

## **E.ON General terms and conditions of supply for domestic properties**

### **1. About your contract**

#### **1.1 You and us**

##### **Your contract is between:**

- you, the person (or people) responsible for use of the **electricity and gas (we call that energy)** we supply to the domestic **property, and**
- us, E.ON Energy Solutions Limited.

If your **contract** names more than one person, you'll all be responsible – as individuals and together – for paying your bills.

#### **1.2 Your contract with us**

If you haven't agreed a contract with us yet, you are on what is known as a deemed contract. Your tariff will be our standard variable tariff E.ON EnergyPlan. You can find details of your prices at [eonenergy.com/ourstandardprices](http://eonenergy.com/ourstandardprices) or call 0345 052 0000. E.ON EnergyPlan doesn't have an end date and the prices can go up or down at any time. We'll tell you 30 days before we put the prices up.

If you've agreed a contract with us, details of your prices and tariff terms and conditions are in the "Your tariff" section of your latest confirmation letter.

These things make up your whole agreement with us.

#### **1.3 Confirmation letters**

A confirmation letter may be sent to you by letter or email (where you've agreed to us sending it that way) to:

- confirm the details of your **contract** or a new tariff you've chosen, or
- remind you that your fixed term tariff is due to end, or
- if you're on E.ON EnergyPlan, tell you about changes to your prices or other terms and conditions.

#### **1.4 Your meter**

##### **1.4.1 Non-smart meters**

Some meters record usage at different times of day separately, such as Economy 7 (E7) or Economy 10 (E10). If your meter does this, we may be able to offer you different tariffs with cheaper rates at times when other people are less likely to be using energy (off-peak). Rates for other times of day (on-peak) may be higher than the equivalent single rate tariff. If you don't use a lot of energy at night, you may be better off on a tariff with a single rate rather than an E7 or E10 tariff.

E7 provides at least 7 hours of energy at the cheaper rate and E10 provides at least 10 hours. Some people may still have complex meters which have more than one off-peak time, or record heating usage separately (these are no longer available).

We'll tell you what your off-peak hours are on your confirmation letters.

If your meter is exchanged, we might change your off-peak hours. We'll tell you about this.

#### 1.4.2 Smart meters

We may contact you at any time to offer you a smart meter.

If you have a smart meter we may be able to switch it to E7 or E10 mode. Not all smart meters are able to be switched but we may be able to exchange your meter for one that can be. We will charge you for this. If you previously had a complex meter we'll try to match your off-peak hours as closely as we can to what you had before. You'll still get at least 7 hours on E7 and at least ten hours on E10

If you have a tariff with cheaper off-peak rates, your bill or statement will show both the on-peak and off-peak usage and charges.

We will tell you on every bill or statement whether you could save by switching to a different tariff (see the "Could you pay less?" section).

To get a quote for a different tariff go to [eonenergy.com/services](http://eonenergy.com/services) or call 0345 052 0000.

### 1.5 Which laws apply to your contract?

For properties in England and Wales, the laws of England and Wales apply to this **contract**. For properties in Scotland, the laws of Scotland apply.

Nothing in this **contract** affects your legal rights.

If we decide to ignore one or more of the terms in this contract, the others still apply.

If a court decides that one or more of the terms in this **contract** isn't valid, the others still apply.

### 1.6 Transferring the contract

We might transfer this **contract** to another company. If we do, it won't affect your rights to end the **contract**. We'll share your personal data with the company, so they can carry on supplying your **energy**.

You can't transfer this contract to anyone else without our permission.

## 2. Joining us and leaving us

### 2.1 Becoming responsible for the energy at a property we supply

If you've just moved into the property or taken over responsibility for energy used at the property you'll be in a deemed contract. Get in touch with us as soon as you can. Then we'll be able to bill you accurately. We'll also be able to tell you about tariffs that might suit you better. Go to [eonenergy.com/services](http://eonenergy.com/services) or call 0345 052 0000.

If you move into a **property** where you have to pay in advance, you may not be able to get any **energy**. Call us on 0345 366 5976. You will have to pay in advance if you have a prepayment meter or a smart meter set to collect payment in advance.

If you're a landlord we'll charge you for any **energy** used and any other energy-related costs while the **property** is empty, unless we agree something else with you.

