

Residential Energy Plan

(Previously called Fuel Rewards Freedom Plan Special Terms)

Introduction

1. The Residential Energy Plan, previously called Fuel Rewards Freedom Plan (“the Plan”) is available for residential:
 - a. electricity supply;
 - b. 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. Unless you’re on a fixed term version of the Plan, the Plan will apply from the date we process your application, or a date notified to you by us and will have no specified end date.
4. The Plan will end if you move to another property.

How do I qualify for the Plan benefits?

5. The discounts and benefits that you are eligible for and the amount of those discounts and benefits are 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.
7. To qualify for the email discount, you need to be signed up to receive your bill and correspondence by email.
8. To qualify for the direct debit discount, you need to be signed up for your bill to be paid by direct debit from a bank account (excludes direct debit from a debit or credit card account).
9. To qualify as a DualEnergy customer and qualify for the associated discount, you need to purchase electricity from us and at least one of the following fuel types at the same premises:
 - a. Contact natural gas (on the same bill); or
 - b. Contact Rockgas reticulated LPG; or
 - c. Contact Rockgas bottled LPG for 2 or more installed 45kg cylinders.
10. In order for the discounts set out in clauses 7, 8 and 9 to apply, you must meet the eligibility criteria as at the end of the bill period.

When might this Plan not be available?

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