

A handy guide to the tariff you've chosen

Our In Control March 2017 tariff

We've put together this handy guide to help you get to know your new tariff.

Key features and benefits of your tariff

- Your prices are fixed at the rates you sign up to until 31st March 2017 when you'll revert to our cheapest Standard variable tariff applicable to you.
- Average annual cost for electricity and gas is £1,175.* Annual cost for individual customers will vary and may be higher than our standard charges.
- You'll have supplied by us a Nest Learning Thermostat™ and our standard installation at no additional cost when both fuels are on supply with npower on a Direct Debit payment method; at this point you will be sent an email with how to arrange the install.
- You'll need to be a dual fuel customer and pay for both fuels by Direct Debit.
- As with all npower tariffs a standing charge applies.
- Unfortunately our In Control March 2017 tariff is not available to receipt of bill customers, prepayment customers or customers with non-standard metering.
- You'll need to manage your account online and receive bills and key communications via email.
- A £50 per fuel early exit fee may apply if you change your tariff or supplier before 10th February 2017.

Your Nest Learning Thermostat

- You'll need to be the homeowner to have the Nest Thermostat installed.
- To use the Nest Thermostat you'll need a fully working and compatible central heating system. Not all central heating systems are compatible with the Nest Thermostat e.g. customers with electric storage heating, electric under-floor heating or biomass boilers.
- Standard installation is included and comes with a two-year workmanship warranty. For details of what is and isn't included in your installation, please see your Terms and Conditions.
- If your property is not eligible for standard installation, you may incur additional charges should you decide to proceed with the installation.
- You'll need to have a Nest Thermostat installed and attached to your central heating system within 8 weeks of your second fuel supply start date.
- The installer will require clear access to your boiler, a Wi-Fi access code and a working Wi-Fi Internet connection.
- The Nest Thermostat comes with a two-year product warranty.
- In order to fully benefit from the features of the Nest Thermostat, you can sign up to an online account with Nest Labs Inc ("Nest").
- Nest's Terms and Conditions contain some important exclusions regarding the functionality and compatibility of the Nest Thermostat. Please ensure you read them carefully.

Further information about the energy tariff you have chosen, including the applicable Tariff Comparison Rate (TCR) for each fuel, can be found in the Tariff Information Leaflet (TIL) contained within your welcome letter.

Right to cancel

You have 14 days from the date you entered into the contract with us to cancel your contract for your energy supply if you change your mind. There are various ways you can contact us to do this and you can find information about how to cancel by searching for “cancel contract” in the frequently asked questions on npower.com. You will also find there a cancellation form that you can print and send us. You will also need to let us know if you change your mind about the thermostat after this 14 day period. Information on how to cancel will be included in your welcome letter.

You also have 30 days from date of installation of your thermostat to change your mind about the thermostat. You will need to let us know and Nest know and you can find information about how to do this on Nest.com.

If we can't install the Nest Thermostat or you let us know that you have changed your mind about having it before the 30 day period from the date of installation you will no longer be eligible for this tariff but supply of one or both of your fuels may have already begun. If you continue to take supply from us, we will continue to supply you on our standard variable prices unless you arrange to switch tariff or supplier. We will refund any excess charges you have already paid in comparison with our standard variable prices for your region and you will not incur an early exit fee.

Your Direct Debit Discount

- By paying for both electricity and gas by Direct Debit you will receive a continuous discount through a reduction in your daily standing charge, worth £90 over each year (£40 for electricity and £50 for gas).
- If you stop paying by Direct Debit, you'll move on to our Standard Receipt of Bill tariff. If this happens, we'll let you know.
- There is no additional discount after 12 months as it is already taken into account in the price you pay each day.

Delivery of your Nest Thermostat and the Nest Stand (if applicable)

- Delivery of the Nest Learning Thermostat and the Nest Stand (where applicable and if ordered more than 5 days in advance of your installation appointment) will be delivered on or around your installation appointment date, which may be up to 8 weeks from your second fuel supply start date. Delivery could be later if we agree otherwise with you.

