

Flat Plan terms and conditions

May 2021

These Flat Plan Specific T&Cs apply to you if you are on our Flat plan. These T&Cs apply in addition to our General T&Cs and any other Flick T&Cs that apply to you.

The Flat plan allows residential customers to benefit from a consistent variable kilowatt price throughout the day and night.

YOUR ELECTRICITY BILL

Your Flick bill is made up of kWh charges and daily charges. These charges include: Generation charge, Flat plan charge, Flick charge, Network charge, Metering charge and Government levies.

RATES CHANGES:

- The rates you pay are set out on our website when you first sign-up, we can change these rates after giving you at least 30 days prior notice.

GENERAL THINGS

- We'll give you at least 30 days' notice (by email or through our customer dashboard or app) before we make a change to your Flat plan
- If we give you notice that we plan to stop offering the Flat plan and we don't hear back from you within 30 days, we can move you to another plan
- There is no fixed term contract, you can switch away or change plans anytime (the notice periods in our General T&Cs apply)
- If you want to switch to another Flick plan, we will switch you at midnight that night. Note that the rates available to existing customers that switch plans may be different to the rates available to new customers joining Flick
- If these Flat Plan Specific T&Cs conflict with our General T&Cs, or any other Flick T&Cs that apply to you, these Flat Plan Specific T&Cs apply

IF I MOVE ADDRESS AND WANT TO STAY ON FLICK'S FLAT PLAN?

If you move and would like to have the Flat plan at your new address, new rates may apply. The rates to existing customers that move may be different to those available to new customers joining Flick.