

**ecotricity**

# Our domestic electricity and gas tariffs for new customers

May 2026



Please be aware we reserve the right to withdraw any of these tariffs at any time.



# EcoFixed - 1 Year Electricity v2 05/26

(Fixed tariff)

## Standard

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	22.84	55.26
East Midlands	21.63	54.78
London	22.91	45.52
Merseyside & North Wales	24.09	70.23
Midlands	21.92	60.30
North	21.79	64.74
North West	22.65	49.15
Northern Scotland	23.18	58.25
Southern Scotland	21.70	64.32
South East	23.30	55.93
South	23.09	51.56
South Wales	22.92	58.50
South West	23.01	59.17
Yorkshire	21.57	64.58

Payment method	<b>Monthly Direct Debit</b>
Contract length	<b>12 months</b>
Price guaranteed until	<b>12 months from start date</b>
Exit fees (if you cancel this tariff before the end date)	<b>£75</b>

Prices are inclusive of VAT and rounded to 2 decimal places. This may be different to how it appears on your bill. To be eligible for this tariff a smart meter needs to be installed. If you don't already have one, you agree to us installing one within 3 months of your tariff start date. Effective from 01 May 2026

For more information, email us at  
[switching@ecotricity.co.uk](mailto:switching@ecotricity.co.uk)



# EcoFixed - 1 Year Electricity v2 05/26

(Fixed tariff)

## Economy 7

Your region	Day rate (pence per kWh)	Night rate (pence per kWh)	Standing charge (pence per day)
East	24.10	15.49	55.26
East Midlands	22.77	15.14	54.78
London	24.24	15.35	45.52
Merseyside & North Wales	25.45	15.84	70.23
Midlands	23.07	15.46	60.30
North	22.94	15.11	64.74
North West	23.92	15.14	49.15
Northern Scotland	25.06	16.18	58.25
Southern Scotland	23.68	15.38	64.32
South East	24.60	15.50	55.93
South	24.35	15.44	51.56
South Wales	24.11	15.55	58.50
South West	24.24	15.32	59.17
Yorkshire	22.70	15.34	64.58

Payment method	<b>Monthly Direct Debit</b>
Contract length	<b>12 months</b>
Price guaranteed until	<b>12 months from start date</b>
Exit fees (if you cancel this tariff before the end date)	<b>£75</b>

Prices are inclusive of VAT and rounded to 2 decimal places. This may be different to how it appears on your bill. To be eligible for this tariff a smart meter needs to be installed. If you don't already have one, you agree to us installing one within 3 months of your tariff start date. Effective from 01 May 2026

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## EcoFixed - 1 Year Gas V2 05/26

(Fixed tariff)

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	6.15	27.47
East Midlands	6.14	27.46
London	6.53	27.62
Merseyside & North Wales	6.31	27.53
Midlands	6.20	27.48
North	6.17	27.48
North West	6.18	27.48
Northern Scotland	6.18	27.49
Southern Scotland	6.18	27.49
South East	6.38	27.56
South	6.59	27.64
South Wales	6.35	27.54
South West	6.57	27.64
Yorkshire	6.30	27.53

Payment method	<b>Monthly Direct Debit</b>
Contract length	<b>12 months</b>
Price guaranteed until	<b>12 months from start date</b>
Exit fees (if you cancel this tariff before the end date)	<b>£75</b>

Prices are inclusive of VAT and rounded to 2 decimal places. This may be different to how it appears on your bill. To be eligible for this tariff a smart meter needs to be installed. If you don't already have one, you agree to us installing one within 3 months of your tariff start date. Effective from 01 May 2026

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## EcoFixed EV - 1 Year Electricity

V1 05/26 (Fixed tariff)

