Standard terms for supplying electricity and gas to domestic customers

May 2018
The legal and contractual framework to supply and transport gas or electricity (as appropriate to the relevant code) which governs the processes, such as the balancing of the system, network planning, and the allocation of network capacity through which energy is transported.

non-standard product A product which has extra terms or conditions that don't apply along with these standard terms of supply (this may depend on the tariff that applies).

npower group company The current npower group includes the following companies:
- npower SE (company number 824118)
- npower commercial gas limited (company number 3768856)
- npower Direct Limited (company number 3782443)
- npower Limited (company number 3651277)
- npower Gas Limited (company number 2999919)
- npower Northern Limited (company number 3432300)
- npower Northern Supply Limited (company number 2845740)
- npower Yorkshire Limited (company number 3937808)
- npower Yorkshire Supply Limited (company number 4121121)
- PS Energy UK Limited (company number 9850656)
- the address of npower SE is Opferplatz L 4 12118 Essen, Germany.
- the address of the other companies in the npower group is Windmill Hill Business Park, Whitchurch, Swindon SN5 6FB.

Ofgem The Office of Gas and Electricity Markets – they regulate Britain’s gas and electricity industries.

prepayment device A device that is used to top up a prepayment meter with credit, which, for example, may be a card or a key.

smart energy display (SED) or in home display (IHD) An in-home energy usage monitor provided as part of the smart meter installation, for use only at the property, which wirelessly connects to your smart meter(s). It shows you how much energy you’re using in near real time as well as how much it costs (for more information about your SED go to npower.com/knowmore).

smart meter A meter (which may include an associated smart energy display, communications hub and ancillary equipment) that records the amount of energy you use and can send this information to us remotely (removing the need for a meter reader to visit, as well as receiving information sent from us to the meter).

Smart Meter Installation Code of Practice The code of practice of that name which governs the installation of smart meters for more information about this code see npower.com/smcip2.

SMS (short message service) A text messaging service which allows fixed line or mobile phone devices to exchange short text messages.

subcontractor A person or company who carries out work for us.

tariff The rate or rates for each unit (kilowatt-hour or kWh) of electricity or gas (or both) that you use under this agreement (including any daily standing charge) plus any other charges.

we, us, our npower, which is the company that supplies electricity or gas (or both) to your home – see ‘Who supplies your gas or electricity (or both)’.

working day Any day other than a Saturday, a Sunday, Christmas Day, Good Friday or a bank holiday.

You, your The person, or organisation taking the supply of gas or electricity (or both).

About these terms These terms cover separate agreements.

Payment arrangements The npower standard tariff agreement with us to supply gas or electricity.

Part B is a standard agreement between you and the local network operator who distributes electricity for us to supply to you.

These agreements only apply if your home or property is connected to the gas or electricity network and supplying electricity to you. If it is not, you must make separate arrangements with your local network operator for that connection.

About this agreement

1. Standard agreement with npower for supplying gas or electricity

a) These are the standard terms of our agreement with you. You may have agreed to extra non-standard product terms depending on the tariff which applies. We have designed these standard terms and prices for single, domestic premises with an individual meter. By entering into this agreement, you agree that you are a domestic customer. If you stop being a domestic customer and become a business customer instead, you agree to let us know within seven days of the change taking place. This will allow us to arrange for your supply to be transferred over to our standard business terms or to a new supplier.

b) This agreement is based on the information you have given to us, either directly or through an agent. If:
- we cannot check any important information about you or your meter or the information available is incorrect, we will provide you with a copy of any information you have provided is significantly inaccurate, false or misleading, we cannot supply a customer with your type of meter or metering arrangements, or
- your meter or metering arrangements or the smart data is not correct you have selected being monthly, daily or half-hourly – see our separate fair processing notice (notice referred to as “Using your personal information – our fair processing (privacy) notice” for more details of smart consent) are not suitable for the tariff or payment option you have chosen,
- we choose not to go ahead with our agreement with you which means we may terminate it and where possible we will offer you different terms to reflect your supply circumstances and/or offer you a different payment option.

we will write to contact you to offer you any such alternative. We may ask you to change your meter or metering arrangements before we can supply you if that is necessary to enable us to do so and we have no right to make those changes for you. You will need to pay for the meter and the installation costs for us to be able to supply you.

