Conditions of Supply

Non-contract Deemed Microbusiness and Small Business Customers

September 2026



npower Business Solutions
powered by e·on

Terms for non-contract (deemed) customers npower Business Solutions) Microbusiness and Small Business Consumer September 2026

Common questions on our 'Microbusiness Conditions of Supply' (the conditions)

This document aims to help you understand the conditions which apply to your supply of energy to your business if you have not agreed a contract with us. Please take the time to read the conditions carefully.

How much will my energy cost me?

The deemed **charges** are published here https:// npowerbusinesssolutions.com/my-account/ deemed-and-default-rates. You will pay a **unit charge** for each **kWh** of energy you use, together with any other charges that apply to your supply (for example, a **standing charge** or a **capacity charge**).We may change the charges from time to time, but we will always tell you of any changes.

What are my payment terms?

Our normal payment terms are that you must pay for your energy, by the agreed payment method, within 14 days from the date of the bill. If you have agreed to pay by direct debit and fail to do so, you may have to pay an extra charge(condition 5.6). If you fail to keep to your payment terms or the agreed method of payment we may make changes to your payment arrangements (condition 6)

Could I have to pay other charges?

You may have to pay our costs and losses if, for example:

- you fail to pay your bills on time;
- You stop consuming energy, without disconnecting the supply;
- we have to pay meter-specific charges (for example a **meter asset charge**);
- you fail to provide accurate meter readings when requested; or
- we have to cut off your supply.

For more details of our charges, phone **0800 138 2322**.

If I have an Advanced or Smart meter will you take information from it?

Our Privacy Policy sets out the way in which we use your personal data.Our Privacy Policy is subject to change and the current version is published at https://npowerbusinesssolutions.com/information/ privacy-policy

SECTION A: CONDITIONS OF SUPPLY

1. Introduction

1.1 These conditions apply if we supply your business with energy and they will form your deemed contract with us.

1.2 The glossary at the end of these conditions explains the meanings we have given to specific words or phrases. Where the word 'including' is used in this document, this is followed by a list of examples, and is not a full list.

1.3 Wherever we refer to any industry agreement, legislation, licence or regulation, we are referring to the version (as may be changed or updated from time to time) in force on the agreement date.

1.4 You understand that this deemed contract with us is legally binding and so you must carry out your responsibilities under it. If you do not, we may take legal action against you.

1.5 Headings are only to help you find information in these conditions. They do not affect the meaning of the conditions.

1.6 Any reference to a person includes partnerships, companies and organisations.

1.7 You understand that when you receive a bill from us for your site it may be for the supply of energy to more than one building on your site (this is because, if the buildings which are owned or occupied by one person on a site are close together and their use is connected they are considered to be one "Premises" for tax purposes).

1.8 If you submit tax declarations or claims for tax relief in relation to the supply of energy you receive from us you are only able to submit (and we are only able to accept) declarations or claim for tax relief from you if the bill for the supply of energy is addressed to you. We are also only able to accept one declaration or claim for tax relief for each Premises at which you receive a supply of energy from us.

2. Deemed customers

2.1 The payment terms for deemed customers shall be 14 days.

2.2 The other conditions of this deemed contract will continue to apply (as long as they do not conflict with this condition 2 until you either receive energy from us under a formal contract or transfer to another supplier by entering into a contract with them or arrange for and complete the disconnection of the supply with the Distributor and or Transporter.

2.3 We will calculate and apply charges from either the date of the last meter reading or the date of our estimated meter reading (unless we agree otherwise with you).

2.4 We will tell you about any changes to our charges for deemed customers.

2.5 If you have not agreed a contract with us these conditions will apply from the date that:

- you move into a site we already supply;
- you take a supply from us at your site;
- your tenants move out of your site; or
- you take over or have responsibility for your site.

2.6 You will be a deemed customer until:

- you agree a new contract with us; or
- you have changed supplier; or
- you or we end this contract in line with condition 7; or

your supply is disconnected.

2.7 You will be charged our deemed rates which can be found at https://npowerbusinesssolutions.com/my-account/ deemed-and-default-rates

2.8 If you are a microbusiness and you have a smart or AMR meter you have the right to opt out of half hourly meter readings.

3. Supplying your energy

3.1 We will only supply energy to you under this deemed contract with us if you:

3.1.1 Make sure your site is connected.

3.1.2 Use the energy totally or mainly for business purposes (this includes landlords, management agents or housing associations buying energy for sites where all or some of the energy is used for domestic purposes). You must notify us immediately if this supply is wholly or mainly for domestic purposes and we will arrange a transfer to E.ON Next who can supply to domestic premises.

3.1.3 If you need a large gas supply, give us:

- the names or job titles of three to five emergency contacts who have the authority to keep to any instruction we give if there is a gas-deficit emergency; and
- between one and four phone numbers for each emergency contact so that we can contact at least one of them 24 hours a day;

and make sure these details are kept up to date.

3.1.4 If your site uses (or is expected to use) more than 1,464,000 kWh of gas each year, give us an out of hours telephone number and an email address as an emergency contact that can receive and respond to emails 24 hours a day.

3.2 If at any time you do not carry out any of your responsibilities under condition 3.1, we may deenergise and/or disconnect your site (please see the glossary for an explanation of de-energise and disconnection).

3.3 Our responsibilities

We will only have to supply energy to you under your contract with us if we:

3.3.1 Are allowed to supply you with energy under the terms of our supply licence.

3.3.2 Where there is more than one metering point related to a premises these must all be supplied with energy by the same supplier. If, we find that some metering points are being supplied with energy by a different supplier we will need to rectify this by switching the metering points between us and the other supplier. The switch will work so that the supplier who has the main metering point for a premises will also supply any other metering points related to that premises. This means that if we are registered as your supplier for some metering points to a premises but not registered for the main metering point to that premises we may need to switch the metering points we are registered with to the supplier who is registered to the main metering point.

4. While we are supplying you

4.1 You must pay for all energy we supply at a site as set out in condition 5. Any statement, bill or invoice we send you shall be a demand for payment.

4.2 You must do all you reasonably can to maintain a connection.

4.3 As part of this deemed contract you are also entering into the National Terms of Connection with the electricity distributor (see condition 21). You understand that you are responsible for agreeing your profile class and capacity charges with the electricity distributor.

4.4 We will carry out our responsibilities under this deemed contract with us with reasonable skill and care.

4.5 If you are an organisation (including a partnership or joint venture) that is run by more than one person, each person will be responsible (both together and individually) for keeping to the conditions under this deemed contract.

4.6 We may have to interrupt or suspend your gas supply if we have to do so by law or in an emergency. For example, there may be a gas deficit emergency, or other circumstances beyond our control.

4.7 If we supply you with gas, we and the gas transporter who operates the network through which the gas is supplied to you through also have the right to tell you to restrict the amount of gas you use, or stop using gas if we or they have to do so by law or in an emergency. You must then follow our instructions. If you receive a request like this, you may be entitled to compensation. If you are, we will make sure it is paid to you as soon as reasonably possible after we receive it from the organisation responsible for that payment.

4.8 In an emergency, you must allow us, and anyone we authorise, safe access to your meter at any time.

4.9 We have a duty to take all reasonable steps to detect, investigate and prevent energy theft. Such steps may require us to work with the other industry participants. If we share your personal data this will be done in accordance with our Privacy Policy. See condition 13 below for details of how you can view our Privacy Policy.