### 5 hour off peak – perfect for Electric Vehicle owners

Your region	Day rate (pence per kWh)	Night rate (pence per kWh)	Standing charge (pence per day)
East	29.52	7.64	54.17
East Midlands	28.38	7.35	53.05
London	29.76	7.51	44.40
Merseyside & North Wales	30.66	8.03	69.98
Midlands	28.62	7.63	59.33
North	28.52	7.37	63.49
North West	29.30	7.38	46.91
Northern Scotland	30.00	8.09	58.28
Southern Scotland	28.38	7.37	64.81
South East	29.81	7.69	54.74
South	29.69	7.57	49.69
South Wales	29.40	7.73	56.84
South West	29.52	7.52	58.32
Yorkshire	28.34	7.56	63.72

Payment method	<b>Monthly Direct Debit</b>
Contract length	<b>12 months</b>
Price guaranteed until	<b>12 months from start date</b>
Exit fees (if you cancel this tariff before the end date)	<b>£100</b>

Prices are inclusive of VAT and rounded to 2 decimal places. This may be different to how it appears on your bill. To be eligible for this tariff a smart meter needs to be installed. If you don't already have one, you agree to us installing one within 3 months of your tariff start date. Effective from 01 May 2026

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## EcoFixed EV - 1 Year Gas

V1 05/26 (Fixed tariff)

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	6.15	27.06
East Midlands	6.14	27.05
London	6.53	27.21
Merseyside & North Wales	6.31	27.12
Midlands	6.20	27.07
North	6.17	27.07
North West	6.18	27.07
Northern Scotland	6.18	27.08
Southern Scotland	6.18	27.08
South East	6.38	27.15
South	6.59	27.23
South Wales	6.35	27.13
South West	6.57	27.23
Yorkshire	6.30	27.12

Payment method	<b>Monthly Direct Debit</b>
Contract length	<b>12 months</b>
Price guaranteed until	<b>12 months from start date</b>
Exit fees (if you cancel this tariff before the end date)	<b>£100</b>

Prices are inclusive of VAT and rounded to 2 decimal places. This may be different to how it appears on your bill. To be eligible for this tariff a smart meter needs to be installed. If you don't already have one, you agree to us installing one within 3 months of your tariff start date. Eligible in conjunction with EcoFixed EV Electricity V1 05/26. Effective from 01 May 2026

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# Green Electricity

(Variable tariff)

## Standard

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	29.16	53.94
East Midlands	27.90	53.60
London	29.13	44.82
Merseyside & North Wales	30.42	69.93
Midlands	28.12	59.71
North	28.04	64.29
North West	28.93	47.62
Northern Scotland	29.24	57.56
Southern Scotland	28.62	64.19
South East	29.45	54.44
South	29.21	49.70
South Wales	29.13	57.86
South West	29.19	57.90
Yorkshire	28.08	64.39

Payment method	<b>Monthly Direct Debit</b>
Contract length	<b>Not applicable</b>
Price guaranteed until	<b>Not applicable</b>
Exit fees (if you cancel this tariff before the end date)	<b>None</b>

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Effective from 01 April 2026

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## Green Electricity

(Variable tariff)

### Economy 7

Your region	Day rate (pence per kWh)	Night rate (pence per kWh)	Standing charge (pence per day)
East	28.22	18.82	54.17
East Midlands	26.92	17.96	53.05
London	28.09	18.73	44.40
Merseyside & North Wales	29.52	19.68	69.28
Midlands	27.21	18.13	59.33
North	27.05	18.03	63.49
North West	27.90	18.60	46.91
Northern Scotland	28.31	18.88	58.28
Southern Scotland	27.65	18.43	64.81
South East	28.48	18.98	54.74
South	28.28	18.85	49.69
South Wales	28.21	18.81	56.84
South West	28.20	18.81	58.32
Yorkshire	27.17	18.12	63.72

Payment method	<b>Monthly Direct Debit</b>
Contract length	<b>Not applicable</b>
Price guaranteed until	<b>Not applicable</b>
Exit fees (if you cancel this tariff before the end date)	<b>None</b>

