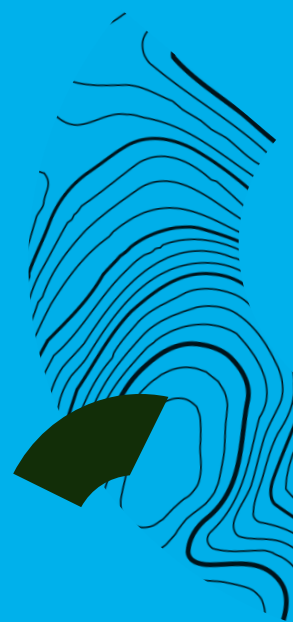




ecotricity Business

Deemed Principal Terms



September 2026



Deemed Principal Terms

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

A Deemed Contract will become effective when you move into a property supplied by Ecotricity and haven't agreed to a contract.

Contract terms

Our Business Deemed Contract tariff is variable; the prices are subject to change.

A Deemed Contract is continuous, which means there is no fixed end date. It will end either when you switch supplier, if your supply is disconnected, if you agree a new contract with us, 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 [on our website](#).

We will always notify you of any changes to your charges in advance of the change being made.

Supply Start Date

Your Supply Start Date for a Deemed Contract will usually be the date you become responsible for the property, whether as landlord, tenant or occupier.

We request that you provide us with the opening meter read within 5 days of the date you became responsible for the property to allow us to set the account up correctly.

Electricity and Gas Supply

We will use reasonable endeavours to supply you with electricity generated from renewable sources, and to ensure 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, Pass Through Costs, any 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 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.

Where you are on a Deemed Contract, your Payment Terms are 14 days and if you do not pay any sum due within the Payment Terms, we shall be entitled to charge you late payment fees.

Use of site

A Deemed Business Contract is for a site that is primarily used for Business Purposes. If, when you have joined us, we consider that the Site is used primarily for domestic purposes, we reserve the right to move you onto a contract 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 endeavour to produce your invoice using the consumption data recorded by the meter, but where we are unable to do this, 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 Deemed 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.

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 smart meter/AMR, we will collect half-hourly data.

Moving out of the Property

Please contact our Business Customer Services Team on **0345 230 6102** or your Customer Relationship Manager 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.

Leaving us

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 also 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 on **0345 230 6102** or your Customer Relationship Manager 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 your previous supplier is 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, as those set out the terms of a legally binding deemed contract.



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