## 2.2 Switching to us

### 2.2.1 Changing your mind

When you switch to us from another supplier, you've got 14 days from when you agree the **contract** to change your mind – the cooling off period. Your **confirmation letter** will tell you when it ends.

If you do change your mind, tell us before the end of the cooling-off period using the contact details in the letter and we'll stop your switch.

### 2.2.2 Checking your credit rating

We'll check your credit rating to check you'll be able to pay your bills on time, unless you'll be paying in advance. We'll get information about you from credit reference agencies. We'll also look at our own records if you've been a customer in the last year. For more about this, go to [eonenergy.com/personaldata](http://eonenergy.com/personaldata) or call us on 0345 301 4905.

Depending on what the credit check says, or if you don't want us to do a credit check, we might ask you to:

- pay in a particular way, for instance by fixed monthly Direct Debit
- pay a security deposit
- pay in advance. To do this we might have to change your meter. You may lose any discounts you had and you might not be able to choose from our full range of tariffs.

If you don't keep to the conditions you've agreed to we may change you to monthly billing at any time.

If you want to change from **paying in advance** to another way of paying you must agree to a credit check.

### 2.2.3 Making your switch happen

It shouldn't take more than 21 days to switch you over to us, unless:

- you've agreed a later date with us, or
- your old supplier won't let you switch. This might be because you owe them money, or
- we've had trouble getting the information we need, even though we've done everything we reasonably can to contact you, or

- something's happened which we can't control.

### **2.3 Your **contract** with us**

When you agree a **contract** with us, it will include a tariff showing how much you'll pay and any special terms and conditions. We'll send a **confirmation letter** with all the details.

You can switch to another tariff (or supplier) whenever you like. But if your tariff has an end date, we might charge you a fee, known as an exit fee, if you switch more than six weeks before that date. Your **confirmation letter** will tell you about this.

For more about our tariffs, go to [eonenergy.com/services](http://eonenergy.com/services) or call 0345 052 0000.

### **2.4 How we'll contact you**

We won't send bills, annual summaries, details of price changes or renewal notices to you by email unless you've told us you want them that way.

We may also text or message you or use social media if you've given us those contact details. If you use the E.ON app we may send you notifications that way.

So you need to tell us straightaway if you change your email address, social media account or mobile phone number.

### **2.5 Managing your account online**

This includes everything you can do on the website, whether logged in or not.

If you give us your email address we may send you an email to let you know how to activate an online account, if you want one. By activating your online account you'll automatically be able to view your bills and statements online and complete other tasks. You can still choose to get bills and statements on paper unless you're on an online only tariff, although this may affect any discounts you get.

By using your online account you are authorising us to carry out all instructions you give us through that account.

You must keep your online password a secret. Let us know straight away if you think someone else is using your online account.

Sometimes, your online account or our online services may be unavailable for maintenance or problems we can't control. We'll do all we reasonably can to get things working as soon as possible.

### **2.6 When we can disconnect your energy**

If you pay in advance, your **supply** will turn off automatically if there's no credit on the meter.

If you owe us money, we can disconnect your **energy**. **But this is only** a last resort. If you have trouble paying we do everything reasonable to help. If we do end up having to disconnect your **energy**, we'll write first to tell you.

If you've got a **smart meter**, we can disconnect the **energy** without visiting your property. For any other kind of meter, you'd have to give us access to it. If you don't, we might have to get a warrant and we'll charge you for that.

We, or your **network operator**, can also disconnect your **energy** for safety reasons, or if we think you've broken the law. We'll charge you what it costs us to disconnect your **energy** and reconnect it again.

You can ask us to disconnect the **energy** temporarily, for instance while building work is going on. Or you can ask us to disconnect it because you don't need it anymore, for instance because you're having the **property** demolished.

## 2.7 Ending your contract

Your **contract** will end when:

- you switch to another supplier, or
- someone else becomes responsible for paying for energy at the property, or
- we disconnect your **energy** supply, or
- the energy regulator, Ofgem, orders another company to take over supplying your property. This is very rare and the new supplier would contact you.

We can change the **contract** with you if:

- you get a new meter fitted by your own agent or
- you start using the **property** as business premises.

In either of these cases, call us in advance and we'll explain what you need to do.

## 3. How we work out what you pay

### 3.1 Your energy charges

We work out your energy charges from:

- the daily standing charge that applies to your tariff times the number of days, plus
- the unit rate(s) that apply to your tariff times the amount of energy you use.