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## Green Gas

(Variable tariff)

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	6.91	28.74
East Midlands	6.84	28.82
London	7.15	29.60
Merseyside & North Wales	6.93	29.47
Midlands	6.92	29.11
North	6.93	29.19
North West	6.89	29.22
Northern Scotland	6.88	29.26
Southern Scotland	6.88	29.30
South East	7.04	28.67
South	7.17	28.55
South Wales	7.07	29.35
South West	7.12	28.72
Yorkshire	6.91	29.17

Payment method	<b>Monthly Direct Debit</b>
Contract length	<b>Not applicable</b>
Price guaranteed until	<b>Not applicable</b>
Exit fees (if you cancel this tariff before the end date)	<b>None</b>

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# Green Electricity

(Variable tariff)

## Standard

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	30.51	62.72
East Midlands	29.18	62.12
London	30.46	52.11
Merseyside & North Wales	31.84	78.51
Midlands	29.41	68.36
North	29.32	73.20
North West	30.26	55.49
Northern Scotland	30.60	65.90
Southern Scotland	29.94	72.75
South East	30.82	63.32
South	30.56	58.30
South Wales	30.47	66.19
South West	30.54	66.84
Yorkshire	29.37	73.27

Payment method	Payment on receipt of bill
Contract length	Not applicable
Price guaranteed until	Not applicable
Exit fees (if you cancel this tariff before the end date)	None

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# Green Electricity

(Variable tariff)

## Economy 7

Your region	Day rate (pence per kWh)	Night rate (pence per kWh)	Standing charge (pence per day)
East	31.76	21.18	62.62
East Midlands	30.40	20.27	62.02
London	31.63	21.08	52.04
Merseyside & North Wales	33.13	22.09	78.44
Midlands	30.69	20.46	68.25
North	30.52	20.35	73.08
North West	31.43	20.95	55.41
Northern Scotland	31.86	21.24	65.80
Southern Scotland	31.15	20.77	72.65
South East	32.03	21.36	63.22
South	31.82	21.21	58.21
South Wales	31.75	21.17	66.09
South West	31.74	21.17	66.74
Yorkshire	30.66	20.44	73.15

Payment method	<b>Payment on receipt of bill</b>
Contract length	<b>Not applicable</b>
Price guaranteed until	<b>Not applicable</b>
Exit fees (if you cancel this tariff before the end date)	<b>None</b>

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## Green Gas

(Variable tariff)

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	7.26	36.72
East Midlands	7.17	36.72
London	7.51	36.70
Merseyside & North Wales	7.27	36.71
Midlands	7.27	36.71
North	7.28	36.71
North West	7.22	36.72
Northern Scotland	7.22	36.72
Southern Scotland	7.22	36.72
South East	7.38	36.71
South	7.53	36.70
South Wales	7.42	36.70
South West	7.48	36.70
Yorkshire	7.26	36.71

Payment method	<b>Payment on receipt of bill</b>
Contract length	<b>Not applicable</b>
Price guaranteed until	<b>Not applicable</b>
Exit fees (if you cancel this tariff before the end date)	<b>None</b>

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# Green Electricity PAYG

(Variable tariff)

## Standard

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	24.18	53.94
East Midlands	22.95	53.60
London	24.14	44.82
Merseyside & North Wales	25.40	70.77
Midlands	23.16	59.71
North	23.09	64.29
North West	23.95	47.62
Northern Scotland	24.26	57.56
Southern Scotland	23.66	64.19
South East	24.45	54.44
South	24.22	49.70
South Wales	24.14	57.86
South West	24.20	57.90
Yorkshire	23.12	64.39

Payment method	<b>Prepayment</b>
Contract length	<b>Not applicable</b>
Price guaranteed until	<b>Not applicable</b>
Exit fees (if you cancel this tariff before the end date)	<b>None</b>

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# Green Electricity PAYG

(Variable tariff)