5. Charges and payment terms

5.1 We will write to you, giving you at least 30 days' notice, to let you know of any changes to your charges.

5.2 We will send you a monthly bill (estimated or actual) for the charges due under this deemed contract. You must pay each bill in accordance with your payment terms. We refer to the last date on which a bill must be paid under the payment terms before it is deemed to be late as the "due date".

5.3 If you are a micro-business in accordance with our supply licence obligations we will not bill you for energy you consumed and/or for any supply charge accrued more than 12 months before the date of our bill unless:

a) we have evidence that you or one of your representatives have behaved in an obstructive or manifestly unreasonable way for example by tampering with the meter or preventing access to the meter (for example by not allowing a meter reader onto the site without good reason) so as to prevent us billing you correctly; or

b) we have sent you a compliant bill for the charges in accordance with condition 5.2 but you have not paid that bill. In such circumstances we will be entitled to chase or reissue such bill for the same units of energy and/or supply charge more than 12 months after the energy was consumed and/or supply charge was incurred; or

c) we are allowed to do so in accordance with any additional rights or guidance specified by Ofgem but not covered by (a) and (b) of this condition 5.3.

5.4 You must pay all bills in full and in pounds sterling (£) by the payment method agreed with us. You may have to pay an extra charge if you do not pay by direct debit.

5.5 If you choose to pay by direct debit (whether the amount you pay each month is fixed or varies), you must make sure there is enough money in your account to cover the payment.

5.6 If you choose to pay by direct debit but fail to pay by this method, we may add a charge to your bill (we will do this as well as using any other rights we have under this deemed contract to claim the money you owe).

5.7 If you ask us for copies of any bills or statements of account, we may add an extra charge to your bill to cover our administrative costs. If you dispute any amount on a bill or statement of account, you must still pay the bill in full.

5.8 If the amount you must pay for each unit of electricity varies depending on the time of day, your electricity distributor will give us the times we need to work out our charges.

5.9 If you or we do not pay any amounts due under this deemed contract by the due date, either you or we (whichever applies) can charge the other interest on those amounts from the date they became overdue for payment. Interest will build up from day to day at 6% above the current base lending rate of the Bank of England, until either you or we pay to the other the amounts that are due. Our right to charge interest on overdue amounts in accordance with this condition 5.8 shall be in addition to any other rights or remedies we may have (including our right to charge a late payment fee under section 5.3 of the Late Payment of Commercial Debts (Interest) Act 1998).

5.10 If you only pay some of the charges we bill you for under this deemed contract with us you cannot choose how the payment is allocated and we may decide to use any money you pay us to pay off your oldest debt first.

5.11 We may sometimes send you estimated bills for charges due under this deemed contract, and we may base the estimates on:

- your past meter readings including those you have given to us;
- standard industry estimates;
- information or meter readings provided by other industry participants

If an estimated bill we send you is not accurate, we will try to make any appropriate adjustments in the first bill we send you after we have taken an actual reading or we know the correct figures for the amount of energy you have used subject always to condition 5.3.

5.12 Unless we tell you otherwise, the prices we give you do not include VAT, climate change levy, green deal charges or any other tax, charge, fee, levy or duty that applies. If these apply, we will add these to your bill and they will form part of the charges you must pay.

5.13 We may change the charges or introduce a new charge at any time which you will have to pay if any of the following applies.

- There are any changes to relevant laws or any new tax, charge, levy, fee or duty related to the supply is introduced, which affects our costs of providing the supply to you (for example, if we must restrict the supply of energy under any fuel security or emergency code, or if there are any changes to the law which affect the costs of supplying energy for the energy industry). Any changes passed through to energy suppliers including but not limited to the Energy Intensive Industries (EII) Network Charging Compensation (NCC) scheme, Green Gas Levy (GGL) and National Transmission System (NTS) charges, Bill Discount for Transmission Network Infrastructure Scheme, Community Funds for Transmission Infrastructure Scheme or Carbon Pricing Regime will be deemed a Change in Law.
- There is any legal or regulatory change (including any change to an industry agreement) which puts a new obligation on us, or increases an existing obligation on us (for example, an obligation on us to increase how much electricity we buy from renewable sources or other changes that cause our renewable costs to increase, or a new tax, fee, levy or duty is introduced which all energy suppliers must pay or where the method used to calculate industry charges changes).
- Any industry charges, costs, expenses or obligations are introduced (or any existing charge, cost, expense or obligation is varied or replaced) if suppliers throughout the industry have to pay a charge, cost or expense, or will have an obligation, (or there is a change to any of these) in relation to supplying energy. This applies whether or not the charge, cost, expense or obligation could reasonably have been expected.
- There are any changes in our obligations, costs or charges we owe to other organisations in relation to the supply, or if other organisations introduce new charges (for example, if there is a change in distributor costs or the method your distributor uses to calculate the charges for using their network).
- We become aware of a mistake in the charges, or we are given any inaccurate information about the meter.

5.14 If we receive a compensation payment from a distributor relating to a loss of supply you have suffered, we will pay you that amount as soon as reasonably possible.

5.15 We may use any money we owe you to reduce the amount of any money you owe us under this deemed contract or any other agreement between us.

5.16 If you have any related meters, you will be responsible for any usage recorded by the related meters.

6. Changes to your payment arrangements

6.1 From time to time during the period we are supplying you with energy we may check your credit status and this may require us to share your information with credit bureaux and credit insurers. Where we share personal data this will be done in accordance with our Privacy Policy (see condition 13 below for details of how you can view our Privacy Policy). You are responsible for ensuring that you have obtained consent from anyone that we credit check under this condition 6.1.

7. Leaving us

7.1 If you intend to stop trading at any site or plan to leave a site you must tell us:

- the date you plan to stop trading at the site or the date you will move out;
- your new address and contact details; and
- whether you want us to de-energise the site (for which you will need to pay a fee).

To avoid doubt, you will continue to be responsible for paying all charges that relate to the site under this deemed contract with us until the landlord or new owner or occupier takes over responsibility for the supply or until we de-energise the site or where we agree that you no longer occupy the site or you switch supplier. You should take meter readings on the day you leave the site and give them to us so we can give you a more accurate bill. We will have no liability to you for any delay in moving to a new supplier while we confirm the information you must give us under this condition. Where there is a change of occupancy or ownership of the site you shall use reasonable endeavours to provide us with details of the new owner and/or occupier of the sites to the extent you are legally able to do so as well as any documents that would provide sufficient evidence that a change of occupancy or ownership has taken place.

7.2 This deemed contract will automatically come to an end if:

- we no longer hold or have permission under a licence to supply gas or electricity, including if the Gas and Electricity Markets Authority instructs another supplier to take over the supply to sites under the contract with us; or
- we no longer have in place any industry agreement that is necessary to allow us to supply energy to you or any of your sites.

7.3 You must give us written notice if any of the following apply:

- you stop carrying on business or become unable to pay your debts (within the meaning of section 123 of the Insolvency Act 1986, not including section 123(1)(a) of that Act);
- you make or propose any arrangement with or for the benefit of your creditors (including any voluntary arrangement);
- you have a supervisor, receiver, administrator, administrative receiver or any other person or organisation take possession of or be appointed over the whole or any part of your assets, or any distress, execution or other process is charged or enforced upon all or part of your assets; or
- you have a bankruptcy order made against you or action

is taken to start an administration order or to wind up or break up the company (other than for the purpose of reorganisation).

7.4 After you leave us, you must pay us for any energy you used during the period we supplied you and we have not yet charged you for, based on our published deemed rates as applicable at that time.