Our In Control March 2017 tariff: Requires a residential contract with npower for electricity and gas on our In Control March 2017 tariff entered into on or after 12/01/15, paying by Monthly Direct Debit or Quarterly Variable Direct Debit and managing your account by email and online with paperless billing. Also requires the supply by npower and our standard installation of a Nest Thermostat at no additional cost. Prices will be fixed until 31/03/2017 (providing no 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, this causes our prices to exceed the fixed price) but may change for you if your payment method or meter type changes or you don't continue to meet the eligibility criteria of the tariff. 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. Offer subject to availability and may be withdrawn, suspended or amended at any time – full terms and conditions available at npower.com and within your welcome letter.

***How did we calculate this?:** The average annual cost is based on standard single rate meter customer with a typical annual average electricity consumption of 3,200kWh and gas consumption of 13,500kWh paying by Direct Debit. Costs are averaged across mainland UK. Includes the annual value of Direct Debit discounts and VAT at the reduced rate of 5%. Actual annual cost will vary according to the number of fuels taken, the applicability of discounts and by region, consumption and meter type and charges could be higher than our Standard charges. Correct as at 12/01/15.

Nest Learning Thermostat™: With our In Control March 2017 you are entitled to receive one Nest Thermostat which will be professionally installed at the supply address property. To be eligible for the Nest Thermostat, you must have a fully working and compatible central heating system, a working Wi-Fi connection and a Wi-Fi key code. To get the most out of the thermostat you require a computer, tablet or smartphone phone operating on Apple or Android system with internet access and an up to date web browser, a router with a power supply. The Nest Thermostat and standard installation will be available when both fuels are on supply with npower on a Direct Debit payment method at this point and you will be sent an email with how to arrange the install. Significant additional charges may apply if your property is not eligible for standard installation. If we cannot install the Nest system we will transfer you to the Standard variable Direct Debit tariff applicable to you and you will not be charged an early exit fee. Post installation you should contact Nest Laboratories with any questions or issues related to your Nest system.

Your Direct Debit Discount is subject to change.

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Key Contractual Terms

We've put together this guide to help you get to know the main terms in your contract for the supply of electricity or gas (or both) by us to you and the collection of Green Deal charges (where applicable). To get an up-to-date copy of the full standard terms and conditions please refer to npower.com/terms or call our Customer Services Team to request a copy on 0800 073 3000 (free from most landlines) or 0330 100 3000 (included in most 'inclusive minutes' from mobiles).

If you have signed up to one of our non standard products such as a fixed term contract you will also receive a "Tariff Guide" relating to that product which will set out the additional key contractual terms for that product.

Charges for supply

The charges for your supply of gas or electricity are set out in this letter/annual summary/bill (as applicable). They will differ depending on your location, your method of payment and whether or not you take your mains electricity or gas (or both) from us, and will be variable or fixed depending upon the terms and conditions of your contract/tariff.

You will be required to pay a daily standing charge which applies no matter how much energy you use.

We are permitted to change the terms of your contract in certain circumstances but if the change is to your disadvantage we must give you at least 30 days prior notice of that change.

If you agree to pay your energy charges by Direct Debit but that arrangement fails to operate or you don't comply with your obligations relating to the payment method, for example, if you cancel your Direct Debit or your Direct Debit fails, we may transfer you to the non-Direct Debit version of your tariff (where your tariff has beneficial rates or charges) and will give you notice of any change to the terms of this agreement. If your tariff does not have a non-Direct Debit version we will transfer you to the non-Direct Debit version of our standard tariff. In either of these cases your monthly payments may not be enough to pay for your usage and then there may be an outstanding balance due for payment immediately.

Credit Checking

We will search the files of credit-reference agencies, and (where relevant) gather information from fraud-prevention agencies and, using information we already hold about you, we will use this to help us assess your ability to pay our bills and to help us make decisions about the most appropriate payment methods, products and services we can offer you. As such your personal information will be shared with credit reference agencies (which may include your payment history and any payments you have failed to make) and may then be used by other organisations that access their files. Missing or late payments which have not been formally agreed may result in your credit score being affected and may therefore affect your ability to obtain credit from other lenders. If you fail to pay we may register a default against your credit file and if we enter into a formal payment arrangement with you that may also be registered against your credit file both of which may affect your ability to obtain credit from other lenders.