## Economy 7

Your region	Day rate (pence per kWh)	Night rate (pence per kWh)	Standing charge (pence per day)
East	26.29	17.52	54.17
East Midlands	25.03	16.68	53.05
London	26.16	17.44	44.40
Merseyside & North Wales	27.54	18.36	69.98
Midlands	25.29	16.86	59.33
North	25.15	16.76	63.49
North West	25.98	17.31	46.91
Northern Scotland	26.38	17.58	58.28
Southern Scotland	25.73	17.15	64.81
South East	26.53	17.68	54.74
South	26.33	17.56	49.69
South Wales	26.27	17.51	56.84
South West	26.27	17.51	58.32
Yorkshire	25.27	16.85	63.72

Payment method	<b>Prepayment</b>
Contract length	<b>Not applicable</b>
Price guaranteed until	<b>Not applicable</b>
Exit fees (if you cancel this tariff before the end date)	<b>None</b>

Prices are inclusive of VAT and rounded to 2 decimal places. This may be different to how it appears on your bill  
Effective from 01 April 2026

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## Green Gas PAYG

(Variable tariff)

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	5.51	28.74
East Midlands	5.37	28.82
London	5.72	29.60
Merseyside & North Wales	5.45	29.47
Midlands	5.41	29.11
North	5.41	29.19
North West	5.41	29.11
Northern Scotland	5.41	29.19
Southern Scotland	5.41	29.19
South East	5.59	28.67
South	5.76	28.55
South Wales	5.60	29.35
South West	5.72	28.72
Yorkshire	5.37	28.82

Payment method	<b>Prepayment</b>
Contract length	<b>Not applicable</b>
Price guaranteed until	<b>Not applicable</b>
Exit fees (if you cancel this tariff before the end date)	<b>None</b>

Prices are inclusive of VAT and rounded to 2 decimal places. This may be different to how it appears on your bill  
Effective from 01 April 2026

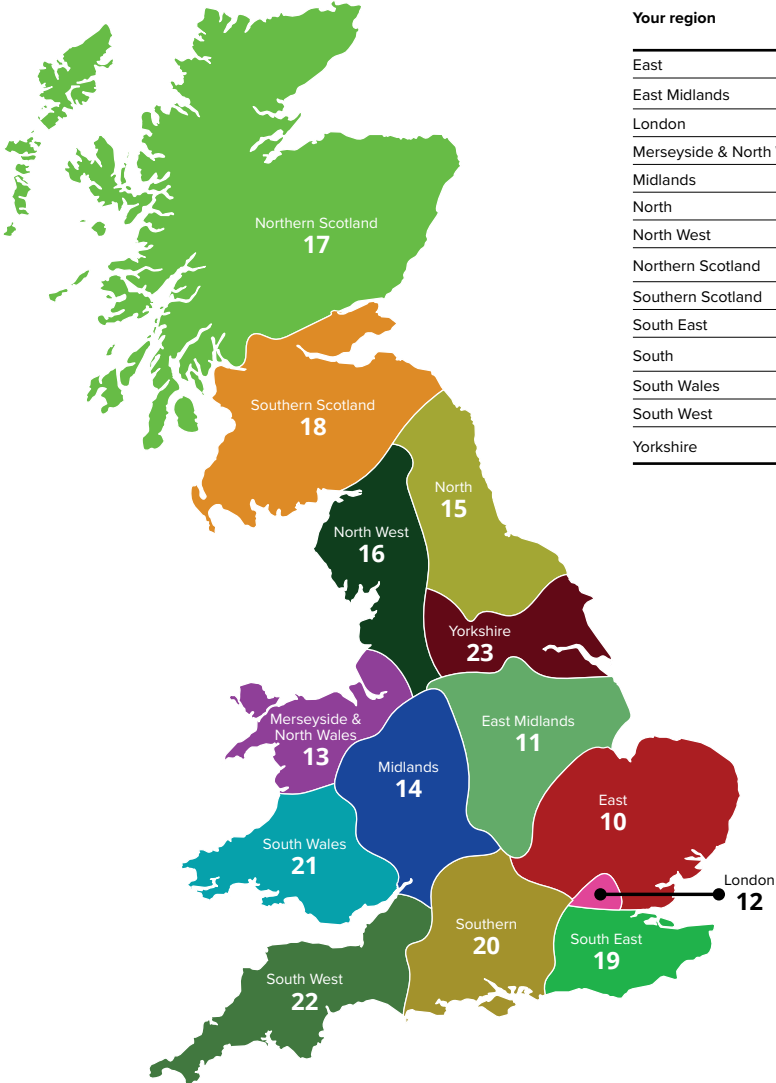
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# Check Your Region