We then take off any discounts (see section 3.4), and add VAT.

Sometimes, you might also have to pay for:

- leaving your contract early. Your confirmation letter will tell you if you have to pay an exit fee
- replacing prepayment meter cards/keys or payment cards
- sending copies of documents like bills or statements

- charges for paying your bill late, getting back money you owe us or fitting a prepayment meter
- disconnecting or reconnecting your energy when you ask us to
- moving, inspecting, installing, reinstalling, testing (see section 7.4) or repairing a meter
- moving the meter to somewhere else in the property
- connecting to your local energy network
- getting into your property to access the meter or disconnect your supply

You pay extra charges if you have a Green Deal (see section 3.6). There can also be charges required by law or which our regulator says we have to collect from you.

To find out more about extra charges, go to [eonenergy.com/additionalcharges](http://eonenergy.com/additionalcharges) or call 0345 301 4905.

### **3.2 Working out how much energy you've used**

We work out your bill using a measure called kilowatt hours (kWh). We need readings from your meter to do this.

Electricity: your meter automatically uses kilowatt hours.

Gas: Your gas meter measures how much gas you use in cubic metres or cubic feet. How much energy you get from that gas depends on things like gas pressure and quality. So we have to convert the cubic metres or feet into kilowatt hours. How we work this out is covered in law.

If you have a smart meter we may be able to get readings without visiting your home. Otherwise we'll send round a meter reader from time to time. Or you can give us readings yourself at [eonenergy.com/meter-read](http://eonenergy.com/meter-read) or call 0345 052 0000.

#### **3.2.1 Smart meters**

Smart meters record what energy you use every 30 minutes and keep that information for up to 13 months.

Normally we'll look at your smart meter once a month to see what you've used each day. That's unless you've agreed that we can take a reading more often, or you only want us to take a single reading each month and not measure individual days.

We may also read your smart meter when:

- your prices change
- you move to another of our tariffs
- you move home
- you ask us to
- you switch to another supplier. In this case we might send them the reading if you've agreed to that.

### **3.3 Using estimated readings**

We'll have to estimate how much energy you've used if:

- we don't have a recent meter reading when we're due to send you a bill or statement
- the reading we have doesn't seem to be right
- your meter is faulty, or it's been damaged or tampered with.

We'll base our estimate on your previous readings. If we haven't got any readings, we'll base it on the average amount of energy someone in a property like yours uses.

If you don't agree with our estimate, you can give us meter readings at [eonenergy.com/meter-read](http://eonenergy.com/meter-read) or call 0345 052 0000.

### **3.4 Discounts**

You can see what discounts may be available by going online at [eonenergy.com/services](http://eonenergy.com/services) or call 0345 052 0000. Your confirmation letter will show what discounts you are getting at the moment.

### **3.5 Revised bills or statements**

We may send you a revised bill or statement if we find out:

- the meter readings we used weren't accurate
- your meter wasn't working properly
- we had the wrong information about your meter.

We won't ask for payment for any charges for supply of energy that could reasonably relate to more than 12 months ago, unless you've behaved unreasonably or prevented us from getting any information we need to bill you.

### **3.6 Green Deal**

Green Deal is a Government scheme that means a **property** can have **energy**-saving improvements fitted which are then paid for through the electricity bills for that **property**.

If your property has a **Green Deal**, you're responsible for paying the **Green Deal charges**. We'll collect these through your bills and pay them to your Green Deal provider. If you pay in advance, we'll collect the charges through your meter.

**Green Deal charges** aren't included in the prices we agree with you when you switch to us or switch to a different tariff. We'll write to you about those charges as soon as we know what they are.

### **3.7 FiT payments**

We're required to make Feed-in Tariff (FiT) payments under our supply licence. We can make FiT payments to you if:

- you've got a FiT installation which is accredited by Ofgem or the Micro Certification Scheme (MCS); and
- you get your electricity from us or from a non-mandatory FiT supplier when you apply for FiT payments.

We pay what's set out in the Feed-in Tariffs Order 2012, as amended, and our electricity supply licence. You can apply to be part of our FiT scheme at [eonenergy.com/aboutfit](http://eonenergy.com/aboutfit)

## **4. Paying us**

### **4.1 Paying in advance**

You can pay in advance through a smart meter or a prepayment meter. We may need to change your meter. You won't have to pay unless we need to move your current meter. We may ask you to pay in advance if we think you'll have trouble paying your bills.

