

# npower Price Control Agreement

## for the Home Safe Fix March 2017 offer

These terms are in addition to and do not replace npower's standard terms for supplying electricity and gas to domestic customers ("Standard Terms"). Terms defined in the Standard Terms shall have the same meaning in these additional terms. If there is any conflict between these terms and the Standard Terms, these terms will prevail.

**Home Safe Fix March 2017** offers a price fix until 31st March 2017 along with a Gas Appliance Safety Inspection and a carbon monoxide alarm. Charges will be on a single standing charge and unit rate basis and will be based on our current prices for your area, meter type and the payment method that you opted for (and may change if you change area, meter type or payment method).

### Eligibility criteria

In order to take up and remain on our **Home Safe Fix March 2017** tariff you must:

- have us (npower) supply your gas and electricity as a dual fuel customer;
- pay for both your gas and electricity by the same payment method;
- be a domestic customer and the homeowner
- take your supply through a credit meter;
- pay on the tariff where our charges are wholly based on a standing charge and single rate metered standard domestic tariff (or two unit rate metered economy 7 tariff for electricity);
- have chosen and we must have agreed to supply you on our Home Safe Fix March 2017 offer for both gas and electricity; and
- have a Gas Appliance Safety Inspection carried out by npower on your gas boiler and gas appliances at your property on the arranged appointment date and take delivery of a Carbon Monoxide alarm included as part of the **Home Safe Fix March 2017 tariff**.

If at any time you do not meet any of these eligibility criteria or do not comply with the terms of the **Home Safe Fix March 2017** offer, we may end your agreement with npower (including your Price Control Agreement) and transfer you to a new agreement on our standard variable prices applicable to you. You will not be entitled to the Gas Appliance Safety Inspection or the carbon monoxide alarm, and we will ask that the carbon monoxide alarm is returned to us.

In order to take up and remain on our **Home Safe Fix March 2017** offer you must also pay your energy bills by monthly direct debit, quarterly variable direct debit or following the receipt of a bill. If you fail to comply with this condition relating to your payment method we may:

- transfer you to the non-Direct Debit version of the **Home Safe Fix March 2017** tariff if you agreed to pay by Direct Debit but that arrangement fails to operate;
- ask you to pay for your gas or electricity (or both) through a prepayment meter on our prepayment terms; and/or
- end your Price Control Agreement and transfer you to our standard variable prices applicable to you.

If your Price Control Agreement ends or we take any of the actions listed immediately above this may increase the charges you pay to us and we will give you notice of any such change. You may not be able to switch back to the **Home Safe Fix March 2017** offer at any point in the future.

You cannot be supplied on our **Home Safe Fix March 2017** offer if your supply is through a prepayment meter. Smart meter functionality is not currently available with **Home Safe Fix March 2017**.

If you are an existing npower customer transferring to **Home Safe Fix March 2017** you will lose any benefits of your previous npower tariff and may not be able to return to that tariff later.

### Price Control Period

These terms apply from the date when we agree we will supply you under our **Home Safe Fix March 2017** offer until 31st March 2017 or any earlier date on which you change your tariff or you do not meet the eligibility criteria and your Price Control Agreement ends. We call this the Price Control Period.

### Our charges

During the Price Control Period our prices for electricity and gas will be fixed at the current prices for your area, meter type and the payment method that you opted for at sign up (and may change if you change area, meter type or payment method), these being the prices (standing

charge and unit rate(s)) indicated in the **Home Safe Fix March 2017** offer on the opening date of the offer. The exception to this is if any charge or cost is imposed by or as a consequence of any action, order, decision or imposition by any governmental, statutory or licensing authority, and, when added to our charges at the time, this causes our prices to exceed the fixed price. If there is a change in the rate of VAT chargeable in respect of the energy we supply, this will cause our charges to change and may increase the charges you pay to us. If we provide you with incorrect prices in error we can choose not to go ahead with our agreement with you which means we may end it (including your Price Control Agreement) and we will offer you a new agreement with the correct prices.

### Our energy charges after the Price Control Period ends

At the end of the Price Control Period, or at the end of your Price Control Agreement if this is earlier, and you continue to take supply from us, we will place you on our cheapest standard variable tariff applicable to you, which may be more expensive than your current **Home Safe Fix March 2017** offer. We will notify you of your new standard variable prices and the associated estimated annual costs you will pay 42-49 days before the end of your Price Control Period. You will pay them from the end of that period, unless we present to you another offer and alternative terms (including prices and estimated annual costs) that we feel may be suitable, and you agree to sign up to those alternative terms.