If you are unsure of your region, grab a recent electricity bill and look for the MPAN (Meter Point Administration Number). It looks like the image you can see on the right hand side of this page.

Your region number is the first two digits on the second line. Match those numbers up with the map below and you've found your region.

S	00	111	222
	13	1234	5678 345



Your region	Area ID
East	10
East Midlands	11
London	12
Merseyside & North Wales	13
Midlands	14
North	15
North West	16
Northern Scotland	17
Southern Scotland	18
South East	19
South	20
South Wales	21
South West	22
Yorkshire	23

# Domestic Tariff Principal Terms

V0.3 April 2023

The Principal Terms are a summary of the key points within your contract; however, these are not a substitute for the full Terms and Conditions. It's recommended that you read both documents. A deemed contract is in place where Ecotricity supply the property, where you haven't expressed a formal request to be supplied by ourselves. An Out of Contract Tariff relates to customers on a deemed contract and also the follow on of a Fixed Tariff where no other tariff has been chosen.

## Contract Duration

- Our variable tariffs are continuous, which means they will only end when you switch supplier, if we choose to end it, or if you agree a new contract with us, or where we are instructed to under a Supplier of Last resort action.
- Contact us to see if we can offer you a more suitable tariff to your needs; our details are in your welcome information. Where you agree a new contract with us, this tariff will end when your new contract starts.
- On a variable tariff, you are able leave at any time without providing notice and with no penalty.

## Our Charges

- Our Out of Contract rates are priced at or below Ofgem's current price cap.
- Our variable Green Tariffs have derogation from the Ofgem price cap because they allow us to build more green generation assets.
- The rates are variable and are subject to change.
- The charges for the supply of your gas/electricity are detailed in your welcome letter or on our website.
- We will always notify you of any changes to your charges in advance of the change being made and you are free to leave should you want to, although we'd love you to stay.

## Billing and payments

- You will receive your bills monthly.
- **Monthly Direct Debit:** This is a set monthly amount, which is assessed in line with your consumption and reviewed regularly to ensure you pay the right amount.
- **Variable Direct Debit:** Ecotricity will take the full amount of the most recent Gas/Electricity bill a number of days after the bill was generated.
- **Payment on receipt of bill:** You will be expected to pay the full amount on receipt of the bill. This can be done by cash, cheque, Bacs, debit card online through your customer portal, the automated payment line or by calling up.
- If you're having trouble paying your energy bills, we'll do everything reasonable to help, this could be through the setting up of a payment plan, directing you to appropriate debt charities or installing a Smart prepayment meter to manage your payments upfront.
- You may receive your bills in paper or electronic form. 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.

## Smart Meters

- 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, we will collect half-hourly data.

## **Moving Home**

- Where you've moved into a property that's already supplied by Ecotricity please contact our customer service team and provide your details and an up-to-date meter reading. This allows us to set your account up as soon as possible. If you are moving home, please contact our customer service team at least two Working Days before the day you move, 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**

- Where you don't have an outstanding balance, you are free to leave at any time. The transfer should not take more than 5 working days
- Prepayment Meters - If you are supplied by a prepayment meter, you may switch supplier if the debt that you are repaying is less than £500 per meter and your new supplier agrees to take on this debt.

