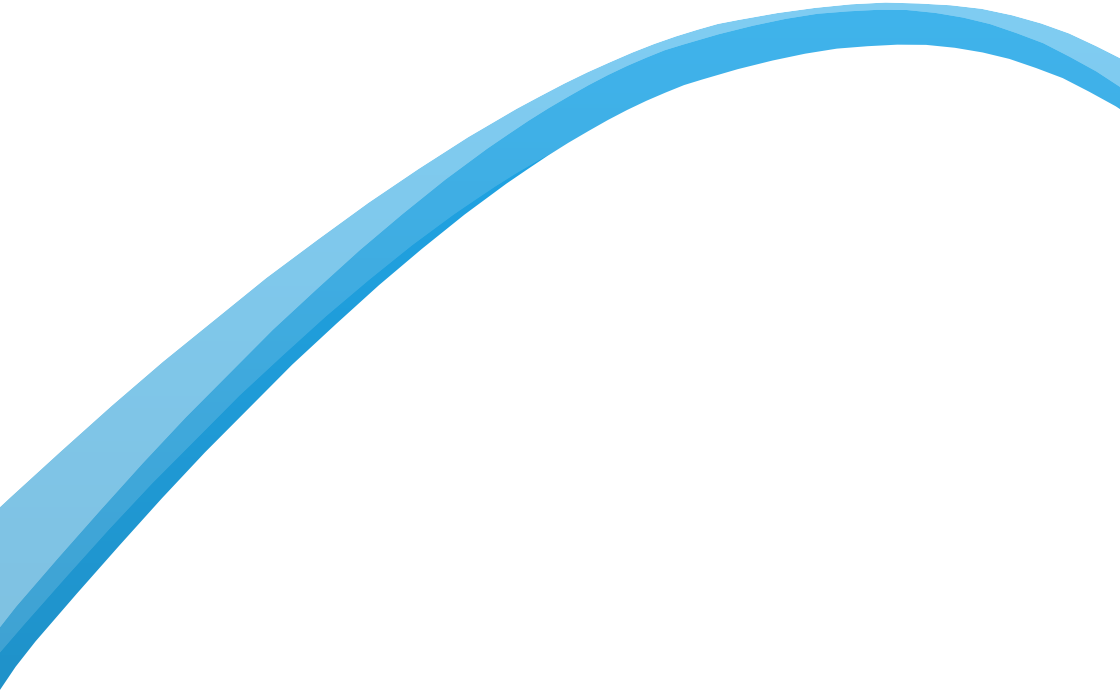


# SME

## Terms & Conditions Amendment



# 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 Haven Power's SME terms and conditions which introduces such additional protections to existing contracts. This amendment applies to all SME contracts where such wording is not already included:

SME Terms and Conditions with effect from 1st November 2018

Paragraph 4.28:

"Where, you are a micro business as defined by OFGEM or are treated as such under our current Terms and Conditions, 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."