How we use your personal information

We will use the information you have provided or we have obtained from legitimate sources to do the following (this is not an exhaustive list): help us identify you, help us set up and manage your account (including supplying services to you), help prevent fraud and loss, carry out statistical analysis.

We may share information with agents acting on our behalf and with relevant industry organisations for agreed industry processes. If required we may share it with organisations like Ofgem or as part of a governmental data sharing initiative. We may record information about your health or any disabilities you may have (your sensitive data) to see if you are eligible to sign up to the priority services register or to see if there are any additional services we can offer, or we may share information with organisations like social services or medical agencies if you are in danger of being cut off and we believe you may need extra help.

We or our agents may send information outside of the European Economic Area (EEA) but your data will continue to be governed in line with your terms and conditions and the legal protection provided by our agreements and any relevant laws.

For the full details on the above please see the section on Using your personal information in your enclosed Terms and Conditions or at npower.com/terms (as applicable).

If you have a smart meter we will only use your consumption data at the level (monthly, daily or half hourly) and for the purposes you have consented to save where we are permitted to use your data for billing and regulatory purposes, or to resolve a query or a complaint or if we think your meter has been damaged or compromised in some way. You are required to provide certain information to us to ensure that people moving into a property after you do not gain access to your data. For the full details please see the section on Use of Smart energy data in the section on Smart Meters in your enclosed Terms and Conditions or at npower.com/terms (as applicable).

If you have signed up to a Green Deal plan we will use your information to carry out initial validation and verification checks and your information will be included in a central charge database which may be shared with other organisations who are entitled to have access to it for agreed industry processes. We will also use your information to collect your Green Deal charges. For the full details please see the section on Using your personal information in the section on Green Deal in your enclosed Terms and Conditions or at npower.com/terms (as applicable).

You have certain rights in relation to your data including asking to see the personal data we hold about you – for the full details please see the section on Your rights in the section on Using your personal information in your enclosed Terms and Conditions or at npower.com/terms (as applicable).

Green Deal charges

Where there have been energy efficiency improvements to the property you live in under a Green Deal plan, then Green Deal charges are payable in addition to your electricity charges and appear as a separate item in this letter/annual statement/bill (as applicable) and in your Green Deal annual summary. The charges are collected by us on behalf of the Green Deal provider who carried out the improvements to your property. If you are the bill payer (or the owner if the property is empty) you are legally responsible for paying Green Deal charges for any improvements that have been made to the property under a Green Deal plan. You must pay your Green Deal charges in the same way as you pay for your electricity charges. For the full details please see the section on Green Deal in npower.com/terms

Duration of the contract

Your contract(s) with us will continue until either:

- a) Your gas or electricity contract (or both) are ended by us after a 28 day period of notice which may be given at any time, or
- b) You move house provided you give us at least 2 working days' prior notice otherwise you may continue to be liable for the supply to the premises. You may be charged an early exit fee if you are on a fixed term contract, or
- c) You change supplier. You may be charged an early exit fee if you are on a fixed term contract.

You can change your energy supplier at any time but you may have to pay any outstanding balance for the energy you have used and/or any outstanding Green Deal charges (where applicable) before you can switch.

Exit fees

Some of our non standard products may have an early exit fee (if this applies to your product the fee will be set out in the associated Tariff Guide). If you switch in response to a price increase or any other change to the terms of your contract that is to your disadvantage, or a notice of the end of the fixed term period of your contract, you would not have to pay an exit fee.

Security Deposits

We may need to ask you to pay a security deposit in certain circumstances before or during our supply of electricity or gas (or both) to you. We can include any Green Deal charges in our calculations of any security deposit we may ask you to pay. Supplemental terms and conditions will apply to any security deposit we ask for. These will be provided to you when we ask for the deposit.