### Changing your mind

You can cancel your Price Control Agreement (which includes the provision of the Gas Appliance Safety Inspection and carbon monoxide alarm) within 14 days from the date when we tell you that we have agreed to supply you under the **Home Safe Fix March 2017** offer. To cancel, simply write to us with your agreement number, saying you want to cancel your Price Control Agreement. Address this to: npower, PO Box 177, Houghton le Spring DH4 9AQ. Or, you can email us at customer.acquisitions@npower.com or phone us on 0800 316 3375 (free from most landlines) or 0330 100 8674 (included in most 'inclusive minutes' from mobiles). Following cancellation, you will no longer be eligible for the Gas Appliance Safety Inspection or carbon monoxide alarm under the **Home Safe Fix March 2017** offer. If your Price Control Agreement is cancelled in this way but you continue to take supply from us, we will continue to supply you on our standard variable prices applicable to you under our Standard Terms as if you had never been supplied on the **Home Safe Fix March 2017** offer.

In addition to the above cancellation right, you shall also be able to cancel the Price Control Agreement by letting us know that you have changed your mind about having:

- the Gas Appliance Safety Inspection at any time between the end of the 14 day period above and the date of your appointment; or
- the carbon monoxide alarm at any time between the end of the 14 day period above and 14 days from the date you receive it,

If you let us know that you have changed your mind about having either the Gas Appliance Safety Inspection or the carbon monoxide alarm your agreement with npower (including your Price Control Agreement) will end but supply of one or both of your fuels on the **Home Safe Fix March 2017** tariff may have already begun. We will refund any premium you have already paid in comparison with our standard variable prices applicable to you. If you continue to take supply from us, we will continue to supply you on our standard variable prices applicable to you under our Standard Terms unless you arrange to switch tariff or supplier.

If you have cancelled your Price Control Agreement or have told us that you do not wish to have the Gas Appliance Safety Inspection or the carbon monoxide alarm you will no longer be eligible for the Gas Appliance Safety Inspection or carbon monoxide alarm under the **Home Safe Fix March 2017** offer. As a result, any appointments made to carry out the Gas Appliance Safety Inspection will be cancelled and if you have already received the carbon monoxide alarm from us, you will be required to return the carbon monoxide alarm to us within 7 days of notifying us of your change of mind. Please contact us on [0800 197 4704 (free from most landlines) or 0330 100 0167 (included in most 'inclusive minutes' from mobiles), for a pre-addressed courier bag for return of the alarm. In the event that the carbon monoxide alarm is not returned to us or we find that the alarm has been damaged or used, we may recover the cost of the alarm from yourself. We advise that you retain any proof of postage for the return of the alarm

### Changing your tariff or supplier

You may end your Price Control Agreement or switch supplier without giving us any form of notice and we will not apply a termination fee. If you change your tariff during the Price Control Period for an alternative npower tariff you will no longer be eligible for the **Home Safe Fix March 2017** offer and will be supplied under the terms of your new tariff. You may not be able to switch back to the **Home Safe Fix March 2017** offer at any point in the future.

If you switch supplier as a result of the notice received during the 42-49 day window prior to the end of the Price Control Period, and we receive formal notice of a switch within 20 working days of the end of the Price Control Period, then until you leave you will pay the charges as per this Price Control Agreement. If you change tariff with us following that notice and prior to the end of the Price Control Period then you will pay the charges as per this Price Control Agreement until you move to your new tariff.

### **Moving home**

If you move home you may be able to transfer this Price Control Agreement to your new home if you continue to meet the eligibility criteria and:

- you let us know that you would like to transfer the Price Control Agreement to your new home when you tell us about your change of address; and
- we reach a mutual agreement to continue with the Price Control Agreement at your new home.

If we agree a transfer with you, the energy prices you will pay for your supplies for the rest of the Price Control Period will be the prices under the **Home Safe Fix March 2017** offer applicable to your new home. Those prices may be different from the prices in your present home, for example due to regional variations in our prices or different metering.

You will not be entitled to a second Gas Appliance Safety Inspection but the Carbon Monoxide alarm is portable.

If you don't transfer this Price Control Agreement to your new home it will end.