7.5 All other conditions of this deemed contract , including all of your obligations to pay costs and charges, will apply until your site is registered to another supplier even where your site has been de-energised or disconnected. Even after your site is registered with another supplier, we will continue to be entitled to claim any amounts you owe us for energy you used or any other charges, losses or costs that arose during this deemed contract.

7.6 After you leave us you must ensure that we have access to your sites to allow us to take any of our equipment and confidential information.

7.7 If, after you have switched to another supplier, we discover that any of the bills we sent you were inaccurate, we will send you a new bill which you must pay by the due date on the bill. This condition will continue to apply after you leave us and after we have sent you a final bill but remains subject to condition 5.3.

7.8 If you have money left on your account after we have billed you for all the amounts that became due while we supplied you, you must give us the information we need to refund that money to you (for example, a forwarding address). We can only refund the money to you. You cannot ask us to pay it to any other person.

8. De-energising or disconnecting a site

8.1 We may de-energise your site if:

a) you ask us to in writing, as long as you pay the relevant fee (if any) and any other charges due to us;

b) this is necessary for safety reasons or for the security of the distributor's networks, or to meet the requirements of any law, regulation, or industry agreement;

c) you break any of your responsibilities under this deemed contract;

d) you break condition 3.1;

e) your site has been substantially redeveloped.

f) in the event and for the duration of a Force Majeure;

8.2 We do not have to re-energise your site until you have:

- asked us in writing to do so;
- paid our costs and charges for de-energising your site;
- paid our costs and charges for re-energising your site;
- put right any problem to our reasonable satisfaction if you have broken the conditions of this deemed contract with us, including paying any debt on your account;
- given us any information we reasonably ask for about any change in the owner or occupier of the site (to the extent you are legally able to) for example by providing suitable proof (including copies of any relevant tenancy agreements, business records, letters or emails) to reasonably satisfy us that the circumstances relating to any change in the owner or occupier of the site are genuine and do not involve any attempt to avoid paying overdue charges.

8.3 You must cover all costs and losses we face as a result of chasing payment of any charges you owe us under this deemed contract. This includes the cost of visiting your site before de-energising or re-energising it, and fees involved in getting a warrant to enter your site to de-energise it. You must pay these charges within 14 days of our bill.

8.4 Only the distributor or the transporter or shipper of gas may disconnect or reconnect the metering point (by physically doing so), and may do this if:

- you ask them to;
- they have the right to do this or have to do this under an industry agreement or by law; or
- we ask them to.

There may be charges or fees associated with disconnecting or reconnecting the metering point. You must pay these straight to the distributor or transporter.

8.5 You may ask us to re-energise your site as an emergency case, and we will try to do this as soon as reasonably possible. Our charges in these circumstances will be higher.

8.6 We will not be liable to you for any loss you may suffer as a result of any delay in re-energising your site.

8.7 If there is a gas pipeline system emergency (as defined in our gas licence), or if we must do so by law, or to protect the safety of people or property, or if there is an actual or suspected escape of gas, we may de-energise, stop or restrict the gas supply to your site. You must stop using gas immediately if we or another authorised organisation (including the relevant transporter of gas to your metering point) tell you to.

9. Liability

9.1 If we fail to carry out our responsibilities under this deemed contract, we will only be liable to you if this directly results in physical damage to your site. The maximum amount of compensation we will have to pay for such damage is £50,000 for each event (or series of connected events) in any 12-month period.

9.2 Except where condition 9.4 applies, or where you must pay us our costs or losses under this deemed contractor where we must may you an amount under these conditions, you and we will not have to compensate the other for:

- any loss of profits, damage to reputation or goodwill or loss of expected future business;
- any compensation you or we have to pay to any other organisation; or
- any other loss which you or we would not reasonably expect to arise as a result of breaking the conditions of this deemed contract in a particular way (such as losses resulting from any information stored electronically or computer software being corrupted or damaged).

9.3 If your or our negligence causes death or personal injury, you or we (as appropriate) must pay the other all costs and losses suffered as a result.

9.4 You must cover us for all costs and losses we suffer as a result of you, your employees, partners, representatives or agents failing to keep to the conditions of this deemed contract or to any law, regulation or agreement (including any industry agreement) about the connection or using the supply (including any conditions relating to supplying energy to others), or failing to use our or your equipment in line with all relevant laws and regulations.

9.5 The rights and remedies set out in this deemed contract are the only ones you and we have. You and we have no other rights and remedies by law.

9.6 You and we will not be liable to the other for any failure or delay in carrying out any responsibilities under this deemed contract if the failure or delay is caused by circumstances beyond your or our reasonable control, such as floods or storm damage, terrorist activity, armed conflict or explosion. (This does not include a lack of funds or the consequences of an economic downturn).

10. Measuring the energy you use and metering agents

10.1 We will use the meter (including taking account of how the meter is set up) and standard industry methods to measure how much energy you use. We will use the meter reading as evidence of how much energy you have used so we can calculate your bill, unless we find that the meter is giving inaccurate readings to a level higher than that allowed under the relevant regulations. In line with paragraph 2 of schedule 7 to the Electricity Act, we agree with you that the meter for electricity does not need to be certified by a meter examiner.

10.2 You are responsible for your equipment. You must maintain it in good working order at all times. You will be responsible for any loss or damage to your equipment and our equipment due to overloading (unless the damage is caused directly by us). You must let us know as soon as possible if you think there has been damage to or interference with our equipment.

10.3 If you fail to maintain the meter in good working order, we may de-energise the relevant metering point until you have arranged to replace the meter or had it repaired (and you must pay any cost involved including our charges).

10.4 In these conditions, where we state that something applies before MHHS or after MHHS it means before your meter has been migrated to half-hourly settlement under the MHHS programme or after your meter has been migrated to half-hourly settlement under the MHHS programme.

10.4A Before MHHS If you want to nominate someone to act as your metering agent (electricity only to carry out the responsibilities of the meter operator and data collector), you must give us details in writing. Unless you have our written permission, you cannot nominate more than one person to act as your metering agent at any time (this means that your nominated metering agent must act as meter operator, data collector and data aggregator). If you do not nominate a metering agent for HH settlement we shall nominate a metering agent for you for that purpose and the supplier appointed metering terms will apply. You must pay all the charges under that agreement. If you do not nominate a metering agent for NHH settlement we shall appoint a metering agent for that purpose and you shall be deemed to agree to the appointment under these conditions. Where required, we will always nominate the data aggregator for electricity.

10.4B After MHHS if you have an advanced meter or traditional meter and want to nominate someone to act as your metering agent (electricity only to carry out the services known as for the advanced meter segment, meter services advanced and advanced data services and for traditional meters, meter services smart and smart data services), you must give us details in writing. Unless you have our written permission, you cannot nominate more than one person to act as your metering agent at any time (this means that your nominated metering agent must provide both of those services).

10.4C After MHHS if you have an advanced meter or traditional meter and do not nominate a metering agent we shall nominate a metering agent for you for that purpose and the supplier appointed metering terms agreement shall apply . You must pay all the charges under that agreement.

10.4D After MHHS if you have a smart meter we shall appoint a metering agent for that purpose (at your cost) as we cannot support third part agents for these meter types and you shall be deemed to agree to the appointment under these deemed conditions.

10.4E If you have a traditional meter and have appointed your own metering agent and they upgrade your meter to a smart meter we will deappoint that metering agent and appoint a new metering agent (at your cost) and you shall be deemed to agree the appointment under these conditions.

