

Principal terms for non-contract (deemed) customers (April 2020)

Common questions on the 'Standard terms and conditions for small business customers' (April 2020) (the conditions)

This document aims to help you understand the conditions which apply to the supply of energy to your business if you have not agreed a contract with us. Please take the time to read the conditions carefully.

Some words or terms in this document are defined in Clause 22 'Interpretations and definitions' at the end of the conditions.

Please see Clause 3 which specifically deals with deemed customers.

As npower is now part of the E.ON group, we're getting ready to move your account to E.ON, and we've aligned the wording of our conditions of supply with E.ON's Standard Terms and Conditions.

In this document we've explained where differences apply before and after your account is moved to E.ON. Where we say 'we', 'us' or 'our' this also means E.ON after your account has moved to E.ON.

You can find our 'Standard terms and conditions for small business customers' at npower.com/business/conditionsofsupply or call us and ask us to send you a copy.

Will I need to pay a security deposit?

Depending on the results of your credit check, you may need to pay a deposit at the start of your contract. You may also have to pay a deposit at any time during your contract period if your financial circumstances worsen (see Clause 5).

How much will my energy cost me?

You will pay a unit charge for each kWh of energy you use, together with any other charges that apply to your supply (for example, a standing charge).

What are my payment terms?

Our normal payment terms are that you must pay for your energy, by the agreed payment method, within 14 days from the date of the bill (see Clause 12).

If you fail to keep to the agreed payment terms or method of payment, we may change the payment arrangements (see Clause 12.4.1).

What happens if I stop paying by Direct Debit?

If you have agreed to pay by Direct Debit and you fail to do so, you will have to pay an extra charge. Until your account is moved to E.ON, if you don't pay by Direct Debit you'll continue to see a 5% surcharge on your total bill amount before VAT and Climate Change Levy. After your account is moved to E.ON, where applicable, this will be built into your standing charge and unit rates instead, as described in the conditions (see Clause 12.3.2) and in the welcome pack you'll receive from E.ON.

Could I have to pay any other charges?

You may have to pay our costs and losses if, for example:

- you fail to pay your bills on time (see Clause 12); or
- we have to cut off your supply (see Clause 15).

Can I change supplier at any time?

Yes. The other conditions will continue to apply (where they do not conflict with Clause 3) until you switch to another supplier.

Does anything change after my account moves to E.ON?

If you haven't agreed a new contract, E.ON will continue to supply you on deemed prices under their Standard Terms and Conditions for SME customers.

How do you use my personal information?

Until your account is moved to E.ON, you can read our privacy policy at npower.com/business/privacy-policy, or you can call us and ask us to send you a copy.

After your account is moved to E.ON, you can read E.ON's privacy notice at eonenergy.com/privacy

How can I change my contact preferences?

Until your account is moved to E.ON, you can change them at any time by logging in to your online account at npower.com/business, calling us on **0800 912 7730**, or writing to us at npower Business, 2 Princes Way, Solihull B91 3ES.

After your account is moved to E.ON, you'll need to contact E.ON, as described in the welcome pack you'll receive from E.ON.

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Business

Unhappy with our service? We'd like to put things right.

We know that sometimes things can go wrong. If you have a complaint, we'll do everything we can to resolve it with you as quickly as possible.

Step 1

Please give us the chance to put things right by contacting our Customer Services Team. Our details are on your bill or call 0330 100 8100.

If you call us, of course we'll apologise straight away. We'll do what we can to resolve the problem there and then, but if our Customer Service advisers can't do that, or if you contact us by post or email and we can't answer your query, we'll pass the information over to our Complaints Team immediately (see step 2).

Step 2

Our Complaints Team will open a case, and give you a reference number usually within five working days. Your dedicated case handler will investigate your complaint in detail, and they'll work with you to resolve your problem as quickly as possible. We'll usually do this within 28 working days, but if it takes longer than this we'll tell you how long it's likely to take and keep you informed of our progress throughout.

If our Complaints Team can't agree a solution with you, they'll pass your complaint to our Complaints Manager (see step 3).

Step 3

Our Complaints Manager will review the actions we've taken and any letters, emails and phone calls between us. They'll also review the way we've handled your complaint if you tell us you're not happy. They'll usually do this within five working days.

If we've investigated everything and still can't agree a way forward, we'll send you our 'final position' letter (also called a 'deadlock' letter). If you're a microbusiness customer, you have the right to take your complaint to the Energy Ombudsman, and this letter will tell you how to contact them.

If we haven't been able to resolve your complaint within eight weeks we'll send you our 'eight week' letter. If you're a microbusiness customer, you have the right to take your complaint to the Energy Ombudsman, and this letter will tell you how to contact them.

Citizens Advice

Contact Citizens Advice if you need help with an energy problem – for example with your bills or meters, or if you're struggling to pay for the energy you use.

They're the official source of free and independent energy advice and support.

Go to citizensadvice.org.uk/energy or call their consumer service on **0808 223 1133** (calls are free).

Independent review

If you're a microbusiness customer and we've sent you our 'final position' letter or we haven't been able to resolve your complaint within eight weeks, you can take your complaint to Ombudsman Services: Energy - there to help resolve disputes between energy suppliers and their customers. It's free to use their services, and they're totally independent – so they don't take sides, and make their decision based only on the information available. If you agree with their decision, we have to act on what they say.

Microbusiness customers are defined by energy regulator Ofgem as businesses that use not more than 100,000kWh of electricity per year, or not more than 293,000kWh of gas, or have fewer than 10 employees (or their full-time equivalent) and an annual turnover or annual balance sheet total of €2 million or less).



Go online: ombudsman-services.org/energy
Phone: **0330 440 1624**

Phone calls: We may monitor and/or record calls for security, quality or training purposes. Call charges to numbers beginning with 0800 are set by your telecoms provider, calls may be free if you are calling from a business mobile or landline but this will depend on your contract. Calls to 03 numbers will cost you no more than 01 and 02 numbers from landlines or mobiles. If you get 'inclusive minutes' with your package, calls to a 03 number will be part of these. Please check with your operator for exact charges.

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