If you pay in advance you might not be able to have all of our tariffs. If you're on a tariff that doesn't allow payment in advance we'll move you to E.ON EnergyPlan, our standard variable tariff.

If you pay in advance we can set your meter to get back any money you owe us and what it cost us to get it back. We'd tell you about this in writing.

After we've fitted your prepayment meter, we'll agree with you whether you will pay any amount owing from your old way of paying in one go or whether you want to agree a payment plan with us to pay it off through your prepayment meter. If you pay it off in one go you must pay it within 14 days.

After we've fitted your **smart meter**, we'll send you a final bill or statement for your old way of paying. You'll have 14 days to pay it, unless we've agreed a payment plan with you. If you still owe us money after 28 days, we'll collect it from your new **smart meter** in daily instalments. Before we take the first one, we'll write to tell you, and say how much we'll be collecting.

If you have a non-smart prepayment meter we'll send you a statement once a year.

### **4.2 Extra terms and conditions for smart meters**

Smart meters aren't suitable for some properties.

#### **4.2.1 Topping up at a shop – keep your voucher code safe**

If you top up at a Post Office or shop, you'll get a voucher code on your receipt. You'll need to give us this code so we can top up your meter. You can do this online or by using our automated telephone service. If you lose the code before giving it to us, we won't be able to top up your meter or give you another code. It will be as if you'd lost cash, so keep it safe.

#### **4.2.2 When we can't send messages to your meter**

If we lose our connection to your **smart meter** we might not be able to top it up. If that happens, phone us on 0345 366 5995. We may be able to email or text you a code to top it up yourself.



Sometimes we might not be able to give you a code because our systems are down. We'll do everything reasonable to get our systems working again quickly.

#### 4.2.3 Warnings if you're running out of credit

We can send text or email alerts to tell you when credit on your meter is low. Make sure we've got your current email or mobile details if you want these alerts. You can opt in or out of them whenever you like.

Sometimes the amount your meter says you owe is wrong. This might happen because the gas you get has more or less energy than we expected. If that happens we'll adjust your payments on your meter. You'll see details of these changes on your statement.

For more information about prepayment meters you can go to [eonenergy.com/prepaymentquestions](http://eonenergy.com/prepaymentquestions) or call 0345 303 3040.

For more information about paying in advance through a smart meter you can go to [eonenergy.com/payg-help](http://eonenergy.com/payg-help) or call us on 0345 366 5995.

### 4.3 Paying by fixed monthly Direct Debit

If you want to pay by fixed monthly Direct Debit, we'll agree a monthly amount with you and confirm it in writing. We'll also agree a date to take payments. We can change the amount if prices change or if you use more or less **energy** than we expected.

If we need to change what you pay we do that twice a year – on the anniversary of your contract or six months before or after. We'll tell you 10 working days before we change the amount or the date when we take your payment.

If your bank doesn't transfer the money on the date we've agreed, we'll try again. If your bank still won't pay us, or if you tell us you don't want to pay by fixed monthly Direct Debit any longer, we'll change the way you pay. We give you nine days' notice. Then we'll start sending you bills instead of statements. You'll have to pay these within 14 days. You may have to pay more for your standing charge. Your confirmation letter will tell you about this if it applies to you.

If the Direct Debit payment due date falls at a weekend or on a bank holiday we will take your payment on the next working day. We won't take payment early unless we've told you 10 days in advance.

We usually send you a statement every three months. If it's only every six months you can ask for quarterly statements. For that, call us on 0345 052 0000.

### 4.4 Other ways of paying

If you pay in any other way, for example by cheque, you'll get bills at least once a quarter. Payment is due within 14 days of us sending the bill, unless we agree a different plan with you.

You must pay the amount on your bill unless you have a genuine reason to think it's wrong. In that case, you need to get in touch with us straightaway.

#### 4.5 Changing how you pay

You can ask us to change the way you pay at any time. If we agree, we'll confirm the changes to your **contract and tell** you when they start. Your standing charge may change. Your confirmation letter will tell you about this if it applies to you.

If you want to change from **paying in advance** to another way of paying, you'll need to let us check your credit rating. For more about credit checking, see section 2.2.