## **Possible additional charges and discounts**

- 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.

## **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](https://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.

## **Complaints**

- If you do need to make a complaint, you should contact our Customer Services Team to enable us to resolve it. The team will do their best to resolve the complaint, however if you're still unhappy with our response you can speak to our Customer Contact Specialist Team.
- 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](https://ombudsman-services.org/sectors/energy). They are free and independent, and we are bound by their decision

## **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 Domestic Terms and Conditions along with your Supply Contract as this is a legally binding agreement.

# Domestic EcoFixed – 2 year Fixed Tariff Principal Terms

## V0.1 April 2026 - (Smart – Online Only)

These Principal Terms are a summary of the key points within your contract; however, these are not a substitute for the full Terms and Conditions. We recommend that you read both documents. Defined terms used in these Principal Terms have the same meanings as they do in the full Terms and Conditions.

### Eligibility requirements

For this tariff, you must:

- Have a smart meter installed. If you don't already have one, you agree to us installing one within 3 months of your tariff start date. Our metering partner, Calisen, will contact you to arrange the appointment.
- Manage your account fully online (no paper bills or letters).
- Pay by monthly Fixed or Variable Direct Debit.
- Allow us to collect half-hourly data from your meter. By signing up, you consent to this data collection.

If you no longer meet any of these eligibility criteria, you will be moved to our Out of Contract tariff which is protected by the price cap; this tariff has variable pricing and isn't for a fixed term. Exit fees of £100 per fuel will apply if we move you before your fixed term ends.

### Contract Terms

- A fixed contract is an agreed contract between you and us for a set period.
- The contract has fixed charges for 2 years (24 months) from the start date of this tariff.
- We will contact you before the end of the contract to advise you of your options.
- The terms of the contract will not change until your contract end date unless.
  1. The change does not disadvantage to you.
  2. You have provided information that is incomplete or incorrect.
  3. You no longer meet the eligibility criteria for the tariff
  4. We have installed a prepayment meter due to request or non-payment.
  5. Update to Government taxes including increases and decreases in VAT payable.
- Your fixed tariff will run for 24 months. After the end of your tariff, unless you choose a different tariff, you will be moved on to our Out of Contract tariff which is protected by the price cap; this tariff has variable pricing and isn't for a fixed term. The tariff may end earlier if
  1. You switch to another supplier,
  2. You agree a new contract with us,
  3. We are required to end it under a Supplier of Last Resort process.
- If you end your contract more than 49 days before the contract end date or switch to another supplier, a £100 exit fee per fuel will apply. You will not be charged an exit fee if you remain with us and switch to a tariff that requires a change in metering setup — for example, moving to an Electric Vehicle (EV) tariff, switching from a standard rate to an Economy 7 (E7) tariff, or vice versa. The exit fee will still apply if you switch between fixed tariffs where the metering setup remains the same.
- Customers on this tariff are eligible for our Refer a Friend join incentive. No other incentives are offered by us for this tariff.
- If third-party comparison sites choose to offer their own incentives, these are independent of us and subject to their terms. We do not control, manage, or guarantee any incentives offered by third parties

### Our Charges

- The charges for the supply of your gas/electricity are detailed in your Welcome Pack or Change of Agreement communication. You can also sign up to our customer portal, where the details are available.

- The standing charge and rates are fixed for the duration of the contract. Government charges may change, and we will notify you if this affects how much you pay.
- Standing charges will apply whether you use any energy or not.

#### **Credit Checking**

- We will use your information to carry out a credit check when you apply for this tariff.
- This check will be recorded on your credit file and may affect your credit score.
- Your ongoing payment history with us will also be reported to credit reference agencies.
  - Making payments on time could improve your credit score.
  - Missing or late payments could negatively affect your credit score.
- On some occasions we may require a security deposit as a condition of Ecotricity supplying you.
- This tariff is only available for meters functioning in credit mode.

