

# 1 Year Fix and Protect Plus Terms and Conditions

1. These Terms and Conditions are in addition to our General Terms and Conditions for the Supply of Electricity and/or Gas to Domestic Customers. In the event of a conflict between these terms and the General Terms and Conditions for the Supply of Electricity and/or Gas to Domestic Customers, these terms shall prevail. Any terms defined in the General Terms and Conditions for Domestic Customers will have the same meaning in these Terms and Conditions.
2. Our prices for the supply of your electricity and/or gas will be fixed for a period of 12 months commencing on your tariff start date. Your tariff start date will be either:
  - i. the date your electricity and/or gas supply(ies) switches to 1 Year Fix and Protect Plus from your existing SSE energy tariff; or
  - ii. the date your electricity and/or gas supply(ies) transfers from your previous supplier(s) to usWhere both your electricity and gas supplies are being transferred, then the tariff start date will be the later of the two transfer dates.
3. You will be provided with a 12 month SSE Heating Cover at a discounted cost compared to the full price product. The start date will be the next working day after your energy tariff start date as detailed in paragraph 2. The cover will be for the same property for which we supply the energy tariff. You will be provided with the full Policy Booklet for this product and it should be read in conjunction with these Terms and Conditions. The SSE Heating Cover is only discounted for 12 months.
4. If you have a Pay As You Go meter installed in your property then you will not be eligible for the 1 Year Fix and Protect Plus tariff. If you currently have Fix & Protect v1 or Fix & Protect v2, you will be eligible to sign up to Fix & Protect Plus, without paying an exit fee on your existing tariff.

If you already have a standalone SSE Heating or Boiler Cover product, then you may need to pay an exit fee prior to signing up to 1 Year Fix & Protect Plus.
5. You must be the homeowner, on the gas network and with a mains gas boiler. Geographical exclusions apply.
6. By signing up to the tariff you are registering your interest for a Smart Meter. This means we may contact you in the future to discuss a smart meter installation as and when you become eligible
7. This tariff is available to Dual Fuel and Gas only customers who pay by monthly or quarterly direct debit only
8. The direct debit details supplied will be used to automatically renew the SSE Heating Cover at the expiry of this 12 month term, as detailed in paragraph 10.

9. Your 1 Year Fix and Protect Plus tariff will end:
  - i. 12 months after the tariff start date (Fixed End Date); or
  - ii. immediately when you move home, change to a Pay As You Go meter, change your tariff or change supplier.
10. At the end of 1 Year Fix and Protect Plus your energy supply will switch to our cheapest standard variable tariff. We will write to you between 42 and 49 days before the Fixed End Date to remind you of this and advise you of our cheapest tariff at this time based on your estimated annual consumption and your chosen payment method.
11. At the end of the 12 month term, your SSE Heating Cover will renew for a further 12 months, this will be charged at full price. We will write to you 21 days in advance of the renewal to advise you of the cost and cover details. You will be given time to change the level of cover or cancel should you wish.
12. You are not required to give any form of notice to leave 1 Year Fix and Protect Plus.
13. If you leave 1 Year Fix and Protect Plus Tariff for your energy supply at any time after your tariff start date and more than 49 days before the fixed end date, we reserve the right to cancel the SSE Heating Cover and apply a termination fee. The termination charge is the total of:
  - (i) A charge for the Breakdown Contract, which is:
    - a. if you have made a Claim, the annual cost of the Breakdown Contract; or
    - b. if you have not made a Claim, the proportional charge for the time you have had the Product. e.g. if you have had the Product for 100 days, you will be charged: (the annual cost of your Breakdown Contract  $\times$  100  $\div$  365)
  - (ii) A charge for the Service Contract, which is:
    - a. if you have had a service completed, the annual cost of the Service Contract; or
    - b. if you have not had a service completed, the proportional charge for the time you have had the Product. e.g. if you have had the Product for 100 days, you will be charged: (the annual cost of your Service Contract  $\times$  100  $\div$  365 )
  - (iii) An administration fee of £25.00, Less:
  - (iv) Any payments made by you and received by us towards the cost of this Agreement, excluding payments for chargeable work or Excess.
14. If you move home you are unable to transfer this tariff including the SSE Heating Cover to your new property. If we supply the property you will be put on our standard variable energy tariff until you select a new tariff or supplier. If we do not supply your new property, then you will be on whichever energy tariff the supplier of that property has in place. We reserve the right to apply the termination charges detailed in clause 13 for your SSE Heating Cover.
15. If you terminate your 1 Year Fix and Protect Plus Tariff for your Energy Supply, we will also cancel the SSE Heating Cover, the termination fees in clause 13 may apply.
16. If we identify that we are unable to cover your Boiler during either sign up or at a breakdown visit, we will contact you to switch to one of our other tariffs and provide a full refund of any premiums paid for the Heating Cover. There will be no termination fees applicable.
17. SSE Heating Cover and comparable Energy tariffs are also available separately.
18. This tariff is subject to availability. We reserve the right to refuse or withdraw the offer at any time.