

As your current fixed contract has ended with us or you have just moved into the property 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 should 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.

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.

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.

### Pricing

All prices exclude VAT, Climate Change Levy (CCL) and Green Deal. Our unit rates and standing charge prices are exclusive of any passthrough charges including but not exclusively to the 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

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 based on our Out of Contract Rates.

### Changing Supplier

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

### Small to Medium Business 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.**