



Small to Medium Business Out of Contract

Principal Terms

As your current fixed contract has ended with us you will continue on the Out of Contract rates until you either enter into a new contract with us or leave ENGIE's supply.

Your contract with us is continuous, which means it will only end when you switch supplier, if we choose to end it, or if you agree a new contract with us. If you agree a new contract with us, your existing contract will end when your new contract starts.

Where you fail to pay us, we may disconnect you, and may require a security deposit before we re-connect you. We may also require you to pay for your energy by a different method.

Prior to entering into a new supply contract with ENGIE, you must be able to confirm that you have the necessary authority to enter into a legally binding contract.

Pricing

All prices exclude VAT, Climate Change Levy (CCL) and Green Deal. Our prices are fully inclusive of data collection and meter operation costs.

Our standard payment terms are 14 days from the invoice date and are based on billed monthly amounts.

Advanced meter requirement

In order to comply with industry regulations, we may in the future need to change your meter to install an automated meter, which will send reads to us automatically. When we identify that your meter requires to be changed, we will write to advise you of the next steps. Please note that if you do not permit us to change your meter, we may terminate your current supply contract and switch to supplying you on the basis of our Default Rates.

Changing Supplier

Where you pay on receipt of a bill, we may object to you changing supplier if the balance on the account has been overdue for more than 14 days after the date of the bill.

If you pay by fixed monthly Direct Debit, we may object to you changing supplier if there has been an unpaid Direct Debit in the last 3 months and there is a debit balance on your account.

Our Out of Contract prices are variable and subject to change at any time. These are higher than on a fixed contract, and we may change them at any time.

As you are now on Out of Contract rates, where your account is up to date you are free to leave at any time-

Small to Medium and [Microbusiness] additional charges

Please note that ENGIE will charge you in relation to any additional costs incurred due to ancillary matters relating to your supply. Please see below a non-exhaustive list of examples of additional charges:

Meter de-energisation (power):	Charges dependent on meter type and size
Meter Disconnection (gas):	Charges dependent on meter type and size
Pre-disconnection visit:	£60
Warrant Application Fee and court attendance:	£70
Legal Team Litigation and Interest Claimed Fees:	Determined on a case-by-case basis
Cancelled warrant attendance:	£45
Locksmith visit:	£75

Please note that the above comments are provided as a limited guide only and you should carefully read the full Terms and Conditions and contents of your Supply Contract as it is a legally binding agreement.