You, your If you have selected our standard tariff during the change of supplier process and we provide you with incorrect prices in error we can choose not to go ahead with our agreement with you which means we may terminate it and we will offer you the correct prices. If you receive such a notification from us then you will either be given the option to accept the revised terms and continue with your registration with us (if we spot the error in time) or where you have already arranged for your meter to be installed we will notify you of the correct prices and the terms of clause 6 will apply. Where you are already a customer and you select our standard tariff and we provide you with incorrect prices in error we will notify you of the correct prices and the terms of clause 6 will apply. In this clause references to “we” may (as applicable) also include any person acting on our behalf.

c) In the event of a technical failure or breakdown in the supply system, network planning, and the allocation of network capacity through which energy is transported.

You may receive a combined bill (which will show your gas and electricity charges separately).

2. When supplies your gas or electricity (or both) npower is our trading name and we supply gas or electricity (or both) to you. If you are unsure whether npower is your supplier or not, please contact us and we will tell you. Npower Yorkshire Supply Limited (company number 4397808) and npower Yorkshire Limited (company number 2999919) are npower’s two trading companies for supplying gas or electricity (or both) to you. The full name of the npower company that supplies you will be shown on the front of any agreement (if written form) or in the correspondence sent to you to confirm your agreement with us (for example, if you have entered into an online agreement). You may receive your gas or electricity bill (or both) from any npower group company. Each npower group company may ask for or collect payment from you for any other npower group company if we supply both your gas and electricity, we do so under separate agreements, as if each separate agreement you have signed, accepted on the phone or accepted online.

3. When this agreement starts

a) Each separate agreement for gas or electricity runs from the date that you:
- sign the agreement;
- accepted it on the phone; or
- sent in an online application (either direct or through an online agent).

b) If we are taking over from another supplier, we must complete the transfer as follows:
- within 21 days of the date you entered into an agreement with us (for example, if that is the 6th of the month then we must complete the transfer either on or before the 27th of that month); or
- where a cancellation period applies (see clause 4 for more details), which cannot be longer than 14 days, within 21 days of the earlier of:
- the date on which the cancellation period ends (so you must be transferred either on or before day 35 – for example, if that date is the 6th of August then we must complete the transfer either on or before the 20th of August), or
- the date we mutually agree that the transfer may proceed during the cancellation period (for example, if that is day 6 of the cancellation period then we may not complete the transfer either on or before day 27); or
- we have all the information we need from you to complete the transfer (for example, if the date is day 6 of the cancellation period then we may not complete the transfer either on or before day 27).

c) However, we do not have to complete your transfer within the period set out above.
- if you ask for the transfer to take place at a later date:
- you withdraw your request to transfer your supply by telling us that you no longer wish to change supplier;
- your old supplier has objected to the transfer;
- after taking all reasonable steps, we still do not have all the information we need to complete the transfer, and that information is not readily available from another source; or
- we have taken all reasonable steps to prevent from completing the transfer due to any other reason which is beyond our control.

d) We can refuse to supply premises under these standard terms if they are cut off by a public service.
d. If the transfer has been delayed for one of the reasons set out at (c) (i), (c) (ii) or (c) (iii) above, once that reason no longer applies we will update your credit as soon as we reasonably can, and at the latest within 30 days of the date which would have been applicable to the 30 working days of us telling you that we object to the change.

e. You may enter into a new agreement with us which includes a provision extending the delay beyond 30 working days

f. If you move to a house supplied by npower, you may not be able to transfer your energy supply to your new address or any associated benefits. You should check the details of your offer and any extra terms and conditions that apply. You can find details of the offer on npower.com/discharges or by calling customer services on 0800 073 3000 (generally free from most landlines and should be free from a mobile) or 0330 100 3000 (will cost you no more than 01 or 02 numbers and are generally free from a mobile) or 0330 100 3000 (will cost you no more than 01 or 02 numbers and are generally free from a mobile).

