Tracker Additional terms and conditions for customers on UW Tracker Plus 9

These terms and conditions relate to our UW Tracker Plus version 9 tariff which runs until 30 November 2027 ("Tracker Plus 9"), and are in addition to Utility Warehouse's Residential Products & Services Terms and Conditions for supplying electricity and/or gas ("Energy") to domestic customers ("Standard Terms and Conditions"). Terms defined in our Standard Terms and Conditions shall have the same meaning in these additional terms. If there is any conflict between these terms and our Standard Terms and Conditions, then these terms will prevail.

During the Tracker Price Period, Tracker Plus 9 prices will track the Government's price cap (see details below), so the applicable prices you pay will change each time the price cap is updated. The current prices for Tracker Plus 9 are shown on our website, and when we successfully process your application your Energy Services will be supplied to you in accordance with our published prices for Tracker Plus 9 (as may change each time the price cap is updated).

Eligibility

1. Tracker Plus 9 is only available to domestic customers who meet all the following conditions:

1.1. You must successfully sign up to UW, or already be a customer;

1.2. You must apply for or be taking a 2 Service Bundle from us (which means Energy plus one Non Energy Services) and have taken at least one of those services (this includes renewing a Home Insurance policy or adding Energy to the account) within the 45 days preceding the Start Date;

1.3. You must have specifically requested this Tracker Plus 9 and accepted these additional terms and conditions;

1.4. You must have applied for this tariff online through our website, any authorised price comparison website or a UW Partner, or by telephone via our customer service team;

1.5. You must agree to and have smart meter(s) installed at the Property during the Tracker Price Period. You can still be eligible for Tracker Plus 9 if you already have compatible, functioning smart meter(s) at the Property or it is not possible, for reasons beyond your control, to install smart meter(s) at the Property; and

1.6. You must be supplied on credit meter(s) or have smart meter(s) in credit mode.

2. Tracker Plus 9 is designed for domestic customers who have standard metering arrangements in place. We reserve the right to decline to supply a customer on Tracker Plus 9 should their metering not be either General Domestic or Economy 7 or if we believe the supply is being used (either partly or wholly) for business purposes.

3. Tracker Plus 9 is subject to availability. We reserve the right to withdraw Tracker Plus 9 at any time without notice in relation to applications which have not yet been processed, however this will not affect the rights of any customers whose application to be supplied under Tracker Plus 9 has been accepted by us prior to the date it is withdrawn.

4. We cannot accept responsibility for any financial or other losses resulting from an application which is delayed or has not been received by us or which we are unable to process for any reason.

The Tracker Price Period Start Date

5. If you are a new customer or an existing customer whose Energy is not currently being supplied by us, you will be charged for your Energy at the applicable price for Tracker Plus 9 from the date your supply is successfully switched to us ("Start Date").

6. If you are already taking your Energy from us, you will be charged for your Energy at the applicable price for this tariff from the date that your request to move onto this Tracker Plus 9 becomes effective ("Start Date"), which we will notify to you in writing.

End date

7. The Tracker Price Period under this Agreement will end on 30 November 2027 ("End Date"). The period between the Start Date and the End Date is the "Tracker Price Period".

Pricing

8. During the Tracker Price Period, Tracker Plus 9 prices will track the Government's price cap at a set discount. The discount applied to your standing charge and unit rate depends on the Energy Service you take (gas, electricity on General Domestic (GD) metering, or electricity on Economy 7 (E7) metering) and whether you pay by direct debit. The applicable discounts to the Government price cap are:

Energy Service	Payment method	Standing charge discount (p/day, ex VAT)	Unit rate discount (p/kWh, ex VAT)
Gas	Direct Debit	4.175	0.305
	Non-Direct Debit	4.175	0.225
Electricity – GD	Direct Debit	1.096	0.304
	Non-Direct Debit	1.096	0.224
Electricity – E7	Direct Debit	1.096	0.224
	Non-Direct Debit	1.096	0.165

For Economy 7 metering, the unit rate discount shown above is applied to a single, blended unit rate. That blended rate is calculated as the weighted average of the Government price cap's peak (day) and off-peak (night) unit rates, weighted in line with the peak (58%) and off-peak (42%) consumption split published by Ofgem in its Typical Domestic Consumption Values (as updated from time to time). The Government's price cap rates used to calculate your standing charge and unit rate will depend on your region, meter type and how you pay, as updated by Ofgem from time to time. Should Ofgem update the Typical Domestic Consumption Values during the Tracker Price Period, the discount(s) may be updated as a result.

9. The Government's price cap sets maximum prices, not maximum bills. Your charges will depend on how much energy you use.

