

## Terms & conditions amendment

Dear Customer,

To reflect Ofgem's new licence requirements introduced on 1st November 2018 to limit the back-billing of micro-business customers to no more than 12 months, please see the below amendment to Opus Energy's terms and conditions which introduces such additional protections to existing contracts. This amendment applies to all Opus Energy contracts where such wording is not already included:

### **Terms and Conditions for the Supply of Energy or Gas, with effect from 1st November 2018**

Section 7.13:

"Where, you are a micro business as defined by OFGEM and we realise either during or after the expiration of the Term, that one or more of the invoices were incorrect or need to be reconciled to reflect pass-through charges (in accordance with your contract), then we shall be entitled to issue you with a further reconciled invoice relating to the period of up to 12 months prior to the date of that reconciled invoice."

#### **Microbusiness Definition**

Your business is a micro business if it meets one of these criteria:

1. you use less than 100,000 kWh of electricity
2. you use less than 293,000 kWh of gas a year
3. you have fewer than 10 employees (or their full-time equivalent) and an annual turnover total not exceeding 2 million Euros.

Opus Energy is committed to ensuring micro businesses benefit from additional protection, particularly with regards to the back-billing of energy supply and at the point of contract renewal.