

Basic Plan special terms

Introduction

1. The Basic Plan (“the Plan”) is available for residential:
 - 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 property.

When might this Plan not be available?

5. The Plan is not available to PrePower customers or in conjunction with any other offer from us unless at our discretion. For the avoidance of doubt, the Plan is not available for any LPG supply.



Broadband Basic Plan special terms

Introduction

1. The Broadband Basic Plan (“the Plan”) is available for residential:
 - a. electricity and broadband supply;
 - b. electricity, natural gas and broadband supply. If you have electricity, natural gas and broadband with us at the same premises then all must be on the Plan.
2. For the avoidance of doubt, you must have at least your electricity and broadband with us to qualify for the Plan.
3. The Plan special terms should be read along with our General terms and conditions for residential and business customers and our Terms and Conditions for Residential Internet and Telephone Services. If there are any inconsistencies between the three, the Plan special terms will prevail.
4. We reserve the right to cancel the Plan early if you are in breach of any of our terms and conditions.
5. The Plan will apply from the date we process your application or at a date notified to you by us.
6. The Plan will end if you move to another property.
7. You can change your broadband and calling packages at any time on the Plan.
8. If you remove your broadband package with us while on the plan, your pricing will change to our Basic Plan or our closest equivalent available at the time, or to another plan offered by us and accepted by you.

When might this Plan not be available?

9. The Plan is not available to PrePower customers or in conjunction with any other offer from us unless at our discretion. For the avoidance of doubt, the Plan is not available for any LPG supply.

