Fixed Additional terms and conditions for customers on UW Fixed Start 100

These terms and conditions relate to our UW Fixed Start version 100 tariff which runs until 31 October 2027 ("Fixed Start 100"), 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.

All the charges for Fixed Start 100 are shown on our website, and your Energy services will be supplied to you in accordance with our published prices for Fixed Start 100 when we successfully process your application.

Eligibility

1. Fixed Start 100 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 at least one Energy Service from us;

1.3. You must have specifically requested this Fixed Start 100 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 Fixed Price Period. You can still be eligible for Fixed Start 100 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. Fixed Start 100 is designed for domestic customers who have standard metering arrangements in place. We reserve the right to decline to supply a customer on Fixed Start 100 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. Fixed Start 100 is subject to availability. We reserve the right to withdraw Fixed Start 100 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of any customers whose application to be supplied under Fixed Start 100 has been accepted by us prior to the date it is withdrawn.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 Fixed 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 published price for Fixed Start 100 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 published price for this tariff from the date that your request to move onto this Fixed Start 100 becomes effective ("Start Date"), which we will notify to you in writing.

End date

7. The Fixed Price Period under this Agreement will end on 31 October 2027 ("End Date"). The period between the Start Date and the End Date is the "Fixed Price Period".

When the Fixed Price Period ends

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

9. 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 Fixed Tariff options available, then at the end of the Fixed Price Period we will move you onto our cheapest available standard variable tariff for which you are eligible.

Changing to a different tariff

10. 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.

11. 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 Fixed Start 100, 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.

12. 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 Fixed Start 100 who are not paying by direct debit.

13. If you add a new Bundle Service and as a result become eligible for a cheaper fixed Energy 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.

14. If you do not meet or fail to comply with any of the conditions set out in Clause 1 (including for example failing to have a compatible, functioning smart meter(s) in credit mode), or if you otherwise fail to comply with any other terms relating to Fixed Start 100 then we will transfer you to our cheapest available Fixed 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

15. 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.

16. If you choose to switch your Energy to another supplier before the end of the Fixed 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 September 2027.

17. The Exit Fee will not apply if we choose to terminate this Agreement for any reason. If at the end of the Fixed 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.

18. At the end of the Fixed 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 Fixed 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.

19. 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

20. If you move home, you may, at our sole discretion and subject to availability, be able to continue to benefit from Fixed Start 100 for the balance of the Fixed Price Period, provided that you continue to comply with the eligibility requirements for this tariff at your new home, 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.

Price Change

21. Our published prices for Fixed Start 100 will not change for the duration of the Fixed Price Period, save for 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).