



# principal terms



# Principal Terms

## OUR TERMS

This following document outlines D-ENERGi's Principal Terms relating to supply of electricity and/or gas to your business premises. Our full set of terms and conditions can be found at anytime by visiting our [www.d-energi.com/customer-zone](http://www.d-energi.com/customer-zone) and select 'view terms'.

Please note that the below elements are provided as a limited guide only, please take the time to read the full Terms and Conditions supplied along with your Supply Agreement as this is a legally binding agreement.

### **How Long Will Your Agreement with D-ENERGi Last?**

Your agreement has a term period of supply specified on your Order Confirmation Form / Agreement. We call this the 'fixed term' and you will not be able to change supplier during this period. We will offer you a renewal 60 days prior to your contact end date. At the end of the agreement your supply will automatically go onto our 'Standard Variable Tariff' if you are 'Microbusiness Customer'. D-ENERGi will continue to supply you until you either agree to a new agreement with D-ENERGi or your supply is taken over from an alternative supplier.

### **Changing Premises**

If you no longer own or occupy a property supplied under your contract, your contract will end in respect of that property when we enter into a contract to supply energy to the new owner or occupier. We ask that you tell us at least 30 days in advance of any such change, providing details of who will become responsible for the property, to ensure a smooth transition.

### **Commission Payment**

If you are placing the contract through a Third Party Intermediary (TPI). A TPI will be offered commission from us the supplier. The commission we pay to a TPI will be detailed in your Confirmation Form / Agreement.

### **Will You Have To Pay a Security Deposit?**

We may carry out business and personal checks (as applicable) with credit reference agencies before and during the term of your contract. If we have concerns about your credit score or your ability to pay your charges, or if you run out of credit, we may require you to (a) agree a new payment plan, (b) pay an advance payment of money or provide a guarantee as security for the payment of your charges, (c) maintain a minimum credit balance with us; and/or (d) change your payment method.

We will contact you to discuss such arrangements if they apply to you. If you do not comply with any such request, we may end your contract and/or disconnect your supply of energy.

### **Contract Prices: Gas / Electric**

The unit rate and/or standing charge include all current third-party industry charges. All prices exclude VAT, Climate Change Levy, Transportation Charges, Green Gas Levy and any 'Government Levy'.

### **Agreed Consumption & Volume Tolerances**

Additional charges may be applied if 85% of the agreed consumption is not supplied.

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## Are You a Microbusiness?

Our regulator, Ofgem, introduced enforceable standards of conduct rules to treat 'Microbusiness customers' fairly. Please ensure you have completed your 'Microbusiness Status' correctly on your Order Form / Agreement.

### Definition of a Microbusiness

A Microbusiness must meet one of the following criteria:

- Has fewer than 10 full-time equivalent employees and an annual turnover or annual balance sheet total of less than €2 million a year
- OR Uses less than 293,000 kWh of gas per annum
- OR Uses less than 100,000 kWh of electricity per annum

Further information can be found at in our full set of terms and also at [www.d-energi.com/customer-zone](http://www.d-energi.com/customer-zone) select 'view our Microbusiness guide'.

## Renewal Notice

Around 60 days prior to your contract end date, D-ENERGi will send your renewal options. Where you do nothing, we will continue to supply you on the 'Standard Variable Tariff' if you are a microbusiness customer.

If you have an outstanding balance, we may object to the switch.

Please be aware that the 'Standard Variable Tariff' is higher than a fixed term contract and has variable pricing so can change at any time with 28 days' notice. For information on our tariff rates visit our CMA pricing on our homepage at [www.d-energi.com](http://www.d-energi.com)

## Payment Terms & Providing Meter Reads

Your payment terms are documented within your contract, and you are billed fixed by monthly invoices. However this amount can vary based on your consumption. We recommend where you don't have a Smart Meter or an Automated Meter Reading that you provide monthly reads until your installation date.

## 100% British Wind Electricity from D-ENERGi Trading

All electricity supplied by us will be from 100% British wind sources. This will be always backed by Renewable Energy Guarantees of Origin certificates (REGOs). These confirm your electricity is sourced from 100% British wind generation and allows you to report zero carbon emissions on your electricity usage and support your CSR agenda.

## Contact Details

Please ensure all your customer contact information is always correct and up to date. Particularly your email address. We will be sending your key documents all by email e.g. Invoices, Principal Terms, Main terms and Statement Of Renewal Terms **by email only**. Please check emails sent from D-ENERGi do not go into your spam / junk email folders. If you wish to receive any of your documents by post, please let us know at [customerservices@d-energi.co.uk](mailto:customerservices@d-energi.co.uk) Postal invoices carry an additional charge of £1 per invoice.

For any further information please do not hesitate to contact us.

***We are here to help.***

## D-ENERGi Team

 **0800 781 7626**

 **[customerservices@d-energi.co.uk](mailto:customerservices@d-energi.co.uk)**