10.5 We will only agree to appoint the person you have nominated as metering agent if:

- the metering agent is accredited under the Balancing and Settlement Code to act as a metering agent;
- the metering agent confirms to us in writing;
- you and your metering agent have in place, and maintain, a contract setting out your and their responsibilities;
- you are responsible for paying all your metering agent's costs and charges;
- your metering agent is able to support the metering at your sites and deliver a compliant service;
- your metering agent agrees to act as the only metering agent for the sites listed in this deemed contract;
- you agree to work with us to make sure that your metering agent meets any national, compulsory meter replacement programme.

10.6 You are fully responsible for your metering agent's actions and you must cover any costs or losses we face if something your metering agent does or does not do causes you to break any of these conditions.

10.7 You must make sure that you will or any metering agent we appoint on your behalf as described in condition 10.5 will:

- promptly give us all information we reasonably ask for to maintain the supply and so that we can calculate the charges;
- give us HH consumption data each day and before MHHS NHH consumption data upon request;
- give us any meter information we ask for, in the format, by the method and to the timescales we tell you;
- inspect each gas and electricity meter regularly and give us a written report of each inspection on request;
- keep to all laws, regulations and industry agreement requirements to maintain their metering agent qualification;
- ensure that all metering laws, regulations and industry agreement requirements that relate to provision of an energy supply are fulfilled and any costs associated with this are paid direct to them;
- keep to industry mandates regarding the installation of applicable metering technology and ensure that all sites have the applicable technology installed at or prior to the mandate date;
- read each meter at your site at least once a year;
- (for electricity only) in the case of NHH metering before MHHS, ensure meter readings are taken as per the requested read cycle and within the applicable read window and that we receive at least one actual read during each rolling 6 month period for at least 99% of the sites to which the metering agent is appointed;
- (for electricity only) in the case of before MHHS HH Metering and after MHHS Advanced Meter Segment and Smart Meter Segment, ensure HH metering data is collected daily and that the company receives HH read data as outlined in the BSC.
- (for electricity only) in the case of HH metering, ensure 100% of sites are visited annually or bi-annually as appropriate in accordance with the requirements of the BSC
- Upon request we will require you to provide details of your chosen agent and their migration timescales under the MHHS programme. We may also request additional information to support the delivery of MHHS

You must pay us for any costs or losses we face as a result of you or your metering agent failing to keep to condition 10.7.

10.8 You cannot change your metering agent without our written permission.

10.9 You must tell us immediately if you or your metering agent fails to keep to any of the conditions of the contract between you and your metering agent and when the contract ends. If you do not maintain a contract of appointment with your agent as required under condition 10.5 or you or your metering agent have failed to keep to condition 10.7 or your metering agent is unlikely to meet the qualification timescales for MHHS we may appoint a different metering agent (who we will choose) at your cost.

10.10 You (and your metering agent where this applies) must at all times use the energy in a safe way and must not interfere with the meter, metering point or supplies on the distributor's side of any metering point.

10.11 You (and your metering agent where this applies) must not use any apparatus that might threaten the security of a distributor's network.

10.12 If the amount of energy you use at any site is higher than the industry requirements for your profile class or the amount of energy your metering point is registered to receive, you must pay our charges for any necessary upgrade to the meter or the connection to the distributor's network.

10.13 We may sometimes ask you to read the meter and give us the meter reading. If you do not do this when we ask, we may charge you for coming to the site to read the meter ourselves. If we make an appointment with you to read or inspect a meter but you do not keep the appointment, you must pay us a charge known as a 'missed visit charge'.

10.14 We may increase our charges if you do not keep to conditions 3.1 or 10.4 and we provide the energy to you.

10.15 We do not guarantee the accuracy of any information we give you, and we are not liable for any inaccurate information.

10.16 We may decide to install a smart or advanced meter so that we can collect your meter readings without visiting your site.

10.17 If you give us a meter reading which is not valid, for example if it is lower than the previous meter reading your metering agent or we collected, we are entitled to reject this and get another reading as explained in condition 10.4.

10.18 If your consumption data is not registered or settled in compliance with a relevant industry agreement for any reason (including due to an act or omission of a metering agent or a failure of any data transfer systems) your consumption will be estimated by us and we will adjust your charges and you shall pay our costs and losses as appropriate when the actual data is received.

10.19 You will pay our reasonable charges for reprogramming, modifying or replacing your meter and its ancillary equipment if you ask us to or if we are obliged to by law or an industry agreement.

10.20 You must tell us immediately if your meter is damaged or stolen.

10.21 If we cannot re-programme your smart meter or install a smart meter by a specified date we may vary your charges until the reprogramming or installation is complete.

10.22 You agree to us installing any meter type where such installation has been made compulsory by a competent authority and in accordance with the timescales set by the competent authority. You agree to provide us with reasonable assistance to carry out such installation. This includes replacing a traditional meter with a smart meter.

11. Access

11.1 You must make sure that you give us all information we need to allow us to have access to your sites and meters (including providing a contact name and telephone number for each of your sites and the exact location and access instructions for each meter on your sites). If we give you reasonable notice, during working hours you must make sure that we, the metering agents and anyone working on our behalf have access in person or remotely to read, install, test, inspect, repair, replace, remove or check the accuracy of any meter, investigate any health and safety concerns and allow us to confirm that all gas appliances have been turned off after an interruption to the supply. You must pay our charges and any other costs involved in providing access including any cost we face because a meter is not easy to get to. You must provide a suitable contact name and telephone number for each of your sites, and instructions on how we can gain access to each meter if we ask you for this information.

11.2 You authorise us, the metering agents, anyone acting on our behalf including any distributors, transporter or shipper of gas involved in the distribution network to enter each site at all reasonable times, after giving you written notice, to de-energise your supply.

11.3 You must make sure that you, your partners, your employees, your representatives and your agents do not do anything which might prevent or make it difficult for us, the metering agents, anyone acting on our behalf including any distributors, transporter or shipper of gas involved in the distribution network from entering your site.

11.4 At each site you must provide, free of charge, power, water, drainage or protection equipment that we, the metering agents, anyone acting on our behalf including any distributors, transporter or shipper of gas involved in the distribution network may reasonably need.

11.5 If you would like a meter examiner to examine a meter to make sure that it is accurately recording how much energy you are using, you can ask us to arrange this for you, but you will have to pay a meter examination fee. We will only refund the meter examination fee if the meter examiner finds that the meter is not accurate (within tolerance limits set by law). If the meter is not recording accurately, we will replace it and adjust your future bills to reflect historic consumption in order to address any underpayment or overpayment that resulted from the inaccurate meter readings subject always to conditions 5.3.

11.6 Additional charges will apply if we do not receive regular and accurate meter readings from you. If we have taken all reasonable steps to obtain an accurate meter reading (including ensuring a metering agent or someone on our behalf has attempted to visit the relevant site) and we still do not receive an accurate meter reading from a meter (a "default meter") by the meter read date you must pay £250 per month (or part thereof) per default meter where we require you to do so We will require you to pay these additional charges for the whole of the default meter period.

11.7 We may, at our discretion, include the charges payable under condition 11.6 as part of your usual energy invoices or we may send you a separate bill for the charges. You must pay these bills in accordance with condition 5.2. Any separate bills must be paid by you in accordance with condition 5.2, unless otherwise stated on the relevant bill.

