

Out of Contract Principal Terms

September 2025



Out of Contract Principal Terms

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

An Out of Contract tariff will become effective where your fixed term contract comes to an end, and you haven't agreed a new contract with us.

Tariff Terms

Our Business Out of Contract tariff is variable, the prices are subject to change.

The tariff 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

Due to Ecotricity previously supplying the Site on a fixed contract, your Out of Contract rates will commence the day following the end of your original contract.

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. To update 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 an Out of Contract Tariff, 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

You warrant and undertake to us that the Site is used solely for Business Purposes and that you will notify us within seven days if the Site is to be used for any other purpose.

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 endeavour to 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.

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

Moving out of the Property

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.

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 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.

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 out of contract tariff agreement.



ecotricity Business