8. Meter readings

a. Unless you have a functioning smart meter that can provide us with your meter readings automatically, you must give us meter readings at least every six months for both your gas and electricity meter readings.

b. We will charge to recover any reasonable costs of providing meter readings if you do not do so or if we have to pay any reasonable costs of providing such readings.

c. If you take both gas and electricity from us, and you want to update your energy usage, you must give us both meter readings, even if only your gas or your electricity usage has been estimated. If we do not receive both meter readings, the fuel without an actual meter reading will be estimated when we next send you a bill. When we receive a new meter reading from you or a meter reader which shows that you have previously estimated meter readings we used to prepare your bills may have been over or underestimated, we may cancel and replace the relevant prices before and after the price change will be based on our revised reasonable estimate of the meter reading at the relevant time.

d. If you have a restricted metering arrangement and either of the following.

i. Our agents are unable to get an actual meter reading or provide an accurate as possible. We may ask you to provide from more frequent meter readings depending on your payment method.

b. When we produce your bill or statement, we will, if you agree, estimate the amount of gas or electricity (or both) used and charge you an amount of gas or electricity (whichever is appropriate) for the relevant time of year to prepare a more accurate estimated meter reading for the earlier bills. If any price change has not applied and we estimate your meter reading and the typical energy usage of gas and electricity (appropriate) for the relevant time of year to prepare a more accurate estimated meter reading for the earlier bills. If any price change has not applied and we estimate your meter reading and the typical energy usage of gas and electricity (appropriate) for the relevant time of year to prepare a more accurate estimated meter reading for the earlier bills.

c. If your home shares an unmetered supply of gas or electricity (or both) and we are unable to estimate the amount of gas or electricity (or both) used and charge you an appropriate price.

d. If, for any reason, your meter does not register any gas or electricity use and you agree to pay the amount that we reasonably estimate you have used.

9. Other charges we may make

a. We may charge you reasonable costs of collecting payments from you. These may include the following.

i. Costs we pay to recover money you owe us, which include costs of visiting your home (unless that work is for the visit is beyond your reasonable control).

ii. Administration costs involved in collecting your direct debit payment (including any phone calls made to you by us or our agents).

iii. Costs for completing our payment instruction and carrying out that instruction.

iv. Costs of tracing you if you have moved and not notified us of your new home address.

v. Green deal charges for energy efficiency measures or improvements that you, or a previous occupant of your property, have made in your home.

10. Costs to do with unaccepted payments

a. We may also charge to recover any reasonable costs we have to pay.

b. We may also charge to recover any reasonable costs we have to pay.

c. We may charge to recover any reasonable costs we have to pay.

d. We may charge to recover any reasonable costs we have to pay.

e. We may charge to recover any reasonable costs we have to pay.

f. We may charge to recover any reasonable costs we have to pay.

11. Costs to do with your meter (whether it is a credit meter or a direct debit meter)

a. We will charge to recover any reasonable costs of the following.

i. Moving your meter, unless you are of pensionable age, chronically sick or have an impairment, disability or long term medical condition (including but not limited to a visual, auditory or mobility impairment) or any other characteristic we identify as being relevant (see below ‘About your meter’).

ii. Repairing or replacing a damaged meter or meter seals, if the damage is our fault.

iii. Disconnecting or reconnecting the supply if you ask us to.

iv. Carrying out a meter accuracy test if you ask for this and we do not find a fault with the meter (which may include the costs of any visits to your home where we do not find a fault with the meter).

v. Getting a warrant to enter your home if you refuse to let us in, and reasonable costs related to entering your home to get your warrant to you.

vi. Dealing with something you do that breaks the terms of this agreement.

b. Changing your meter may ask us to in other circumstances than the ones set out in clause 11(a) above.

i. A meter moved for a reason other than one set out clause 11(a) above (which may include the costs of any visits to your home where you do not find a fault with the meter).

ii. Getting a warrant to enter your home if you refuse to let us in, and reasonable costs related to entering your home to get your warrant to you.