11.8 If you give us an accurate meter reading in respect of a default meter after the meter read date but before the meter read default date then we will adjust the next invoice issued to you after we receive your accurate meter reading to take into account the charges paid by you in accordance with condition 11.7 for that default meter period. We will not be required to adjust your next or any future invoices if you do not give us an accurate meter reading in respect of a default meter until after the meter read default date and you will continue to incur additional charges for as long as an accurate meter reading is not provided in respect of a default meter.

12. Safety

12.1 The electricity we supply may vary in voltage as allowed by the Electricity Supply Regulations 1988. You accept that we cannot guarantee a continuous supply of electricity. If you need a continuous supply, you must arrange an emergency or standby supply.

12.2 You must immediately report any gas leak to the National Gas Emergency Service. The number to call is 0800 111 999 unless you have been told otherwise.

12.3 Emergency electricity and gas services will be provided by us or on our behalf. If we ask you to, you must pay us any call-out charges we have to pay to a distributor or the metering agents, including those relating to stopping a gas leak or providing other emergency services on your equipment.

12.4 If you start to use more gas and this means you become a customer with a large gas supply, you must keep to conditions 3.1.3 and 3.1.4.

Using your personal information

13. Data protection

13.1 Our Privacy Policy sets out the way in which we use personal data supplied to us by you or which we legally receive from a third party in relation to you and our legal basis for such use. Our Privacy Policy is subject to change and the current version is published at https://npowerbusinesssolutions.com/information/privacy-policy.

13.2 The Company may share data concerning the Customer obtained throughout the performance of this deemed contract (including consumption data) with its Affiliates, and the Company and/or its Affiliates may contact the Customer about products and services.

14. Rights in documentation and software

14.1 We own all the rights in any documents and software which we use to carry out our obligations under this deemed contract. You must not (and must ensure that nobody who has access through you):

(i) attempt to, or actually obtain, access, alter, de-compile, reverse engineer or destroy any of our data files, programs, procedures and/or information;

(ii) assist another to perform the acts set out in (i) above;

(iii) use any software we provide you with access to in a way which could mean that we (or our other customers) are not able to use the software;

(iv) create and/or introduce into any software or any equipment used by us in connection with the provision of the supply of energy to you any destructive or contaminating program or advising any other party how to do so.

15. Confidentiality

15.1 From the date you start taking supply from us until one year after we no longer supply you, you and we must keep the commercial and financial terms of this deemed contract with us and any other confidential information about the other one's business strictly confidential. This will not prevent you or us from giving information to your or our linked companies, your appointed agent or representative, or if we must do so under condition 13, by law or under the rules of any recognised stock exchange or competent authority.

16. Using other organisations

16.1 We may subcontract, assign, transfer or novate any or all of our rights and responsibilities under this deemed contract at any time without giving you notice. You must not subcontract, assign, transfer or novate any of your rights or responsibilities under this deemed contract without first getting our permission in writing.

17. Contacting us

17.1 We will send you notices or other communications by post to your site address or where you have asked us to do so your billing address, by email to an email address you have given us, or by text message to a mobile number or any nominated third party representative you have provided.

17.2 If your address, email address or telephone number(s) change, you must tell us as soon as possible. If you have not told us about any changes, you will still be considered to have received any notice and communications sent to the most recent site or billing address, email address or mobile number we have for you.

17.3 You must send us all notices required under this contract or other communications, by writing to npower Business Solutions Customer Service, Npower Commercial Gas Ltd, 2 Prince's Way, Solihull, B91 3ES or by email to YourBusiness@npower.com.

17.4 All communications will be considered to have been properly sent and received by the other:

- On the same day if it is before 5pm on a business day, or the next business day if the day it is sent or delivered is not a business day for delivery in person, emails and text messages.
- On the second business day after posting, if sent by first class post.
- On the third business day after posting, if sent by second class post.
- At the time the call is recorded, if given over the phone.

You cannot send us any communication by text message.

17.5 Conditions 17.1 to 17.4 do not apply to the service of any proceedings or other documents in any legal action or form of dispute resolution.

17.6 Notices sent to us under condition 17.5 should be in writing and addressed to the Company Secretary, Npower Commercial Gas Limited, 2 Prince's Way, Solihull, B91 3ES and a copy of that notice should be emailed to legal@npower.com.

17.7 We may monitor and/or record phone calls for security, quality or training purposes. Call charges to numbers beginning with 0800 are set by your telecoms provider, calls may be free if you are calling from a business mobile or landline but this will depend on your contract with your telecoms provider.

18. Terms of supply

18.1 Only you and we can enforce any of the conditions of this deemed contract with us and we both agree that the Contract (Rights of Third Parties) Act 1999 does not apply to this deemed contract.

18.2 This deemed contract will be governed by English Law and any disputes will be dealt with in the English courts.

18.3 If all or part of any of these conditions is found to be illegal or cannot be enforced (either partly or in full) by any English court or under any act or rule of law, that condition (or the relevant part of it) will no longer form part of this deemed contract with us. This will not affect the rest of the conditions.

18.4 This deemed contract with us (except in cases of fraud) replaces any other statement or representation you and we have made, unless we tell you otherwise in writing.

18.5 If you break any of these conditions, we will have the right to take action against you. If we tell you that we have decided not to take action against you, this does not mean that we will not take action if you break the same condition or any other condition in the future.

19. Changes to these conditions

19.1 We may sometimes change these conditions for reasons such as taking account of changes to any industry agreements, the Electricity Act 1989, the Gas Act 1986 (as appropriate) or any other law, regulation, standard, code or licence issued by a relevant competent authority. We do not have to get your permission before making any changes to these conditions under this condition 19, and any change will apply from the date we tell you that it applies.

20. FIT licensee

20.1 We are a Mandatory FIT Licensee and will continue to be unless we tell you otherwise.

21. National Terms of Connection

21.1 In the following paragraph the words, "your supplier" will be a reference to the company, and "network operator" will be references to the Distributor: your supplier is acting on behalf of your network operator to make an agreement with you. The agreement is that you and your network operator both accept the National Terms of Connection (NTC) and agree to keep to its conditions. This will happen from the time that we start supplying you and it affects your legal rights. The NTC is a legal agreement. It sets out rights and duties in relation to the connection at which your network operator delivers energy to, or accepts energy from, your home or business. If you want a copy of the NTC or have any questions about it, please write to: Energy Networks Association 4 More London Riverside, London SE1 2AU, or see the website at www.connectionterms.org.uk.

22. Smart meters

22.1 If you agree to have a smart meter installed, we or our agent will contact you to arrange a convenient appointment to carry out the work. If you do not let us (or our agent) on to your site for the appointment we have agreed with you to install the smart meter, we may charge you the costs of that visit, unless you give us at least 48 hours' notice that the agreed time is no longer convenient.

22.2 When we (or our agent) install a smart meter, we will follow the Consolidated Metering Code of Practice. A copy of the code is available on our website at npowerbusinesssolutions.com.

22.3 We own the smart meter and any smart energy display that we may have provided free of charge. If you leave your site you must leave any smart energy display at the site unless it is one that you have bought for your own use, in which case you can remove it from your site.

22.4 If you had a smart meter installed by your previous supplier, we will try to support all of its functions. If we can't we will treat it as a traditional meter until we tell you that we can read it without visiting your site and use all its functions, or we tell you that we will swap it for a meter that we can support at your expense.