#### 4.6 What we pay off first

We'll show **Green Deal charges** separately on your electricity bill or statement. Whenever you pay us, we'll split the money in proportion to what you owe for your **Green Deal charges** and any other charges you owe us.

For all other charges, we'll use what you pay us to pay off your **energy** charges, then your non-**energy** charges. We'll pay off the oldest charges first. If you've got more than one account with us, we'll decide which account to make the payment to, unless we've agreed a payment plan for a specific account.

#### 4.7 Credits on your account

If there's a credit on your account, give us an up-to-date meter reading, and we'll decide if you're due a refund. If you're not due a refund, we'll tell you why.

#### 4.8 If you're having trouble paying

Call us on 0345 052 0000. We might be able to agree a payment plan with you or arrange to fit a prepayment meter. We can also give you advice on how to cut your bills. If you don't call us, we'll charge you what it costs us to get back the money you owe us.

#### 4.9 If you don't pay us as we've agreed

If you don't pay us in the way and at the time we've agreed, we can:

- change how often we send you bills
- charge you what it costs us to get back the money you owe us
- ask you for a security deposit
- ask for payment out of any benefits you're getting
- move you to our standard variable tariff (E.ON EnergyPlan)
- ask you to pay for your **energy** in advance (see section 4.1)
- disconnect your **energy**. To find out more about this, go to section 9.

We tell credit reference agencies about how you manage your account. If you don't pay us as we agreed, it can affect your credit rating and make it harder for you to borrow money.

### 5. Moving out

If you're not responsible for the **property** anymore, you need to tell us. Otherwise we'll keep charging you until someone else takes over responsibility for the **energy**.

When you move, give us a final meter reading and your new address so we can send you a final bill or any credit we owe you. If you've got a **smart meter**, we can take a reading ourselves. We can also clear your data from the meter and the smart energy display. Make sure you leave the **smart energy display** behind.

We'll send you your final bill within six weeks of you moving out (or of us finding out you've moved). You'll need to pay it within 14 days of us sending it. We'll use your final reading. If you haven't given us one, we'll use the new occupant's reading or, if we don't have that, our own estimated reading (see section 3.3).

If you have a credit on any E.ON account when you move, we may use it to pay off a debt on any other account you have with us. This might be for a different fuel or property. We'll pay you anything that's left so make sure we have your new address.

If you move out of a **property** with **Green Deal charges** due, you'll have to pay those charges up to the date you move out, on top of anything else you owe.

## 6. Switching supplier

If you switch supplier, we'll do everything reasonable to make the switch happen within 21 days of the new supplier telling us.

If you have a **smart meter**, it might not work with your new supplier. Talk to us or your new supplier about this.

We'll do everything reasonable to get you a final bill or statement within six weeks of you switching.

We can stop you switching if you owe us money. If you pay in advance you can switch as long as you owe £500 or less per fuel. Both you and your new supplier would have to agree to move the debt over.

If you've been paying in advance through a smart meter we'll change your meter to credit mode (that means paying in arrears, not in advance). We'll clear the settings on your meter and **smart energy display** at about midnight on the day your switch happens.

Your new supplier will start collecting any **Green Deal charges** you owe on your new property.

If you have a credit on any E.ON account when you have switched, we may use it to pay off a debt on any other account you have with us (for example for a different fuel or property). Any remaining credit will be paid to you.

## **7. About the energy we supply to you**

### **7.1 Standards of service**

Energy is delivered to your meter by your local **network operator**. You can call them on 105. You'll find details about them on your bill or statement.

Things can happen that can't be controlled by them or by us. For instance, your electricity or gas might be of lower quality than usual.

You can find information about what you should expect and any compensation rules at [eonenergy.com/guaranteedstandards](http://eonenergy.com/guaranteedstandards) or call 0345 052 0000 if you'd like us to send you a copy.

### **7.2 Electricity national terms of connection**

We are acting on behalf of your electricity **network operator** to make an agreement with you. The agreement is that you and your electricity **network operator** both accept the National Terms of Connection (NTC) and agree to keep to its conditions. This will happen from the time that you enter into this **contract** and it affects your legal rights. The NTC is a legal agreement. It sets out rights and duties in relation to the connection at which your **network operator** delivers electricity to, or accepts electricity from, your **property**.

If you want to know who your network operator is, or want a copy of the NTC or have any questions about it, please write to: Energy Networks Association, 1<sup>st</sup> Floor, 4 More London Riverside, London SE1 2AU: phone 0207 706 5137 or see [connectionterms.co.uk](http://connectionterms.co.uk).

