

## **Supplementary Terms and Conditions for E.ON Reassurance Pack Central Heating Care (CHC)**

### **1. Definitions**

**'us', 'we', 'our'** - means E.ON Energy Solutions Ltd.

**'you', 'your'** - the person named as the customer.

**CHC Products** - means the Central Heating Care products you have taken out with us as shown on your schedule.

**CHC Terms and Conditions** – the Terms and Conditions associated with the CHC contract.

**CHC Contract** – The Central Heating Care contract between you and us which is made up of:

- These Supplementary Terms and Conditions
- CHC Terms and Conditions
- Your schedule

**Energy** – means your gas and electricity.

**E.ON Reassurance Pack** –The name of the product you are on. This includes your Energy and Central Heating Care.

**E.ON Reassurance Pack Central Heating Care (CHC)** - The CHC contract that is part of the E.ON Reassurance Pack

**E.ON Reassurance Pack Energy (Energy)** - The Energy contract for your gas and electricity that are part of the E.ON Reassurance Pack.

**Commencement Date** – The date on which your CHC contract starts.

**CHC End Date** – The date 24 months after the CHC Commencement Date except where you or we cancel your CHC product before the 24 month period.

**E.ON Reassurance Pack Central Heating Care Discount (CHC Discount)** – A discount of 10% off your CHC before the application of VAT for the first 24 months of your contract. This discount is only available for the premise for which the CHC is registered.

**E.ON Reassurance Pack Energy Discount (Energy Discount)** – A discount of 2% off your Energy against E.ON Fixed Price April 2014. This discount is only available for the Energy consumed at the premise for which the CHC is registered.

**Eligible CHC products** – Central Heating Care, Central Heating Care + Water, Central Heating Care + Electric, Central Heating Care + Water + Electric.

**Eligible Energy Plans** – Up to 1<sup>st</sup> April 2014 E.ON Reassurance Pack. Thereafter any EON plan for gas and electricity until the CHC End Date.

### **2. General**

These terms and conditions refer to the CHC Discount only and are supplementary to the general CHC Terms and Conditions where you can find details relevant to the product.

You will also receive additional terms and conditions for your Energy Contract. These will include details of your Energy Discount.

If you do not adhere to all your Energy and CHC Terms and Conditions related to the E.ON Reassurance Pack; we reserve the right to remove your discounts and transfer you to E.ON Fixed Price April 2014, new prices and terms and conditions will be sent to you.

### **3. CHC Discount Period**

The CHC Discount starts from the Commencement Date of the CHC Contract and continues for the duration of your 24 months.

The CHC Discount ends on your CHC End Date unless:

- you transfer one or both of your Energy supplies to another energy supplier before the CHC End Date in which case your CHC Discount will no longer apply.
- you switch, or we switch you to a non - eligible Energy Plan in which case your CHC discount ends and you may be switched to full price CHC for the rest of your CHC contract
- you switch to a non-eligible CHC product
- you terminate your CHC Contract in which case your CHC Discount ends on the date your CHC Contract terminates
- you move home
- you do not comply with the Terms and Conditions of your CHC or Energy Contract

You will no longer receive your Energy or CHC Discount and new prices and terms and conditions will be sent to you.

### **4. CHC Renewal**

Your CHC Renewal will be 24 months after the commencement date of your CHC Contract and we will renew you onto our standard CHC product. We will contact you prior to your renewal to inform you of this. Details of your CHC Renewal can be found in your CHC Terms and Conditions. The E.ON Reassurance Pack cannot be renewed; you will need to renew your Energy and CHC Cover separately.

### **5. Miscellaneous**

If you move home you must tell us as E.ON Reassurance Pack is not transferable from one home to another and so will cease to apply.