12. Costs to do with your prepayment meter

a. We may charge to recover the reasonable costs of the following.

i. Replacing a prepayment device and the reasonable costs of installing it.

ii. Visits to your premises by our agents if you have contacted us to tell us that you have run out of credit and you agree, to change your meters to standard meters (be that traditional credit meter or prepayment meters or Smart versions of the same), we will not charge you for changing your meters. However, should any re- wiring etc. be required, you may be charged.

iii. If you have a restricted metering arrangement and either of the following.

i. Your meter is not a standard meter or a prepayment meter

ii. You have a restricted metering arrangement

a. Once the meters are changed we will not charge you for your original restricted metering arrangement.

b. We are not to charge you for the reasonable costs of the following.

i. Replacing a prepayment device and the reasonable costs of installing it.

ii. Visits to your premises by our agents if you have contacted us to tell us that you have run out of credit and you agree, to change your meters to prepayment device or prepayment device (both) if we cannot find a fault, or if the fault cannot be fixed.

iii. Visits to your premises by our agents if you have contacted us to tell us that you have run out of credit and you agree, to change your meters to prepayment device or prepayment device (both) if we cannot find a fault, or if the fault cannot be fixed.

iv. Visits to your premises by our agents if you have contacted us to tell us that you have run out of credit and you agree, to change your meters to prepayment device or prepayment device (both) if we cannot find a fault, or if the fault cannot be fixed.
ii Fitting a prepayment meter to avoid cutting you off or as a fraud prevention measure (we may decide to charge you these charges depending on your circumstances).

iv Changing a prepayment meter to a credit meter or a credit meter to a prepayment meter where there is a non-residential property reservation in clause 11(b) applies.

b Our agents may use your cash if you have not taken reasonable care of the meter, and the reasonable costs of repairing or replacing the meter.

c In the event that we are unable to support your smart functionality we will charge you for replacing a smart prepayment meter where you are switching to us from another supplier.

Payment
13. When payment is due
a We will bill you weekly, bi-weekly or monthly and we will give you a reasonable amount of time to pay. You must pay the amount shown on your bill in full on or before that date unless we have agreed a different payment arrangement with you. Once a demand for payment has been made (i.e. you have been billed) if that bill remains unpaid for a period of at least 28 days, we have the right to cut off your gas or electricity (or both) and to install a prepayment meter or change the operating mode of your existing prepayment meter to prevent you from withdrawing the money you owe us and to reduce the debt that you owe us.

b We will accept payment other than by our specified payment methods and any cheques sent in payment of a demand may be returned to you and we may charge you the reasonable costs of repairing or replacing the meter.

c If you fail to pay your bill or we believe that you are at risk of failing to make the payments that are due to us, we will assess your ability to pay and where appropriate we may change the frequency at which you pay your bills. We will notify you before we make these changes.

Backbilling
d We may issue a bill we bill you but we will give you a reasonable amount of time to pay, we must pay the amount shown on your bill in full on or before that date unless we have agreed a different payment arrangement with you. Once a demand for payment has been made (i.e. you have been billed) if that bill remains unpaid for a period of at least 28 days, we have the right to cut off your gas or electricity (or both) and to install a prepayment meter or change the operating mode of your existing prepayment meter to prevent you from withdrawing the money you owe us and to reduce the debt that you owe us.

b We will accept payment other than by our specified payment methods and any cheques sent in payment of a demand may be returned to you and we may charge you the reasonable costs of repairing or replacing the meter.

c If you fail to pay your bill or we believe that you are at risk of failing to make the payments that are due to us, we will assess your ability to pay and where appropriate we may change the frequency at which you pay your bills. We will notify you before we make these changes.

