

# Contact business plan special terms and conditions

## Freedom plan

### Introduction

1. The Business Freedom Plan ("the Plan") is available for business:
  - a. electricity supply;
  - b. natural gas supply; or
  - c. electricity and natural gas supply. If you have electricity and natural gas with us at the same premises then both must be on the Plan.
2. The Plan special terms should be read along with our General terms and conditions for residential and business customers. If there are any inconsistencies between the two, the Plan special terms will prevail.
3. The Plan will apply from the date we process your application or at a date notified to you by us.
4. The Plan will end if you move to another premises.

### How do I qualify for the Plan benefits?

5. The prompt payment discount that you are eligible for and the amount of that discount is set out in your confirmation letter.
6. To qualify for the prompt payment discount, you need to pay your bill in full and on time.

### When might this Plan not be available?

7. The Plan is not available for unmetered contracts, contracts that are jointly or collectively invoiced or in conjunction with any other offer from us. For the avoidance of doubt, the Plan is not available for any LPG supply.

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