

Principal Terms for non-domestic customers

The purpose of this document is to help you understand the terms of your energy supply contract with Affect Energy, which are set out in full in our Terms & Conditions and can be found at www.affectenergy.com/business/terms. Please read through this information carefully.

How much will I be charged?

We will charge you a daily standing charge, which will then be topped up according to the amount of energy you actually use (called a unit charge). The unit charge will be a price for each kilowatt hour (kWh) of energy that you use.

You can find the exact details of the unit and standing charge for the tariff you have chosen in your Welcome Pack or on your MyAffect account.

Can my fixed tariff change?

If you are on a fixed tariff, we can only change your standing charge and unit charges in certain limited circumstances.

This would most likely be if the information you have given us for the purposes of calculating your fixed tariff is incorrect or changes, or if the start of your supply by us is delayed for reasons beyond our reasonable control.

For full details on when we can change your tariff, please read Clause 9 of our Terms & Conditions.

How will my bill be calculated?

Our default payment method is to place you on a fixed direct debit. If you pay this way, your monthly payment will be calculated by estimating your energy use over the next year and then dividing it into 12 equal payments.

We will review your direct debit to ensure the amount you are paying is as accurate as possible. If our estimated direct debit taken is not accurate we will make any appropriate adjustments to your direct debit for the remaining direct debit period. In line with the Direct Debit Guarantee we will notify you of any changes in advance.

For full details on charges and how to pay, please read Clauses 6 and 7 of our Terms & Conditions.

What happens when my fixed tariff expires?

We will write to you around 60 days before the end of your fixed tariff period and give you an opportunity to renew your contract and agree a new fixed tariff.

- **If you wish to bring your contract with us to an end** when your fixed tariff period expires, just contact us at endmycontract@affectenergy.com and let us know whether you are planning to switch to another supplier or if you would just like us to stop supplying your site. You will need to give us 30 days' written notice whatever you decide to do.
- **If we don't hear from you** before your fixed tariff period comes to an end, we will move you to a variable tariff once your fixed period ends. Details of the variable tariff will be set out in the letter we send to you before your fixed tariff expires.



For full details on renewing or ending your contract, please read Clauses 10 and 11 of our Terms & Conditions

Can I end the contract before my fixed tariff expires?

Yes, provided you give us 30 days' notice by writing to us at endmycontract@affectenergy.com telling us what you want to do (e.g. you are switching suppliers or leaving your site).

However, we may charge you a termination fee if you decide to cancel early. For more information on termination fees please see Clause 11 of our Terms & Conditions.

How do I end the contract if I am on a variable tariff?

Just give us 30 days' notice by writing to us at endmycontract@affectenergy.com and let us know what you plan to do (e.g. you are switching suppliers or leaving your site).

You will not be charged a termination fee if you are on a variable tariff.

Will I have to provide a security deposit?

In some cases we may ask you to provide a security deposit. If we ask you to pay a security deposit before we start your supply, we may decide not to begin the supply until the security deposit has been paid.