22.5 Once a smart meter is installed and all its functions are available for us to use (which we will tell you about), we will be able to take meter readings, diagnose any technical problems (using alerts from the meter if something is wrong, including if your meter has been tampered with), update your meter and monitor your energy use (as far as we are allowed to or you agree to), without visiting your site. We will use those readings to work out the bills that we send you. We can also de-energise your supply (but only if the circumstances set out in condition 8 apply), if we have the right to do these things under your contract with us or by law, or if we agree this with you.

22.6 Once we have installed a smart meter and all of its functions are available for us to use, your bills will be based on the meter readings we take from your smart meter. We may still have to estimate some of your bills or send an agent to take meter readings if your smart meter has failed or the communications to the smart meter have failed. Also, our agent will still need to visit your site from time to time to inspect your smart meter in line with our legal and regulatory obligations (see condition 11 for details of the access needed to your meter).

22.7 Where you are a landlord of premises in profile class 01-04 and those premises have a smart meter we will only be able to settle those premises on a NHH basis to remain compliant with the terms of our supply licence and data protection laws. If you do not tell us that we are supplying such premises you must reimburse us for any fines, costs, losses or penalties we suffer as a result of not having complied with the relevant licence obligations or as a result of us breaching data protection laws.

22.8 Our Privacy Policy referred to in condition 13.1 contains further information about how we use data from smart meters.

23. Service levels and the complaints for micro-business's and small business consumers

23.1 We'd like you to be happy with our service. However, we know that sometimes things can go wrong. If you have a complaint, we'll do everything we can to resolve it with you as quickly as possible. If you are a microbusiness or small business consumer we will always deal with your complaint by following these three steps:

- Step 1 - Let us try and resolve your problem.

  Call: Please refer to the telephone number on your bill to direct you to the correct team.

  Email: yourbusiness@npower.com

  Online: npowerbusinesssolutions.com/get-in-touch

  Write: npower Complaints, npower Business Solutions Customer Service, npower, 2 Princes Way, Solihull, B91 3ES.

- Step 2 - We'll open a case and we will assign a dedicated case handler. Our Complaints Team will open a case and give you a reference number, usually within ten working days. Your dedicated case handler will investigate your complaint in detail, and they'll work with you to resolve your problem as quickly as possible. We'll usually do this within 8 weeks, but if it takes longer than this we'll tell you how long it's likely to take and keep you informed of our progress throughout. If our Complaints Team can't agree a solution with you, they'll pass your complaint to be reviewed and investigated (step 3).

- Step 3 – We will review and investigate Our Independent Review team will review the actions we've taken and any letters, emails and phone calls between us. They'll also review the way we've handled your complaint if you tell us you're not happy. They'll usually do this within ten working days. If we've investigated everything and still can't agree a way forward, we'll send you our 'final position' letter. If you're a micro-business customer or small business consumer, you have the right to take your complaint to the Energy Ombudsman, and this letter will tell you how to contact them. The Ombudsman services are further detailed in condition 23.2 below.

Independent Advice

23.2 If you are a micro-business or small business consumer you can obtain free, independent and confidential advice at any stage during the complaints process from the Citizens Advice consumer service which provides a wide range of advice to small businesses on energy issues including advice on contract issues, making a complaint or what to do if you are struggling to pay your bills. You can contact the Citizens Advice consumer service on 0808 223 1133 or by visiting their website at www.citizensadvice.org.uk/energy. Or, if you are in Scotland www.EnergyAdvice.Scot or 0808 196 8660.

24. Ombudsman Services

In the following paragraph the words, "your supplier" will be a The Energy Ombudsman is there to help resolve disputes between energy suppliers and their customers and, from 1 December 2022, energy consultants and their customers. They investigate complaints cases if there is no resolution within 8 weeks. They are a totally free and independent service.

24.1 Ombudsman Services: Energy If you have followed the steps in our complaints process set out in Condition 23 in full and your complaint still hasn't been settled or resolved within eight weeks, or if we have sent you our final response letter and you are still are not happy, you can take your case to the Ombudsman Services: Energy. Their decision is binding on us as the energy supplier. The Ombudsman Service: Energy will not consider your case unless you have followed our complaints process.

24.2 Ombudsman Service: Energy Broker From 1 December 2022, where an energy consultant provides services in relation to this deemed contract with us and you have a complaint against them including where such complaint relates to the sale of your supply contract to you by such energy consultant or the account management services provided by such energy consultant in relation to this deemed contract with us, you can take your case to the Ombudsman Services: Energy Broker. Their decision is binding on the energy consultant.

If you wish to contact the Energy Ombudsman to ask them for help to resolve a complaint against us or your energy consultant then they can be contacted on 0330 440 1624 or by visiting their website www.ombudsman-services.org

GLOSSARY SCHEDULE

In this document, the following words and phrases have the meanings set out below:

Actual Consumption	The amount of supply taken at each of the sites during the relevant period as determined in accordance with condition 10.1.
Advanced Data Service (ADS)	A person authorised under the BSC to validate, retrieve and process data from advanced market segment meters at each metering point. This term (and its use throughout) only applies after MHHS to electricity and can be ignored if the energy supplied is gas.
Advanced Market Segment	The market segment operating under MHHS arrangements which comprises of advanced meters
Advanced Meter Segment	Has the meaning given to it in the electricity supply Licence and includes Meters previously referred to as being half-hourly, AMR or traditional CT (current transformer) Meters, but does not include Smart Meters or traditional WC (whole current) Meters
Agreement Date	The date that we confirm to you as the date we accepted your contract with us.
AMR Meters	Metering equipment used to get automated readings.
Bill Discount for Transmission Network Infrastructure Scheme	A scheme established in connection with qualifying electricity transmission infrastructure projects under which eligible households located near such infrastructure receive reductions or credits against their electricity bills in accordance with applicable UK Government guidance.
Balancing and Settlement Code (BSC)	The Balancing and Settlement Code helps to make sure that the amount of electricity generation meets demand.
Business Day	A day other than a Saturday, Sunday, bank holiday or public holiday.
Capacity Charge	Charges your electricity distributor charges for the maximum amount of electricity they agree to make available at the metering point in either kilowatts (kW) or kilovolt-amperes (kVA).
Capacity Mechanism Charge	A charge payable by you to us in consideration for us providing a price for the costs that are payable by us to the relevant settlement body in respect of the capacity market scheme operating in the UK from time to time (including any payments made to any person under a scheme analogous to a capacity market).
CFD Charge	A charge payable by you to us in consideration for us providing a price for the costs that are payable by us to the relevant settlement body in respect of the scheme of contract for differences with generators of low carbon electricity entered into pursuant to Electricity Market Reform.
Central Charge Database	A database which holds details of all green deal plans, green deal charges, green deal providers (and anyone they nominate to replace them), and green deal bill payers used to set up green deal arrangements.
Charges	All charges you must pay in connection with receiving energy under your contract with us, including unit charges, charges if you do not pay by direct debit, charges if your direct debit fails, charges if you do not pay the bill by the due date, meter asset charges, standing charges (if these apply), charges to de-energise or disconnect your meter, charges for meter inspections and any additional charges payable under these conditions where we are unable to obtain an accurate meter reading, charges for services on behalf of your metering agent, MOP, MAP, DC and DA charges before MHHS and MSA, MSS, SDS, ADS and UMSDS after MHHS, charges made by other organisations, such as meter operators, deposits, value added tax (VAT), climate change levy and any other tax, charge, fee, levy or duty which we may pass on to you. These charges may be adjusted or reviewed in the future.
Climate Change Levy	A charge set under the Finance Act 2000 and any related regulations.
Company	This means: Npower Commercial Gas Limited (registered in England and Wales number 3768856). The registered address for all these companies is Trinity House, 2 Burton Street, Nottingham, NG1 4BX and its linked companies.
Competent Authority	Any court in the UK, the Gas and Electricity Markets Authority, any local, national or international regulator, inspectorate, minister, ministry or public official of the UK or the European Union
Community Funds for Transmission Infrastructure Scheme industry	A funding arrangement established by transmission infrastructure developers to provide financial and community benefits to areas affected by qualifying electricity transmission projects, in accordance with applicable UK Government guidance.
Conditions	These terms and conditions or the relevant condition (as appropriate).
Contract	The agreement between you and us for supplying you with energy at the metering point. The contract includes the contract details and these conditions for supplying you with energy.
Contract Details	The quote provided by the company which has been accepted and signed by both the company and the customer as may be amended from time to time.
Contract Energy Consultant Fee / Estimated Contract Energy Consultant Fee	As set out in the contract details where applicable.
Contract Period	The period you ask us to supply energy for, starting on the supply start date which we will confirm to you and continuing until at least the end of the fixed period.
Contract Start Date	The date on which we accept your offer to enter into a contract with us for the supply of gas or electricity (or both).
Customer with a large gas supply	Customers who use (or are likely to use) more than 732,000 kWh of gas for each site each year.
Data Aggregator (DA)	A person authorised under the BSC to check meter readings and look for mistakes in meter readings they receive from the data collector.
Data Collector (DC)	A person authorised under the BSC to collect, process and check meter readings and pass this information to the data aggregator.
Data Services	Includes advanced data services (ADS) and smart data services (SDS).
Day	Any day of the week, as opposed to a business day.
De-energise	Ending the electricity or gas supply, for example by removing the fuse and the meter or by capping the supply.
Deemed Customer	The owner or occupier of a site which we supply energy to other than under a formal contract as described in paragraph 8 of Schedule 2B of the Gas Act 1986 or paragraph 3 of Schedule 6 of the Electricity Act 1989. For example, you will be a deemed customer if you recently moved into a site that we supply energy to and you have not agreed a formal contract with us.
Default Meter	Has the meaning set out in condition 11.6.
Default Meter Period	From the meter read date to the last business day of the month in which we receive an accurate meter reading from you in respect of each default meter.
Disconnect	Ending the gas or electricity supply by cutting off your site's connection to the distributor's network. Only the distributor can disconnect your supply.
Distributor	The owner or operator of a network for distributing electricity or gas.
Distributor's Network	The system for distributing electricity or gas to a metering point.

