npower Price Control Agreement

for Price Fix March 2021

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.

Price Fix March 2021 offers a price fix until 31st March 2021. 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).

In order to take up and remain on our Price Fix March 2021 tariff you must:

- be an existing customer of ours paying our standard variable rates (for example on our Standard or Juice tariff or if you are on a deemed contract with us);
- have us (npower) supply your gas and/or electricity;
- be a domestic customer;
- 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); and
- have chosen and we must have agreed to supply you on our Price Fix March 2021 offer.

If at any time you do not meet any of these eligibility criteria or do not comply with the terms of the Price Fix March 2021 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.

In order to take up and remain on our Price Fix March 2021 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 Price Fix March 2021 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 Price Fix March 2021 offer at any point in the future.

You cannot be supplied on our Price Fix March 2021 offer if your supply is through a prepayment meter. Price Fix March 2021 is available to customers with a Smart meter but 'Smart functionality' is not currently supported.

If you are an existing npower customer transferring to Price Fix March 2021 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 Price Fix March 2021 offer until 31st March 2021 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 Price Fix March 2021 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 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 Price Fix March 2021 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 within 14 days from the date when we tell you that we have agreed to supply you under the Price Fix March 2021 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 mobiles and generally free from landlines) or 0330 100 8674 (costs no more than 01 or 02 numbers from landlines or mobiles and part of 'inclusive minutes' from mobiles). We may monitor and/or record calls for security, quality or training purposes. You may also use the cancellation form left with you if you signed in person. 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 Price Fix March 2021 offer.

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 Price Fix March 2021 offer and will be supplied under the terms of your new tariff. You may not be able to switch back to the Price Fix March 2021 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 prices you will pay for your supplies for the rest of the Price Control Period will be the prices under the Price Fix March 2021 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.

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

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