About your meter
17. Damage to the meter (for a smart meter also includes the SED, communications hub and ancillary equipment)

a You must take reasonable care to make sure that the meter is not interfered with or damaged.

b If you inform us that you suspect that someone has interfered with your meter, you must tell us as soon as possible.

c Our meter readers must have easy access to read your meter. They may use any reasonable method of ensuring the meter is safe and the weatherproof position. If it is not, or is not easy to get to, you must provide a suitable position and allow us to move the meter so that we can comply with our reasonable costs for moving the meter unless the unsuitable position was your fault or you are of pensionable age, chronically sick or have an impairment, disability or long term medical condition (including but not limited to a visual, auditory or mobility impairment). It is a reasonable request for us to identify as being relevant.

18. Position of the meter

a You cannot pay your bill, you may offer you an instalment plan instead of fitting a prepayment meter. This plan will be open to you over a period of time and at a rate that should be affordable for you. It is a condition of your plan that you also agree a payment scheme to pay for your energy usage. You can pay the balance of your bill at any time before the instalment plan ends.
f  Once a smart meter has been installed and the smart functionality is available to use, your bills will be based on the readings we take from your smart meter. In some circumstances we may still have to estimate some of your smart meter has failed or the communications to the smart meter have failed. We will only need an agent to take meter readings if a failure occurs or if there is an issue with the installation and we still need an agent to visit from time to time to carry out an inspection of your smart meter in line with our legal and regulatory obligations (for details of the access required to your meter).

22. Who owns your meter and any related equipment?
a  If you have chosen to fit your own meter and any related metering equipment (which must meet certain standards and be in accordance with industry procedures otherwise it may be removed by us or our agent in which case you will be solely responsible for the meter, a service provider (such as a metering agent or the network operator) owns your meter and any related equipment supplied with it (such as a display unit supplied with a smart meter), even when it is installed at your property. If they transfer your meter to another service provider, you agree that both you and the new service provider continue to have the same rights and obligations as before.
b  Generally you will be responsible for all the pipes, wiring and equipment on your side of the property beyond the meter installed at your premises and we are not responsible for those nor for their safety. Exceptionally there may be equipment beyond the meter installed at your property. You are also responsible for the meter housing including any external meter boxes (including the doors and covers).

Ending this agreement

23. Moving home and your responsibility for the energy charges
a  You may end this agreement at any time. If you are moving home you must ensure you comply with (i) and (ii):
  i  You must give us at least two working days’ notice before you move home. You must also give us details of your new address and your final meter readings so that we can send you your final bill. If you have not given us this notice, your agreement with us will end on the date you move out of the property. If we receive further information that allows us to correct a mistake in your final bill, you will send us a corrected final bill as soon as possible after we receive the further information.
  ii  There is no charge for transferring to a new supplier, and we will do everything reasonably possible to help with the transfer. You are responsible to pay an exit fee if it applies to your particular non-standard product.

24. Right to end this agreement
a  Your agreement will end if and when:
  i  you have supplied gas or electricity (or both) to your home or property and you have used your meter to provide you with your gas or electricity bill, you may also give you the opportunity (where possible) to pay directly from any state benefits you receive.
  ii  you make a complaint and the issue has not been resolved to your satisfaction after we have taken all reasonable steps to prevent it from happening again.
  iii  you and your proposed new supplier agree that the transfer was a mistake; or
  iv  you have refused our offer of paying in instalments or through a prepayment meter; or
  v  if you have refused to accept a deemed business term, if you have agreed to do so by law or in an emergency, or as a result of other circumstances beyond our control.