Electricity Market Reform	The programme of reform to the UK electricity market as introduced by the Energy Act 2013.
Elexon Charge	A charge payable by you to us in consideration for us providing a price for the costs that are payable by us to Elexon for Elexon's administration role in relation to balancing the electricity market.
Energy	Electricity or gas (or both).
Energy Consultant	A third party providing introduction services to us with authority to represent you under this contract.
Equipment	Any equipment including any meter, pipework, valves, other apparatus used to transport, measure and control the supply of electricity or gas and any equipment which allows us to take meter readings without visiting your site.
Estimated Annual Spend	Your annual energy spend if your energy usage matches the estimated annual power usage or estimate annual gas usage (as applicable) as set out in the contract details. Note that as such this figure in the contract details is indicative.
Estimated Annual Gas Usage	Our estimate of the amount of gas we expect you to use each year as set out in the contract details.
Estimated Annual Power Usage	Our estimate of the amount of power we expect you to use each year as set out in the contract details.
Estimated Contract Gas Usage	Our estimate of the amount of gas we expect you to use during your contract as set out in the contract details.
Estimated Contract Power Usage	Our estimate of the amount of power we expect you to use during your contract as set out in the contract details.
Estimated Contract Spend	Your energy spend during your contract if your energy usage matches the estimated contract gas usage or estimated contract power usage (as applicable) as set out in the contract details. Note that as such this figure in the contract details is indicative.
Excluded Charges (also may be referred to as "Pass Through Charges")	those charges listed as "excluded charges" in your contract. Excluded charges (or pass through charges) may be amended, varied, reconciled or added to during the Contract Period.
Exit Point	A metering point where the distributor has agreed in writing that a meter is not needed.
Feed-in tariff and FIT	The feed-in tariff scheme introduced in line with the Electricity Act 2008 and as set out in the Licence and in the Feed-in Tariffs Order 2012 (SI 2012/2782) as amended from time to time.
FIT Charges	Charges which you owe to us or we owe to you under the FIT scheme.
Fixed Period	The period starting from the supply start date and ending on the date specified in the contract details.
Gas and Electricity Markets Authority	Created under section 1 of the Utilities Act 2000 to be Ofgem's governing body, or any organisation that replaces it.
Gas-deficit Emergency	An emergency that can be declared at any time to prevent a dangerous incident caused by there not being enough gas available to meet expected demand.
Good Quality CHP	Electricity generated at a combined heat and power station.
Green Deal Arrangements Agreement	The agreement between suppliers, green deal financiers and green deal providers which sets out the procedures and practices which everyone involved must follow when collecting green deal charges from green deal bill payers and paying those charges to the green deal providers or financiers (whichever applies) and entering details into the central charge database.
Green Deal Charges	The costs of the green deal plan broken down into a daily charge which is set by your green deal provider and which we collect.
Green Deal Plan	Energy-efficiency measures or improvements made (or to be made) to a site by a green deal provider who will recover the costs of the energy efficiency measures or improvements by charging green deal charges.
Green Deal Financier	A person who agrees to take over the financing of the green deal plan from the green deal provider. Where this happens, the green deal financier will replace the green deal provider and we will forward any payments you make under the green deal plan to them.
Green Deal Premises	A site which has a green deal plan in place.
Green Deal Provider	The person responsible for providing or installing the energy-efficiency measures or improvement to a site under a green deal plan.
Half-hourly (HH)	Consumption collected on a half-hourly basis by a half-hourly meter.
Industry Agreement	Any agreement which either you (or your metering agent) or we must keep to in order to provide or receive the energy.
Inventory	The details of the equipment we will supply with electricity as set out in an unmetered supply certificate issued by the relevant distributor.
kWh	Kilowatt hour- the amount of power needed to create a kilowatt of energy over the course of an hour.
Large Gas Supply	A supply of more than 732,000 kWh of gas at each site each year.
Linked Companies	Any organisation that directly or indirectly controls, is controlled by, or is under common control with another organisation, including any company that is either a holding company or a subsidiary company, or a subsidiary company of a holding company, or any organisation that takes over all (or nearly all) of its business or assets.
Mandatory FiT Licence	An energy supplier who has a FIT licence that allows them to take part in the feed-in tariff scheme (a government programme designed to promote the use of technologies for generating small-scale renewable and low carbon electricity).
Meter	A device for measuring how much energy you have used.
Meter Administrator	A person authorised under the BSC to calculate an estimate of how much electricity you have used if you have an unmetered supply. The meter administrator is appointed by an agreement between you, us and them.
Meter Asset Provision (MAP)	The provision of a meter by sale, hire or loan.
Meter Asset Charge	A charge we pay to the meter operator to cover the cost of the metering equipment
Meter Operator Provision (MOP)	Means to install, commission, repair, maintain, remove and replace metering systems and maintain technical information.
Meter Operator	A person authorised under the BSC to install, commission, test, maintain and repair faults in a meter. Before MHHS it includes the meter administrator, meter operator provision, data collector and data aggregator (as the context requires) and after MHHS it includes metering services advances, metering services smart, advanced data services, smart data services, unmetered supplies operator and unmetered supplies data service (as the context requires).
Meter Read Date	For each meter, the last business day of the seventh month from either: (a) the date of the last accurate meter reading received by us from you, or (b) the first day of the contract period if no previous accurate meter reading has been received by us from you.
Meter Read Default Date	The last day of the seventh month from the meter read date.
Metering Agent	Before MHHS, any person you or we appoint as meter operator or meter

