

Business Supply Principal Terms

September 2025



Business Supply Principal Terms

These Principal Terms are a summary of the key points within your Business Supply Contract with us; however, these are not a substitute for the full Terms and Conditions. We recommend that you read both documents.

By agreeing to a Business Supply Contract, you confirm that you have the necessary authority to enter into a legally binding agreement between Ecotricity and the business you represent for all sites that you are transferring or renewing.

Contract Terms

If you have a fixed term contract, this is a contract between you and us for a set period.

If you have a Green or Void contract, this is a contract between you and us for an open-ended period which can be brought to an end by you giving us written notice.

The contract has charges which apply from your supply start date for the period specified within the Business Supply Agreement.

The contract may come to an end earlier than the specified date, if either we or you exercise a right to end it, or we and you agree a new contract, or we are instructed to end it under a Supplier of Last Resort action.

The charges for the supply of your gas/electricity are detailed in your Business Supply Agreement.

After the end of your fixed term Business Supply Contract, unless you choose a further contract with us or move to another supplier, you will be moved on to our out of contract tariff; this tariff has variable pricing and isn't for a fixed term.

Supply Start Date

Where Ecotricity has previously supplied the Site then your Supply Start Date will be the date confirmed by us.

Where Ecotricity has not previously supplied the Site, your Supply Start Date will be the date stated in the Business Supply Agreement.

Your Supply Start Date could be delayed if we have difficulties taking over your Supply from your current Supplier and/or we have insufficient information.

Electricity and Gas Supply

We will use reasonable endeavours to supply you with electricity generated from renewable sources, and to ensure that a proportion of the gas supplied to you is sourced from renewable sources.

You acknowledge that, due to the nature of the electricity and gas markets, this may not always be possible.

Payments Terms

We will endeavour to send you an invoice at least quarterly and your invoice will detail the amount due for the supply, interest or late payment fees calculated and any other charges or costs we are entitled to charge you under this Contract, taxes (including VAT) and levies.

You will be expected to pay the full amount set out on the bill within the credit period set out on your Business Supply Agreement.

You may receive your bills in paper or electronic form. If you have an online account, this includes accessing your bills online, where we have your details and agreement through your online account. To change your billing preferences, please contact us.

You agree to pay all invoices, including invoices based on estimated consumption data and disputed invoices within the Payment Terms and without any discount, deduction, set-off or counterclaim whatsoever.

Your Payment Terms are set out in the Business Supply Agreement. If you do not pay any sum due within the Payment Terms, we shall be entitled to add additional charges as laid out within the contract.

Third Party Intermediary (TPI) charges

Where you have chosen to use a TPI to manage your new installation, the TPI may have received a commission payment for placing your contract with Ecotricity.

Commission to be paid by us to your TPI will show on your Business Supply Agreement.

Security Deposit

We may ask you to pay us a Security Deposit as

a condition of entering into, or continuing with, this Contract.

Credit check

You agree that we may share information (including Confidential Information) about you and your account with our Group Companies, debt collection agencies, and credit reference agencies (who may use the information for credit scoring purposes).

When we ask a credit reference agency to carry out a search they may record this on your credit file.

You also agree that we may share information with other energy industry bodies and with other agencies for the purposes of managing your account.

Use of site

A Business Supply Contract is for a site that is primarily used for Business Purposes.

If we consider that the Site is used primarily for domestic purposes, you will usually be deemed to have contracted with us on our Terms and Conditions for Domestic Energy Supply.

Where you inform us that the Site is to be used for mixed purposes, we reserve the right to determine at our sole discretion which terms and conditions will apply.

Invoices

We will produce your invoice using the consumption data recorded by the meter. But, where we are unable to do this for any reason, we will invoice you based on a reasonable estimate of your usage derived from previous consumption data.

If you do not provide us with a meter reading on your Supply Start Date, or the date that your Contract started, we may open your account on the basis of an estimated reading.

Connection Conditions

Our obligation to supply electricity or gas is conditional upon there being an appropriate installed and operational meter and you have met any conditions precedent specified by us as necessary before supply can commence.

Smart Meters / AMR

For some smart meters, we may not be able to communicate with your meter initially. For these meters we'll request monthly meter readings until we are able to automate communications.

Where we are communicating with your AMR/smart meter, we will collect half-hourly data.

Renewal notice

We will endeavour, before the expiry of a Business Supply Contract, to send you notice that your contract is due to expire, and will either invite you to enter into a further Business Supply Agreement; or confirm that you will move on to an Out of Contract tariff, and the start date of that Out of Contract tariff.

Where we offer you a new Business Supply Contract, the start date specified in the new Business Supply Agreement shall be indicative only, and shall only be confirmed when: you have returned a signed counterpart of the Business Supply Agreement by the deadline specified; and you have received a signed counterpart from us.

Continuity of contract

If you're on a Business Supply Contract and this comes to an end, you will be placed onto an Out of Contract tariff on our variable Out of Contract rates, and the relevant terms and conditions will continue to govern the relationship between us.

Moving Property

Where you've moved into a property that's already supplied by Ecotricity, please contact our Business Customer Services Team to provide an up-to-date meter reading and business details.

Please contact our Business Customer Services Team at least 28 days before the day the property becomes occupied by a new tenant, and we will request a final meter reading and your forwarding address on the day you move out. Where you don't contact us, you may remain responsible for any energy used in the property.

Objection to transfer

We may object to you transferring to another Supplier where: your account is in Arrears (unless you are on a Deemed Contract); your new Supplier has contacted us, and we have agreed that the application was made by mistake; your new Supplier's application relates to a metering point which is a Related Meter and the new Supplier has not applied to register all of the Related Meters on the same working day for the same start date; or you have asked us to do so.

We will object to you transferring to another Supplier where the date that your Supply would start with your new Supplier falls within your contract, if you are on a Fixed Term contract.

Leaving us

Where you don't have an outstanding balance following the expiry of your Business Supply Contract, you are free to leave.

The transfer should not take more than 5 working days, unless you provide a date in the future.

Additional charges

Please note that Ecotricity may charge you in relation to any additional costs incurred due to ancillary matters relating to your supply. There is a non-exhaustive list of examples of additional charges within our help and support guides available on the website.

Struggling to Pay

If you need help with an energy problem - for example with your bills or meters, or if you're struggling to pay for the energy you use, Citizens Advice are the official source of free and independent energy advice and support. They will support and provide any independent advice required. Go to citizensadvice.org.uk/energy or call them on **03454 04 05 06** between 9am and 5pm Monday to Friday. Calls are charged at your normal rate and all calls are confidential.

You can contact the debt charity **Business Debt Line 0800 197 6026** available between 9am and 8pm Monday to Friday.

Complaints

If you do need to make a complaint, you should contact our Business Customer Services Team to enable us to resolve it. The team will do their best to resolve the complaint.

Should you remain unhappy with our resolution of the complaint, or if your complaint has not been resolved within 8 weeks of the date you told us about it, you could refer the matter to the **Ombudsman Services: Energy** on **0330 440 1624** or at ombudsman-services.org/sectors/energy. They are free and independent, and we are bound by their decision.

This service is available to sole traders, micro and small businesses.

Supplier of Last Resort

Should you be switched to us because of your previous supplier exiting the market, we will take reasonable steps to carry out any agreement made

with Ofgem, include honouring any credit balance held on your account with your previous supplier.

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



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