



# 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 contract end date. At the end of the agreement your supply will automatically go onto our 'Deemed 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) maintain a minimum credit balance with us; and/or (c) 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.

### **Will You Have to Pay an Advance Payment?**

Yes, we take an advance payment this will be invoiced and taken 3-4 weeks before your contract start date.

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

The unit rate and/or standing charge include all current third-party industry charges. All non commodity price increases will be passed through from D-ENERGi to our customers and will be visible on your statement of accounts. All prices exclude VAT, Climate Change Levy, Transportation Charges, Green Gas Levy and any 'Government Levy'.

All prices are based on a smart meter being installed. In the event that you refuse a smart meter, the property is deemed unsuitable for installation, or your deemed appointment is unsuccessful, D-ENERGi reserves the right to modify the pricing terms of your contract to the Default Tariff.

### **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'.

## Statement of Renewal Terms

Around 60 days prior to your contract end date, D-ENERGi will send your renewal options. Where you do nothing, if you are a microbusiness customer, we will continue to supply you on the 'Deemed Tariff' and you will need to provide 28 days' notice if you wish to switch suppliers after your contract end date.

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

Please be aware that the 'Deemed Tariff' is higher than a fixed term contract and has variable pricing. The rates are published monthly on the website under Deemed/Variable/SVT. 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% Green Electricity from D-ENERGi Trading

Upon Request D-ENERGi Trading Ltd can supply you with 100% Green Energy tariff subject to availability at point of sale and requested by the customer. You must request this from your account manager via email at point of sale, our Standard energy supply is brown unless requested, also you need to have signed a Green energy Contract.

## 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. 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)