	data collector (or both) for NHH or HH settlement. After MHHS, any person you or we appoint to carry out MSA or ADS (or both) for advanced meters and MSS or SDS (or both) for smart meters.
Metering Point	The point at which we will supply energy to you.
Metering Services	Includes metering services advanced (MSA) and metering services smart (MSS).
Metering Services Advanced (MSA)	A person authorised under the REC which provides advanced meters at each metering point. This term (and its use throughout) only applies after MHHS to electricity MHHS and can be ignored if the energy supplied is gas.
Metering Services Advanced (MSS)	A person authorised under the REC which provides advanced meters at each metering point. This term (and its use throughout) only applies after MHHS to electricity and can be ignored if the Energy supplied is gas.
MHHS	Means market-wide half hourly settlement, the programme which will migrate a metering point in accordance with the MHHS migration schedule introduced in 2025 by Ofgem to allow all meters to be settled on a half-hourly basis. Where we refer to something applying before MHHS it means a metering point that has not yet been migrated or has been migrated and then reverse migrated. Where we refer to something applying after MHHS it is to a metering point that has been migrated.
Micro Business Consumer	A "Micro Business Consumer" as defined in the relevant Permission given to the Company for the supply of Energy. For guidance only this is a nonDomestic Customer which (a) uses no more than 100,000 kWh of electricity a year, or (b) has fewer than ten employees (or their full-time equivalent) and an annual turnover or balance sheet total not exceeding £2 million).
Missed Visit Charge	If we make an appointment with you to read or inspect your meter but are unable to do so because of something you have or have not done, you must pay us a charge. The charge is currently £50, but this may change.
MPAN	The unique reference number given to each electricity supply, also known as a 'supply point number.
MPRN	The unique reference number given to each gas supply, also known as a 'supply point number'.
Month	From the first day of any calendar month to the first day of the next calendar month.
Mutualisation Payments	Payments made under a CfD for sharing risks associated with the CfD.
Network Code	The agreement between each distributor and supplier which governs the transportation of gas through each distributor's network (including any changes to these).
Non-half hourly (NHH)	Consumption collected less frequently than half-hourly.
Nuclear Regulated Asset Base (RAB) Model	A charge payable by the Customer to the Company in consideration for the Company providing a price for the costs that are payable by the Company to the relevant settlement body in respect of the scheme of funding future nuclear projects, providing support for their design, construction, commissioning, and operation imposed by in section 6 of the Nuclear Energy (Financing) Act 2022 and any related regulations.
Ofgem	The Office of Gas and Electricity Markets, an independent regulatory authority set up to, amongst other things, protect the interests of those using electricity and gas now and in the future.
Our Equipment	Any equipment we (or our metering agent) own, operate or install at a site.
Payment Terms	Shall be as set out in the contract details unless you are a deemed customer in which case your payment terms will be as set out in Condition 2.1.
Personal Data	Shall mean as defined in the EU General Data Protection Regulation 2016 ("GDPR").
Privacy Policy	Our Privacy Policy can be found https://npowerbusinesssolutions.com/information/privacy-policy
Profile Class	A profile of how we expect a certain group of customers to use electricity. (For example how much we expect them to use and at what times we expect them to use it.)
Quote	The fixed energy supply quote document provided by us to you.
REC	Means the Retail Energy Code designated by the authority in accordance with standard condition 11B (Retail Energy Code) of the licensee's Electricity Supply Licence.
Reconnect	Restoring your gas or electricity supply by connecting your site to the distributor's network again. Only the distributor can reconnect your supply.
Re-energise	Reconnecting your electricity by replacing the fuse and the meter or uncapping your gas supply (whichever applies) at the metering point.
Registered	Meeting the procedures set out under the Network Code and the BSC for being validly registered as the supplier to a metering point for gas and electricity.
Related Meters	Related meters are where you have a number of supplies running from the same emergency isolation fuse meaning the supplies have to be treated as one.
Renewable Sources	Any source of energy other than fossil fuel or nuclear fuel, including energy produced from waste where not more than a certain proportion is (or comes from) fossil fuel.
Renewable Charge	A charge equal to or more than climate change levy which you must pay relating to renewable sources and good-quality CHP.
Renewables Obligations Charge	A charge payable by you to us in consideration for us providing a price for the variable costs that are payable as a result of the renewables obligations scheme.
Renewables Obligations Scheme	The obligation on UK electricity suppliers to supply energy from renewable source.
Security Cover	Security in the form of a cash deposit, a letter of credit or a guarantee (we may ask you for one or more of these).
Site	Each location we supply energy under this deemed contract.
Small Business Consumer	• uses 200,000 kWh or less of electricity a year; or • has fewer than 50 employees (or their full-time equivalent); and • has a yearly turnover of £6,500,000 or balance sheet of not more than £5,000,000.
Smart Data Services (SDS)	A person authorised under the BSC to validate, retrieve and process data from smart market segment meters at each metering point. This term (and its use throughout) only applies after MHHS to electricity and can be ignored if the energy supplied is gas.
Smart Meter	A meter that records the amount of energy you use and can send this information to us remotely (without the need for a meter reader to visit), as well as receive information we send to it. In these conditions, before MHHS references to smart meters include AMR meters. After MHHS references to smart meters do not include AMR meters.
Smart Meter Segment	Includes Smart Meters and traditional Meters after MHHS.

Smart Meter Installation Code of Practice	The code of practice which governs the installation of smart meters but does not apply to the installation of AMR meters.
Standing Charge	A daily charge you must pay to keep the site connected, whether or not a site is occupied. The standing charge may appear on your bill as an 'administration charge'.
Statement of Renewal Terms	A written statement we give you, explaining how and when you can end your contract with us.
Supplier Appointed Metering of Practice	The terms and conditions that apply where the Supplier has appointed a HH Metering Agent for the Customer but no written agreement has been entered into as set out at www.npowerbusinesssolutions.com
Supply	The energy we supply under your contract with us.
Supply Start Date	Either the date on which we plan to start to supply you with energy as agreed with you or the actual date we start to supply you with energy as we reasonably decide.
Transfer Date	The date by which we should become registered as your supplier.
Transporter	The licensed public gas transporter and any other organisation licensed, appointed or accredited to transport gas.
Unit Charges	The price for the energy we supply to you at the metering point, in pence per kWh. Unit charges are sometimes called 'consumption charges'.
Unmetered Suppliers Data Service (UMSDS)	A person authorised under the BSC to calculate an estimate of how much electricity you have used if you have an unmetered supply. The UMSDS is appointed by an agreement between you, us and them after MHHS.
We, Us or Our	The company.
You or Your	The customer, being the person (or people) or business receiving or wanting to receive energy from us.
Your Equipment	Any equipment you (or your metering agent or another organisation) own, operate or install on your side of the metering point.



Fuel Mix Disclosure

Our current fuel mix can be found here:

npowerbusinesssolutions.com/company/fuel-mix

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npm13783/MM23717/09.26

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