25. Transferring to a new supplier
a  You may transfer to a new supplier at any time subject to the following:
  i  if you want to transfer to a new supplier, we can only provide you with details of a new supplier if:
    • you tell us that you have not entered into an agreement with another supplier and you want us to prevent the transfer;
    • you owe us money;
    • your proposed new supplier agrees that the transfer is not a mistake;
    • your proposed new supplier does not apply to transfer all the related electricity meters at the same time;
  ii  We will take all reasonable steps to send you your final bill within six weeks of the transfer to your new supplier so that, if we receive further information that allows us to correct a mistake in your final bill, you will send us a corrected final bill as soon as possible after we receive the further information.

26. Our right to end this agreement
a  We may end this agreement by giving you 28 days’ notice in writing. We may end this agreement immediately in the following circumstances:
  i  if you have failed to pay for your gas or electricity (or both) before the due date for your gas or electricity bill, we have taken all reasonable steps to prevent that happening again.
  ii  in the circumstances beyond our control.

27. Transferring your details and applicable debt to a new supplier
a  We may give your new supplier any relevant details to help with the transfer. If you owe us money, we may object to the transfer. Alternatively, we may agree with your new supplier to transfer the debt if it is below a pre-set size. You are responsible to our new supplier for them to collect. Provided you do not object, we will give them full details of the amount you owe and provide any information we are required to enable the transfer of the debt to proceed. If you do object to this information being provided we will not be able to continue with the transfer.

b  Ofgem can withdraw our licence in certain circumstances. To maintain our licence, Ofgem may give a ‘last resort supplier direction’ to another supplier to take over from us. If this happens, your agreement with us would end on the date the Ofgem direction took effect.

28. Cutting off your gas or electricity (or both)

a  We have the right to cut off your gas or electricity (or both) in certain situations only. We may do this in the following circumstances:
  i  if you have failed to pay for your gas or electricity (or both) and we have already taken all reasonable steps to enable you to pay, we may do this following:
    • if we apply for a warrant to fit a prepayment meter before we cut off your gas or electricity (or both);
    • if we have reasonable grounds to believe that you may not be paying for your gas or electricity (or both) if you have failed to pay, we may cut off your gas supply (as long as there is no other reason for cutting off your supply or the meter has failed or the communications to the smart meter have failed); or
    • if you pay, as set out in clause 16, ‘Asking for a deposit’.
  ii  You may have a credit check, and:
    • any business losses (for example, wasted expenses or loss of profit, income, opportunity, contract or goodwill);
  iii  You must pay us money, we may also give you the opportunity (where possible) to pay directly from any state benefits you receive.

29. Restricting or cutting off your supply in an emergency

a  We may restrict or cut off your supply if we have to do so by law or in an emergency, or as a result of other circumstances beyond our control.

b  If we supply you with gas, and the gas transporter who operates the network through which the gas is supplied, we also have the right to tell you to restrict or stop your use of gas we can do so by law in an emergency. You must then follow our instructions. Where applicable, if you receive such a request you may be entitled to a compensatory payment and if you are we will ensure it is paid to you as soon as reasonably possible.

29. Restricting or cutting off your supply in an emergency

a  We may restrict or cut off your supply if we have to do so by law or in an emergency, or as a result of other circumstances beyond our control.

b  If we supply you with gas, and the gas transporter who operates the network through which the gas is supplied, we also have the right to tell you to restrict or stop your use of gas we can do so by law in an emergency. You must then follow our instructions. Where applicable, if you receive such a request you may be entitled to a compensatory payment and if you are we will ensure it is paid to you as soon as reasonably possible.

