

Fix & Fall
March 2016

Tariff terms and conditions

About your tariff

Fix & Fall March 2016 prices won't go up until 31st March 2016. If our standard variable prices in your region go down before 31st March 2016, your prices will fall by the same proportional amount. You'll pay a daily standing charge and single unit rate.

Paying for your energy

If you pay by Direct Debit but miss any payments, we can ask you to pay by Cash or Cheque. You'd then lose your Direct Debit discount and your prices would go up – we'll explain the difference in your contract pack, or you can find the details on our website. We'd write to you at least seven working days before changing how you pay.

If you decide to cancel

If you switch to another energy supplier before 31st March 2016, we may charge you an exit fee of £30 for electricity and £30 for gas.

If this happens, we'll collect these fees before any other amounts you owe us, either from payments you make or from your credit balance.

At the end of the tariff

Before this tariff ends, we'll write to tell you what will happen next. If we don't hear from you, we'll move you to the cheapest standard variable tariff we have available on 31st March 2016.

Other things to bear in mind

We'll offer Fix & Fall March 2016 prices until 31st March 2016, unless the government or regulator does something or plans something that means we can't. (We hope they won't, but we have to let you know.)

We can only sell so many Fix & Fall March 2016 tariffs, and we might withdraw it. The prices might change depending on regulations and how you pay. We also have to add VAT.

Our usual [terms and conditions of supply](#) also apply.