#### **Billing and payments**

- Monthly bills can be accessed via the online account.
- This tariff is only available to customers paying by monthly Direct Debit. Should the Direct Debit be cancelled, or payments fail, you will be moved onto our Out of Contract tariff which is protected by the price cap and exit fees will be payable for the tariff change.
- This is a paperless tariff. All bills, communications and account information are provided digitally and can only be accessed through your online account. Should your communication preferences be changed to postal, you will be moved onto our Out of Contract tariff, which is protected by the price cap and exit fees will be payable for the tariff change.
- Fixed Direct Debit: Your Direct Debit will be set as a monthly amount, which is assessed in line with your consumption. We'll review your payments at least once per year. The Direct Debit will be collected on the agreed date as per the Welcome Pack. You can manage your monthly payments in your online account.
- Variable Direct Debit: Ecotricity will take the full amount of the Gas/Electricity bill 10 working days after the bill was generated.

#### **Smart Meters**

- If a meter is not installed or is refused within 3 months, and delays are not due to Ecotricity, the account will revert onto our Out of Contract tariff which is protected by the price cap and exit fees will be payable for the tariff change.
- Some smart meters may not be able to communicate initially. For these meters we'll request monthly meter readings until we can enable communications.
- If you prevent your meter from communicating or stop us from fixing meter issues, you will not be eligible to remain on this tariff and will be moved on to our Out of Contract tariff which is protected by the price cap and exit fees will be payable for the tariff change.
- Our off-peak times for smart meters on our Economy 7 tariffs are usually between 00:00 to 07:00, GMT time, however these times can vary depending on your meter and where you live. If you're not sure, just get in touch and we can confirm the off-peak times for you.
- Where you change away from your metering half hourly preferences, you will be moved onto our Out of Contract tariff which is protected by the price cap and exit fees will be payable for the tariff change.
- We are responsible for your meter, and you must give us reasonable access to it, and must not damage or tamper with it.

#### **Switching over from your current supplier**

- Where you have applied for a dual fuel tariff and your current supplier objects to the transfer of one fuel and this cannot be resolved, we will supply you with the one supply.

#### **Cancellation Rights**

- The contract can be cancelled within 14 days of the date you entered it by contacting Ecotricity.
- Following your cooling off period time, you will be subject to our exit fees.
- Where you cancel within the cooling off period and your switch has completed, you will be liable for any charges you have incurred for your supply until you switch away.

#### **Leaving us**

- Where you don't have an outstanding balance, you are free to leave at any time, although if you are outside of the 49-day renewal window you will be subject to the exit fee of £100 per fuel.

#### **Moving Home**

- If you are moving home, please contact the customer service team at least two working days before the day you move. Where we 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 use in the property.
- Where you move house during your fixed term tariff, you won't be subject to exit fees where you transfer the tariff to the new property. The tariff rates may change dependent on the location of the new property however the term will

remain the same. If you choose to start a new Fixed Tariff, you may be charged an exit fee for ending your previous fixed tariff early.

#### **Possible additional charges and discounts**

- 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.

#### **Complaints**

- If you need to make a complaint, you should contact our Customer Services Team to enable us to resolve it. The team will do their best to resolve the complaint, however if you're still unhappy with our response you can speak to our Complaints Team.
- Should you remain unhappy with our resolution of your complaint, or if your complaint has not been resolved within 8 weeks of the date you told us about it, you may refer the matter to the Ombudsman Services: Energy on 0330 440 1624 or at [ombudsman-services.org/sectors/energy](https://ombudsman-services.org/sectors/energy). They are a free and independent service, and we are bound by their decision.

#### **Supplier of Last Resort**

- Should you be switched to us as a result of your previous supplier exiting the market, we will take reasonable steps to fulfil any agreement made with Ofgem, including honouring any credit balance held on your account with your previous supplier.

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

