

PROTECT DOMESTIC ENERGY PLAN PRINCIPAL TERMS



Within these principal terms, Yü Energy have pulled out the key aspects of the contract. These are not a substitute for the full Terms and Conditions. If you decide not to read the full Terms and Conditions, where you take our supply, you are telling us that you agree to our terms.

Supplier of Last Resort

- If you switch to us as a result of your previous supplier exiting the market, we will take reasonable steps to carry out any agreement make with Ofgem, include honouring any credit balance held on your account with your previous supplier.

Contract Duration

- The Protect Domestic Energy Plan Contract terms apply (as You did not enter into an express Contract with Us, but where we already supply the Property or have taken over Your supply through the Supplier of Last Resort process, You are able leave at any time without providing notice and with no penalty

Our Charges

- Our charges for the supply of gas and/or electricity are specified in the Welcome Letter, which forms part of the Contract. The price You pay for your Energy is made up of a Unit Rate and a Standing Charge and these are set out in your Protect Domestic Energy Plan within the Welcome Letter. The Unit Rate(s) shows the charge for the consumption of gas or electricity used during the relevant time slots.
- The Standing Charge is a fixed amount per day to transport the gas and/or electricity to your Property.

Changing Supplier

- You may end this Contract by changing supplier. The Contract will end once a new supplier has started Supplying Energy to the Property. The process for transferring your supply should take less than 21 days to complete.
- We will only end your supply, where you change supply, through the SoLR process or where the customer order book is sold

Changes to the Contract

- Where we make changes to the Protect Domestic Energy Plan Contract which could financially disadvantage You, we will inform You of these at least 30 days in advance to the changes taking effect. You will then have the opportunity to change to another supplier within the 30 days, should you wish to.
- The contract can be changed, where: – you get a new meter fitted by your own agent or the property classification changes

Price Changes

- We will notify You at least 30 days in advance of any increase in Our Charges for the supply of gas and/or electricity. You will have the opportunity to change to another supplier before the price increase takes effect.

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Direct Debits

- Within your Welcome Pack you will receive the details relating to your fixed Direct Debit. The Direct Debit will be collected on or around the 1st of the month.
- We'll keep an eye on your consumption and let you know if you are using more or less than what we estimated you for. This might mean we have to adjust your payments in the future.
- You will receive a bill from Yu Energy every quarter and your Direct Debit will be reviewed every 6 months.
- If you don't pay us in the way and at the time we've agreed, you will go down a fast-tracked debt journey

Smart Meter

- Initially we may not be able to communicate with some smart meters. Where we aren't able to access your meter, we'll request monthly meter readings.
- If we can communicate with your Smart Meter, then we may collect daily reads unless you inform us that you only wish to have a monthly read taken. We will not collect half-hourly data from your meter without your explicit consent for Us to do so.

Paperless Communication

- Yü Energy are aiming to be a sustainable supplier, we aim to send communications electronically as opposed to postal
- Where you change your email address or mobile phone number please update this information straight away. If you choose not to use electronic communications, you will not have access to all of our services.
- Should you end your contract with Yü Energy, please provide us with your new address.

Moving Home

- If You are moving into a Property already supplied by Yü Energy please contact our customer service team to provide your details and a meter reading to set your account up as soon as possible.
- If You are moving home please contact Our customer service team at least two Working Days before the day You move. We will ask you to provide a final meter reading on the day you leave. If You do this your Contract with Us will end on the date You move out and we can produce your final bill. If we don't hear from you, you could be liable for additional days following your home move.

Credit Check

- We may perform a standard credit check before agreeing to supply You with gas and/or electricity to your property should we offer fixed term tariffs

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Security Deposit

- Should we offer fixed term tariffs and you wish to transfer we may at Our discretion ask You to pay a Security Deposit. Where we do this, You must pay the Security Deposit by the date we specify or we will not transfer your tariff. We will give You a reasonable time to pay Us. The Security Deposit will be returned to You at the end of six months if You do not miss any payments when they are due. If You miss any payments while the Security Deposit is held by Us, we may at Our discretion use this to pay towards any debt and request a further Security Deposit.

When We Can Disconnect Your Energy

- We, or your network operator, can disconnect your meter for safety reasons, or where we believe you've broken the law. We'll have the ability to charge you what it costs us to disconnect your energy and reconnect it again.
- You can ask us to disconnect the energy temporarily, if you're having building work completed, or you can ask us to disconnect because you're having the property demolished. There may be a charge for this.
- Where you have an outstanding amount owing over 28 days, we can disconnect your energy, but this is only a last resort, we will attempt to install a prepayment meter. If you have trouble paying we'll do everything reasonable to help and could set up a payment plan. If we do end up disconnecting your energy, we'll contact you to tell you.
- Where 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, we may get a warrant if you don't provide access and you be subject to a reasonable charge for the warrant.

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