### **7.3 Emergencies**

If anyone living in your property has a serious medical condition or a disability, let us know. We'll tell your **network operator**, so they can try to make sure you can still use essential equipment if there is a loss of supply.

In a gas emergency, we or your **network operator** might ask you to turn down gas appliances or stop using gas altogether. You'll need to follow any instructions we give you.

Sometimes your gas might be turned off because not enough is available in the network. This is called a gas deficit emergency. It's rare, but if it happens you might qualify for compensation. It would be worked out in line with a document called the Uniform Network Code. We'll add the payment to your account as soon as the people who run the gas transmission grid tell us we should.

## 7.4 Meter faults and problems

If you think your meter is faulty, call us on 0345 052 0000 so we can test it. You pay for the test, but if the meter does turn out to be faulty, we'll refund you. Until we've fixed the fault, we'll estimate how much **energy** you've used.

## 7.5 Getting access to your meter

You must let us, anyone we authorise or your **network operators** to have access to your meter at any time. This will be in normal working hours unless it's an emergency or we've agreed a time with you. We'll also take as much care as we can while we're in your **property**.

We need to inspect your meter regularly to check it's safe and working properly.

If you don't let us have access to your meter, we can charge you our costs. That could include the cost of a warrant.

## 8 Complaints

If we haven't given you the kind of service you expect, you can:

- call us on 0345 052 0000 or Minicom 0800 056 6560 for textphone if you have trouble hearing
- email through our website: [eonenergy.com/contact](mailto:eonenergy.com/contact)
- write to us at Customer Service Centre, E.ON, P O Box 7750, Nottingham NG1 6WR.

Our customer care team can fix most things straightaway. If they can't, our resolution team will look after you until your complaint is resolved.

If you're not satisfied with how we respond, you can ask us to review your case.

If we haven't resolved your complaint after eight weeks, or if we've sent you a final resolution offer letter, also known as a deadlock letter, you can go to the Energy Ombudsman. It's a free and impartial service that sorts out disputes between **energy** companies and customers.

You can get in touch with the Ombudsman by:

- phone on 0330 4401624
- email at [osenquiries@os-energy.org](mailto:osenquiries@os-energy.org)

What they decide is legally binding for us, but not for you.

Citizens Advice provides information about your consumer rights. They can also give you free, independent, confidential and impartial advice at any point during a complaint. Visit [www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy) or call the Citizens Advice consumer helpline on 0345 404 0506. We put details of any changes to our complaints process on our bills, statements, and website.

## 9 Other responsibilities

## 9.1 Our responsibilities

We're not liable for:

- any harm to you, which we couldn't have expected when we agreed your **contract**
- any damage you suffer that's outside our control, whatever caused it

If the **network operator** causes you loss or damage, we'll only be responsible for what we're entitled to get back from them on your behalf.

The maximum we or the **network operator** can pay in any one year (January to December) for any incident, or related series of incidents is £1,000,000. That limit doesn't apply if someone has died or been injured, or if the law doesn't limit liability.

## 9.2 Your responsibilities

You're responsible for all the **energy** you or anyone else uses at the **property**, and for paying bills in line with this **contract** and for taking care of the meter.

You must take care of the meters at the **property**, including making sure they're protected from the weather. You're responsible for making sure there's a meter box or cover for the meter, or replacing them.

You must let us know straightaway if you think your meter is damaged or if you think it's been tampered with. If the damage is your fault or caused by your negligence, we'll charge you for repairing or replacing the meter. We can prosecute anyone responsible for damaging or tampering with metering equipment.

It's illegal and dangerous to interfere with our equipment, or the **network operator's**, for example to steal **energy**, or try to.

If you have a **smart meter**, you mustn't let anything stop it communicating with us.

## 10. Personal data

### 10.1 Processing your data

If you provide any personal data to us under this contract, E.ON Energy Solutions Limited will be the 'data controller'. Our Data Protection Office can be contacted at:

Newstead Court  
Little Oak Drive  
Annesley  
Nottinghamshire  
NG15 0DR

We will process your personal data in line with our privacy notice, which we will amend from time to time. You can find it at [eonenergy.com/privacy](https://eonenergy.com/privacy). Or you can call us and ask for a paper copy. Our privacy notice sets out:

- where we might get data about you from

- why we need it
- what we might do with the data (including who we might share it with)
- the circumstances in which your data might be transferred abroad and
- how long we keep it for.