10. The applicable prices you pay under Tracker Plus 9 will increase or decrease each time the Government's price cap is updated. The price cap is currently updated on 1 January, 1 April, 1 July and 1 October each year, although this timing and frequency may change at Ofgem's discretion. The current prices for Tracker Plus 9 are published on our website.

11. Our prices for Tracker Plus 9 will only change during the Tracker Price Period as a result of: (a) updates to the Government's price cap; or (b) any increase or decrease in charges or costs imposed by, or as a consequence of, any action, order, decision or imposition by any governmental, statutory or licensing authority (such as a change in the rate of VAT).

When the Tracker Price Period ends

12. We will write to you before this Agreement ends setting out the options available to you at the end of the Tracker Price Period.

13. You are under no obligation to accept the proposed renewal options provided to you. If you do not expressly agree to one of the renewal options provided or there are no Tracker Tariff options available, then at the end of the Tracker Price Period we will move you onto our cheapest available standard variable tariff for which you are eligible.

Changing to a different tariff

14. You can let us know at any time if you would like to change to another Energy tariff available from us for which you meet the eligibility criteria, subject to payment of an exit fee of £75 for each Energy Service (eg: gas and/or electricity) ("Exit Fee") to which any such change of tariff applies.

15. If you change tariff, then you will be charged in accordance with the alternative tariff you have chosen for any Energy we supply to you from the date on which we process the change in accordance with the alternative tariff you have chosen, or otherwise as soon as possible after this. You will be charged for any Energy used prior to any such transfer date at the prices applicable to Tracker Plus 9, and you must give us accurate meter reading(s) on the agreed transfer date; if you do not do so, then you will have to pay our charges based upon an estimated reading.

16. If you fail to maintain a valid direct debit with us, then the Energy you use will be charged at the applicable rate(s) for customers on this Tracker Plus 9 who are not paying by direct debit.

17. If you add a new Bundle Service and as a result become eligible for a cheaper Tracker Tariff of the same version number, we will automatically move you onto that cheaper tariff from the date the new Bundle Service goes live (applying to all consumption on that day), or otherwise as soon as possible after this and your End Date will remain unchanged. In these circumstances, you will not be charged an Exit Fee.
18. If you do not meet or fail to comply with any of the conditions set out in Clause 1 (including for example not having a 2 Service Bundle due to one of the requisite Non-energy Services you applied for failing to become live with us within 42 days or failing to have a compatible, functioning smart meter(s) in credit mode, or any of the requisite services ceasing to be provided by us for any reason), or if you otherwise fail to comply with any other terms relating to Tracker Plus 9 then we will transfer you to our cheapest available Tracker Tariff of the same version number for which you are eligible and your End Date will remain unchanged. If none is available we may, at our discretion, transfer you to our cheapest available standard variable Energy tariff for which you are eligible. In these circumstances, you will not be charged an Exit Fee.

Ending this Agreement

19. You are not required to give us notice if you wish to terminate this Agreement and change your Energy supplier, although we may not allow you to switch to another supplier if you owe us money.
20. If you choose to switch your Energy to another supplier before the end of the Tracker Price Period, we will charge you an Exit Fee of £75 for each Energy Service (ie: gas and/or electricity) that you switch. However, we will not apply an Exit Fee if you have started switching to another supplier after 12 October 2027.
21. The Exit Fee will not apply if we choose to terminate this Agreement for any reason. If at the end of the Tracker Price Period, you choose to enter into a new agreement with us to supply Energy to your Property, you will become subject to the terms and conditions of your chosen new Energy tariff from the date any such new agreement commences.
22. At the end of the Tracker Price Period, if you decide to switch your Energy supply to a new supplier, you will continue to be subject to the terms and conditions of this Agreement (including the price you pay for your Energy) until the date you switch supplier as long as we receive notice no later than 20 Working Days after the end of the Tracker Price Period that another supplier will begin to supply Energy to your Property, and they in fact do so within a reasonable period of time.
23. If you seek to switch your Energy supply to another supplier and you owe us money, we may object to the switch. Provided you pay us the entire outstanding amount within 30 Working Days of informing you of our objection, we will not seek to prevent you switching your Energy away from us again as long as no further sums have become overdue in the meantime.

Moving home

24. If you move home, you may, at our sole discretion and subject to availability, be able to continue to benefit from Tracker Plus 9 for the balance of the Tracker Price Period, provided that you continue to comply with the eligibility requirements for this tariff at your new home (including taking all the required services to meet the criteria of our two service bundle), although the prices you pay may change and will depend on the regional tariff that applies to the location of your new home at that time. In such circumstances you will not be charged any Exit Fee.