

Our tariff charter...

A commitment to all our residential customers



We always want you to feel happy you're getting the best from npower. That's why we've put together this tariff charter for residential customers, based on feedback from you and advice from **Which?**

Making things clear

When you choose a new tariff we'll let you know how much it costs and give you a tariff guide that includes all of the key features and benefits plus any rules or extra charges.



Giving you control

If you sign up to a tariff with a fixed end date, as part of your terms and conditions we'll let you know when it will end and which tariff you'll move to.



Changing our prices

If we increase our prices and you tell us that you're switching to another supplier, we'll freeze your prices until you've moved, as long as you meet the conditions and timescales set out in your terms of supply.



Changing your tariff

If you've chosen a tariff with a fixed end date, you can rest assured that we won't automatically move you to another tariff when it comes to an end, apart from the one stated in your terms and conditions.

