

npower Price Control Agreement for Powering Yorkshire Fix September 2020

Supplemental Terms and Conditions

These terms and conditions are in addition to and do not replace npower's standard terms for supplying electricity and gas to domestic customers ("Standard Terms"), a copy of which should have been provided to you and are also available from www.npower.com or by calling 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).

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.

Powering Yorkshire Fix September 2020 offers a price fix until 30th September 2020. 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 Powering Yorkshire Fix September 2020 tariff you must:

- take the supply at an address within the North East England or Yorkshire electricity distribution network areas (irrespective of whether you take gas and/or electricity);
- 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 Powering Yorkshire Fix September 2020 offer.

If at any time you do not meet any of these eligibility criteria or do not comply with the terms of the Powering Yorkshire Fix September 2020 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 Powering Yorkshire Fix September 2020 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 Powering Yorkshire Fix September 2020 tariff if you agreed to pay by Direct Debit but that arrangement fails to operate (which will result in you losing any direct debit discount);
- 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 Powering Yorkshire Fix September 2020 offer at any point in the future.

You cannot be supplied on our Powering Yorkshire Fix September 2020 offer if your supply is through a prepayment meter.

If you are an existing npower customer transferring to Powering Yorkshire Fix September 2020 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 Powering Yorkshire Fix September 2020 offer until 30th September 2020 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 Powering Yorkshire Fix September 2020 offer on the opening date of the offer. The exception to this is if any charge or cost is imposed or incurred by or as a consequence of any action, order, decision or imposition by any governmental, statutory or licensing authority, and, when added to or reflected in our charges or costs 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, a relevant fixed term default tariff (if we consider it appropriate to do so) or the relevant tariff required or permitted by law, any of which may be more expensive than your current Powering Yorkshire Fix September 2020 offer. We will notify you of your new prices and the associated estimated annual costs you will pay before the end of your Price Control Period as required by our regulatory obligations. You will pay them from the end of the relevant notice 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 Powering Yorkshire Fix September 2020 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 Powering Yorkshire Fix September 2020 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 Powering Yorkshire Fix September 2020 offer and will be supplied under the terms of your new tariff. You may not be able to switch back to the Powering Yorkshire Fix September 2020 offer at any point in the future.

If you switch supplier as a result of our notice to you prior to the end of the Price Control Period, and we receive formal notice of a switch within the relevant period then until you leave you will pay the charges as per this Price Control Agreement. We'll give you details of all relevant periods when we notify you at the time. 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 (including having us supply you at an address within an eligible distribution network area) 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 Powering Yorkshire Fix September 2020 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.

Prize Draw for customers taking both gas and electricity

If you're live on supply for both gas and electricity on our Powering Yorkshire Fix September 2020 offer at 23:59 on 30th November 2018, you will be automatically entered into a prize draw for the chance to win up to £1,000 in bill credits unless you let us know that you do not want to be entered. Your personal data will be used in the administration of the prize draw. If you do not wish to be entered please write to us at: Prize Draw, Marketing Department, npower, Princes Way, Solihull, B91 3ES. The following terms apply:

1. Unless you let us know that you do not want to be entered, you will be automatically entered into the prize draw if you're live on supply for both gas and electricity on our Powering Yorkshire Fix September 2020 offer at 23:59 on 30th November 2018. The prize draw is not open to employees of the Promoter, their families, agents or any third party directly associated with administration of the prize draw.

2. A winner will be chosen by random draw performed by a computer process on 1st December 2018 ("Draw Date").

3. Providing that they continue to be supplied by us for the relevant period, the winner will receive 12 monthly bill credits of £83.34 starting in December 2018. Credits will be applied to your gas and/or electricity account as determined by us. If you switch supplier for both gas and electricity you will not receive any credits that you have not already received before you switch away from us.

4. The winner will be notified by email, telephone or post (using the details we hold on your account) before 24th December 2018. If a winner does not respond to the Promoter within 14 calendar days of being notified by the Promoter, then the winner's prize will be forfeited and the Promoter will be entitled to select another winner in accordance with the process described above.

5. The prize for the winner is non-exchangeable, non-transferable and no cash alternative is offered.

6. The Promoter reserves the right to replace the prize with an alternative prize of equal or higher value if circumstances beyond the Promoter's control makes it necessary to do so.

7. The decision of the Promoter regarding any aspect of the prize draw is final and binding and no correspondence will be entered into about it.

8. The winner's name and county can be obtained by sending a stamped addressed envelope to: Prize Draw, Marketing Department, npower, Princes Way, Solihull, B91 3ES within 30 days after the date of the closing date of the prize draw. We are relying on 'legitimate interests' as the lawful grounds for use of the winner's personal data in this way (this is where we use your personal information for our normal business purposes where the benefits of doing so are not outweighed by your fundamental rights or freedoms). You have a right to object to this type of processing. See the section on "Your rights relating to the personal information we hold about you" then "Right to object" in our Privacy Policy referred to below.

9. Participants are deemed to have accepted and agreed to be bound by these terms and conditions upon signing up for our Powering Yorkshire Fix September 2020 offer. The Promoter reserves the right to refuse entry, or refuse to award the prize to anyone in breach of these terms and conditions.

10. The Promoter reserves the right to hold void, cancel, suspend, or amend the promotion where it becomes necessary to do so.

11. Personal data supplied during the course of this promotion will only be processed as set out in these terms and conditions and in the Promoter's Privacy policy which can be seen at: www.npower.com/about-npower/privacy-policy. The winner may be asked to participate in publicity relating to this promotion.

12. The prize draw will be governed by English law and entrants to the prize draw submit to the jurisdiction of the English courts.

13. The Promoter of this prize draw is Npower Limited of Windmill Hill Business Park, Whitehill Way, Swindon, SN5 6PB.