### **About the Gas Appliance Safety Inspection and carbon monoxide alarm**

By signing up to the **Home Safe Fix March 2017** tariff you agree to have a Gas Appliance Safety Inspection carried out by us at your property and to take delivery of a carbon monoxide alarm. Delivery of the carbon monoxide alarm could be before or after the Gas safety check.

We shall aim to carry out the Gas Appliance Safety Inspection and deliver the carbon monoxide alarm within 8 weeks of your second fuel supply start date, however, during periods of high demand or at certain times of the year, this may not be possible.

The Gas Appliance Safety Inspection includes the following:

- A check of your gas boiler and/or gas appliances situated at the property we (npower) supply gas and electricity to under this **Home Safe Fix March 2017** to ensure that it is/they are operating safely and efficiently;
- Advice on the condition of your gas boiler and/or gas appliance and making recommendations for any repairs or remedial work (where appropriate).

The Gas Appliance Safety Inspection does not include the following:

- The carrying out of any repairs or remedial work that we have recommended or identified should be or need to be carried out on your gas boiler and/or gas appliance or the provision of parts for your gas boiler and/or gas appliance. In the event that any repairs or remedial work or new parts are recommended or identified, we shall notify you and provide a quotation for such if requested by you.
- The carrying out of a gas boiler service
- The carrying out of a landlord's gas safety inspection
- The carrying out of a Gas Appliance Safety Inspection on any other gas boilers/gas appliances situated in other properties that you may own or occupy.

We cannot be responsible or liable for any repairs or remedial work that is not carried out by you where such work has been recommended or identified by us during the Gas safety check.

### **Gas Appliance Safety Inspection appointment**

Once you have signed up to **Home Safe Fix March 2017** you will then need to contact us within 5 days of receiving correspondence from us on booking your Gas Appliance Safety Inspection appointment to arrange a date and time for us to carry out the Gas safety check. Please contact us 0800 197 4704 (free from most landlines) or 0330 100 0167 (included in most 'inclusive minutes' from mobiles). . If we do not hear from you,

we will contact you subsequently to arrange your appointment. Lines are open Monday to Friday from 8am to 8pm, Saturday and Sunday 8am to 5pm. Appointments are weekdays Monday to Saturday either morning or afternoon. All appointment dates and times are subject to availability and subject to change. Time of appointment shall not be a condition of the contract.

If we are unable to arrange for the Gas Appliance Safety Inspection to be carried out on a specified date or time, then we shall contact you to agree an alternative date or time. We will not be liable for any costs or loss of income that you may incur as a result of any changes to your appointment.

Our engineer will require access to your property to carry out the Gas safety check. If they are unable to gain access to your property on the agreed date we will contact you to arrange another appointment. In the event that we have been unable to carry out a Gas Appliance Safety Inspection as a result of not hearing from you to arrange an appointment or as a result of continued failed attempts to gain access to your home, following arranged appointments we may (without any liability) end your agreement with npower (including your Price Control Agreement) and transfer you to a new agreement on our standard variable prices applicable to you.

If you are unable to be present at the property whilst we are carrying out the Gas safety check, please ensure that you have a representative aged 18 or over at the property.

### **Unsafe Situation**

In the event that the engineer considers your gas boiler, and/or gas appliance to be unsafe whilst carrying out the Gas Appliance Safety Inspection, they shall attach the appropriate warning label to your gas boiler, and/or gas appliance (as applicable) and shall take reasonable steps and any required by law to make your gas boiler and/or gas appliances safe. This may include disconnecting any gas supply to your gas boiler, and/or gas appliances and/or your property. In this instance We shall notify you of any action taken by the engineer, the relevant safety procedures and what you need to do to make it safe. We shall not be liable for any losses or costs whatsoever incurred or suffered as a result of our engineer's lawful actions carried out in accordance with this paragraph.

### **Delivery of the Carbon Monoxide Alarm**

The carbon monoxide alarm shall be delivered to you either by courier or standard Royal Mail post (or other similar service).

In the event that the carbon monoxide alarm is damaged upon delivery or is not to your reasonable satisfaction, we ask that you notify us within 7 days of delivery and return the unused alarm to us. Please contact us on [0800 197 4704 (free from most landlines) or 0330 100 0167 (included in most 'inclusive minutes' from mobiles). ] for a pre-addressed courier bag for return of the alarm.

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