

# npower Price Control Agreement

for the Price Protector March 2017 offer

**npower**

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. The main terms are set out in bold.

Price Protector March 2017 offers a price fix until 31 March 2017. Charges 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 Protector March 2017 tariff you must:

- 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 single rate metered standard domestic tariff (or two rate metered economy 7 tariff for electricity); and
- have chosen and we must have agreed to supply you on our Price Protector **March 2017** offer.

If at any time you do not meet any of these eligibility criteria or do not comply with the terms of the Price Protector March 2017 offer, we may transfer you to our standard variable prices applicable to you, and you may not be able to switch back to the Price Protector March 2017 offer at any point in the future.

You cannot be supplied on our **Price Protector March 2017** offer if your supply is through a prepayment meter.

If you are an existing npower customer transferring to Price Protector 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 Price Protector March 2017 offer until 31 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 (and standing charge) indicated in the Price Protector March 2017 offer on the opening date of the offer. The only exceptions to this are i) 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, this causes our prices to exceed the fixed price; or ii) we provided incorrect prices to you in error when you signed up and need to correct your 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 Protector March 2017 offer, unless we have another offer that we feel may be suitable for you and have agreed alternative terms with you. We will notify you of your new prices 42-49 days before the end of your Price Control Period and will tell you about other product(s) that may be more suitable for you than the standard product mentioned above.

## Changing your mind

You can cancel your Price Protector March 2017 Agreement within 14 days from the date when we tell you that we have agreed to supply you under the Price Protector 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 9647, Oldbury B69 2PZ. Or, you can email us at [customer.acquisitions@npower.com](mailto: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). 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 Protector March 2017 offer.

## Changing your tariff or supplier

You may end your **Price Protector March 2017** 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 Protector March 2017 offer and will be supplied under the terms of your new tariff. You may not be able to switch back to the Price Protector March 2017 offer at any point in the future.**

## 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 agree with you 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 Protector 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.**

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

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