smart meter(s) installed at the supplied property within 6 months of your contract start date, or at a time thereafter as instructed by PFP Energy.
- 1.3 Our Smart tariff(s) are only open to UK residents and you must be 18 years of age or over.
- 1.4 Customers may pay via credit, Direct Debit or Receipt of Bill, as well as Prepayment (Pay As You Go).
- 1.5 If you are a tenant, you must have your landlord's consent to have smart meter(s) installed prior to their installation.
- 1.6 Where you may not currently be eligible to have smart meter(s) fitted, you agree to have smart meter(s) fitted when you do become eligible and where you are still on supply with PFP Energy. For example, you may not currently be eligible to have smart meter(s) fitted due to geographic location or property type. Ineligibility, where this isn't caused through your misaction, will not affect your rights to continue to be supplied in-line with your Smart tariff.
- 1.7 PFP Energy works with a metering partner, SMS Plc, to install its customer's smart meters. You agree for SMS Plc to contact you, on behalf of PFP Energy, to book and carry out your smart meter(s) installation.
- 1.8 PFP Energy will collect daily meter reads from your Smart meter, if installed by us or if we inherit your meter from another supplier unless you specifically opt out. You would need to contact us to do so. If you opt out, we would take meter readings from you in-line with our supplier obligations which is currently monthly (supplier obligations may be subject to change).

2 Failure to comply with our terms and conditions

- 2.1 Where you do not have smart meter(s) already and where you are eligible or become eligible to have smart meter(s) fitted during your tariff contract, if you fail to comply with having a smart meter(s) installation in-line with the supplementary Smart tariff terms and conditions, PFP Energy reserve the right to add 16.48p/day to the applicable standing charge.

3 Your Rights of Cancellation During the Cooling Off Period

- 3.1 Your rights of cancellation remain as per those defined in our Domestic general terms and conditions. You may cancel the Contract at any time within the Cooling off Period (see definition above) by sending your request in writing either by e-mail at hello@pfpenergy.co.uk or by post: PFP Energy, Unit 2, Edward VII Quay, Navigation Way, Ashton-on-Ribble, Preston, PR2 2YF. To do this, you must provide details of the Address and any contract reference number or other supporting information to help us identify the Contract and process the cancellation quickly and efficiently.
- 3.2 Where we are the Registered Supplier at the Address at the Contract Start Date and you cancel the Contract in accordance with paragraph 3.1, if another energy supplier does not become the Registered Supplier at the Address by the end of the Cooling Off Period and you take a supply of Energy at the Address we reserve the right to operate a Deemed Contract between you and us (as per paragraph 6 of our Domestic general terms and conditions).

4 Moving home during the duration of your contract

- 4.1 If you move home during the duration of your tariff you may be able to transfer your tariff to your new home where you continue to be supplied by PFP Energy, and where you are able to continue to meet the terms as set out under this agreement.
- 4.2 You should let us know that you would like to transfer your tariff at the time of moving and contact us to confirm your new address details. We will seek, wherever possible, to continue to supply your new home in-line with your Smart tariff agreement. Where this may not be possible, we would look at the most suitable tariff applicable to you at that time.
- 4.3 If we agree to transfer your tariff to your new home, we will confirm the prices that are applicable to your region prior to doing so, which may differ to your current prices due to regional variants.
- 4.4 If you don't transfer your tariff to your new home this will end your Smart tariff agreement. In this case, you may incur an early exit fee of £30 per fuel.