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a  We may restrict or cut off your supply if we have to do so by law or in an emergency, or as a result of other circumstances beyond our control.

b  If we supply you with gas, and the gas transporter who operates the network through which the gas is supplied, we also have the right to tell you to restrict or stop your use of gas we can do so by law in an emergency. You must then follow our instructions. Where applicable, if you receive such a request you may be entitled to a compensatory payment and if you are we will ensure it is paid to you as soon as reasonably possible.

29. Restricting or cutting off your supply in an emergency

a  We may restrict or cut off your supply if we have to do so by law or in an emergency, or as a result of other circumstances beyond our control.

b  If we supply you with gas, and the gas transporter who operates the network through which the gas is supplied, we also have the right to tell you to restrict or stop your use of gas we can do so by law in an emergency. You must then follow our instructions. Where applicable, if you receive such a request you may be entitled to a compensatory payment and if you are we will ensure it is paid to you as soon as reasonably possible.

29. Restricting or cutting off your supply in an emergency

a  We may restrict or cut off your supply if we have to do so by law or in an emergency, or as a result of other circumstances beyond our control.

b  If we supply you with gas, and the gas transporter who operates the network through which the gas is supplied, we also have the right to tell you to restrict or stop your use of gas we can do so by law in an emergency. You must then follow our instructions. Where applicable, if you receive such a request you may be entitled to a compensatory payment and if you are we will ensure it is paid to you as soon as reasonably possible.

29. Restricting or cutting off your supply in an emergency

a  We may restrict or cut off your supply if we have to do so by law or in an emergency, or as a result of other circumstances beyond our control.

b  If we supply you with gas, and the gas transporter who operates the network through which the gas is supplied, we also have the right to tell you to restrict or stop your use of gas we can do so by law in an emergency. You must then follow our instructions. Where applicable, if you receive such a request you may be entitled to a compensatory payment and if you are we will ensure it is paid to you as soon as reasonably possible.
Alternatively, if you bought your energy online, you could set up your free to go through a process called the Ombudsman Services: Energy, PO Box 966, Houghton-le-Spring, DH4 9AQ or by calling customer services on 0800 073 3000 (generally free from most landlines and should be free from a mobile) or 0330 100 3600 (will cost you no more than 01 or 02 numbers and are included in most "inclusive minutes" from mobiles).

**Your supply**

**Energy**

1. The quality of your gas or electricity supplies (or both) and making sure they are continuous

   a. Local network operators: to transport the electricity or transport the gas that we supply to you (or both).
   
   b. You have a separate connection agreement with the electricity network operator, as described in part B below.

2. New connections

   If you need a new electricity or gas connection (or both) to your property, you will need to contact the relevant local electric gas-safety check or company or gas transporter (or both) for your area.

**Gas**

1. New connections

   If you need a new gas or electricity connection (or both) to your property, you will need to contact the relevant local electric gas-safety check or company or gas transporter (or both) for your area.

**Boiler**

2. Servicing, breakdown and repairs

   a. You should contact the manufacturer of your boiler or heating system directly if you need a repair or maintenanci.
If you want a copy of the NTC or have any questions about it, please write to:

Energy Networks Association, 6th Floor, Dean Bradley House, 52 Horseferry Road, London SW1P 2AF. Phone: 020 7706 5100, or see the website at connectionterms.co.uk

45. About the electricity supply

(a) The local network operator is responsible for the characteristics of your electricity supply. The electricity delivered to your home through the network will normally be at one of the voltages shown below. It will have the following frequency, number of phases and margins of variation associated with it.

(i) connection voltage and permitted variations: at 400/230, 460/230 and 230 volts, plus 10% or minus 6%

(ii) number of phases of supply: at 400/230 volts, three; at 460/230 volts and 230 volts, one

(iii) frequency of supply and permitted variations: at all voltage levels, 50 hertz, plus or minus 1%.

(b) If you need more explanation about these figures, please call your local electricity network operator who may be listed in your phone book under electricity distributors.

The Direct Debit Guarantee

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit, npower will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request npower to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit, by npower or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when npower asks you to.

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

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