## **10.2 Your rights**

You have a number of rights which relate to the access to and control of your data. These are also set out in our privacy notice

## **11. Terms and conditions for E.ON EnergyPlan Assist**

If there is anything in this section that is different to what we say in our general terms and conditions, what we say in this section will take priority.

### **11.1 About this tariff**

You can't have this tariff if you pay by prepayment or Smart Pay As You Go.

You can only have this tariff if you have received or are due to receive a Warm Home Discount in the current or previous Warm Home Discount scheme year.

Your prices are in your confirmation letter. If you haven't agreed a contract with us yet, you'll find them at [eonenergy.com/ourstandardprices](http://eonenergy.com/ourstandardprices). Or call us on 0345 052 0000. We can change the prices, or these terms and conditions, at any time, but they will never be more than the cap set by Ofgem for a vulnerable safeguard tariff.

This tariff doesn't have an end date. You'll stay on this tariff unless you stop being eligible or you switch to another of our tariffs, or another supplier.

You don't need to give us any notice, and we won't charge you an exit fee to leave.

When you stop being eligible we may switch you to E.ON EnergyPlan.

### **11.2 Putting up our prices or changing these terms in a way that makes you worse off**

If we put up our tariff prices for E.ON EnergyPlan or E.ON Energy Plan Assist, or change our terms and conditions in a way that is less favourable to you, we'll write to you at least 30 days before the changes take effect.

If you don't want to accept the changes, you can switch to another of our tariffs or another supplier and our price protection rules may apply.

#### *Our price protection rules*

You can switch to another of our tariffs up to 20 working days after the changes are due to start and we'll keep you on your old prices and terms and conditions until your switch is complete.

If you decide to switch to another supplier, they'll let us know. If they tell us no more than 20 working days after the changes are due to start and your switch is then completed within six weeks, we'll keep you on your old prices and terms and conditions until your switch is complete.

However, if you owe us money we may stop you from switching supplier – we'll write and let you know. If you pay the money you owe us no more than 30 working days after we've let you know about it, you'll be able to carry on with your switch. We'll keep you on your old prices and terms and conditions providing your switch is completed within six weeks.

## Definitions

Wherever we've put these words in bold, this is what we mean.

### **Confirmation letter**

Information we send you by letter or email (where you've agreed to us sending it that way) to:

- confirm the details of your **contract**, your **deemed contract** or a new tariff you've chosen, or
- remind you your fixed term tariff is due to end, or
- tell you about changes to your prices or other terms and conditions if you're on E.ON EnergyPlan.

### **Contract**

The agreement between you and us to supply **energy** to a **property**.

### **Deemed contract**

The terms and conditions that apply where you use **energy** at a **property**, but we haven't agreed a **contract** yet, or your **contract** has been ended.

### **End date**



The date your tariff is due to end (you'll find it in your **confirmation letter**). If you are on our E.ON EnergyPlan tariff your tariff doesn't have an **end date**.

### **Energy**

Electricity or natural gas, or both.

### **Exit fee**

What you have to pay if you switch to another supplier before your **end date**.

### **Green Deal**

A Government scheme that means a **property** can have energy-saving improvements fitted which are then paid for through the electricity bills for that **property**.

### **Green Deal charges**

The payments we'll collect if you have a **Green Deal**. (We pay them to your **Green Deal** provider on your behalf).

**Smart In-home Energy Display** A worktop display unit that comes with a **smart meter**. It shows how much **energy** you've used and cost estimates.

### **Network operator**

A company that manages part of the systems that carry **energy** to your **property**.

### **Prepayment**

A payment method where you pay for your **energy** in advance through a **prepayment meter** (not a **smart meter**).

### **Prepayment meter**

A meter that takes payments for **energy** in advance using a key or card.

### **Property**

A home or premises we supply **energy** to.

### **Smart meter**

A meter we can read, communicate with and control without coming to the **property**. This can operate in either normal credit mode or **Smart Pay As You Go** mode to allow you to pay in advance.

### **Smart Pay As You Go**

A payment method where you use a **smart meter** to pay in advance.

### **Welcome letter**

The letter we send you to confirm you've switched to **Smart Pay As You Go**.