

# **Principal Terms Commercial New Installs**

September 2025



## New Installs Principal Terms

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

Where you take our meter installation/supply, you are telling us that you agree to our terms, even should you decide not to read the full Terms and Conditions.

These Principal Terms should be read in conjunction with the Principal Terms for Business Supply

### Installation Process

You can choose between utilising Ecotricity's designated Meter Operator (MOP) for the installation of your meter(s) or instructing your own MOP and/or Meter Asset Manager. Where you elect to use your own MOP, you will be responsible for contracting with the MOP in accordance with clause 22.4 of the Terms and Conditions.

Where you choose to utilise Ecotricity's designated Meter Operator (MOP), charges will be costed into your supply contract for all Non-Half-Hourly (NHH) and Gas installs, or will appear as an additional charge on your invoice for all Half-Hourly (HH) installs. We cannot agree a meter installation date until you have entered into a supply contract with us, and paid the necessary installation charge, where applicable.

If your site has been De-energised, you will only be accepted for reconnection where you can provide evidence that you are a new customer. Re-energising is subject to a connection fee, which will be quoted before you contract with us.

The meter we will install is based on the information you have provided about your supply KVA/Phase.

### Meters

SMETS2 Smart meters will usually be installed where appropriate.

### Contract Validation

Where you opt for us to install your meter(s), we will use reasonable endeavours to ensure installation within 90 days. Where a Force Majeure Event prevents installation within 90 days, we reserve the right to cancel your contract. We may then offer you a revised contract.

Where we cannot complete the installation, you may be subject to additional charges for aborted installation visits.

Where your contract expires, and we have been

unable to make contact to rearrange a further contract, the meter will be placed on to our Out of Contract rates. These rates are available on our website, and you will be notified in writing should they be subject to change.

### Third Party Intermediary Charges (TPI)

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.



**ecotricity** Business