

## Scheme for determining the Terms and Conditions of a Deemed Contract for Supply of Gas

**WHEREAS:** SSE Energy Supply Limited may supply or may be required to supply Gas to Customers otherwise than in pursuance of a contract therefore SSE Energy Supply Limited (trading as either "SSE Energy Solutions", "SSE Business Energy" "Scottish Hydro", "Southern Electric", "Atlantic", "SWALEC" or "SSE"), pursuant to and in accordance with Schedule 2B to the Gas Act 1986, **HEREBY MAKES A SCHEME AS FOLLOWS which determines terms and conditions to be incorporated into a Deemed Contract for the supply of Gas to such Customers..**

### Part I. General Provisions of the Scheme

#### 1. Commencement, Scope, and Application

1.1 This Scheme applies to each customer who is supplied with Gas in the following circumstances:

1.1.1 where SSE Energy Supply Limited is deemed to be the appropriate supplier in accordance with Paragraph 8(2) of Schedule 2B to the Gas Act 1986, as amended or

1.1.2 where SSE Energy Supply Limited supplies Gas to any Relevant Premises otherwise than in pursuance of a contract, and shall continue in effect unless it is terminated in accordance with Paragraph 9 of this Scheme.

1.2 SSE Energy Supply Limited shall be deemed to have contracted with the Customer (or owner of the property if the premises are unoccupied) (i) in the case of Paragraph 1.1.1 above, from the date that the Customer started to use the supply of Gas or from such date that SSE Energy Supply Limited began to supply Gas to the Customer (whichever is the earlier) and (ii) in the case of Paragraph 1.1.2 above from the time that SSE Energy Supply Limited began to supply the Customer with Gas or from the date the Customer becomes responsible for the supply of Gas or starts using the Gas (whichever is the earlier) (each the **Contract Start Date**).

1.3 This Scheme comes into effect from the Commencement Date.

1.4 With effect from the Commencement Date any Customers who are being supplied with Gas by SSE Energy Supply Limited other than under a contract for the supply of Gas and to the extent they do not enter into a contract for the supply of Gas with another Gas supplier including SSE Energy Supply Limited in respect of such Relevant Premises shall automatically transfer onto this Deemed Scheme and shall be subject to the Terms and Conditions incorporated into the Deemed Contract.

1.5 The Customer hereby agrees that SSE Energy Supply Limited can obtain such information from the Customer's previous supplier in connection with the Customer's supply of Gas hereunder as will enable SSE Energy Supply Limited to take over the Supply. Such information to include, but not to be limited to, information relating to the Customer's meter and metering equipment or any outstanding charges owed by the Customer to its previous supplier.

#### 2. Deemed Contract

2.1 With effect from the relevant Contract Start Date, a Customer shall be deemed to have contracted with SSE Energy Supply Limited for a supply of Gas at the Relevant Premises in accordance with a Deemed Contract which incorporates the Terms and Conditions.

2.2 No collateral agreement between SSE Energy Supply Limited and a Customer shall have the effect of varying any of the Terms and Conditions unless:

- (a) it is expressly contemplated in the Terms and Conditions; and
- (b) it is comprised in a written document signed by a duly authorised representative of SSE Energy Supply Limited.

2.3 If an Industrial & Commercial Customer's Gas usage exceeds 73,200 kWh terms per annum the provisions of Paragraph 15 of Part III shall apply.

#### 3. Transitional Provisions

3.1 SSE Energy Supply Limited shall be entitled to recover any debt owned by a Customer in respect of the period of supply prior to the Contract Start Date (and any costs associated with the recovery of such debt) and any other costs incurred by SSE Energy Supply Limited in respect of their supplying or being required to supply Gas to a Customer in terms of this Deemed Contract.

3.2 In the event that SSE Energy Supply Limited has made a payment to a previous Gas supplier in respect of unpaid charges for Gas supplied to the Relevant Premises then SSE Energy Supply Limited shall be entitled to recover that payment from the Customer who is now responsible for the supply of Gas to such Relevant Premises, together with any reasonable

Administration charges incurred by SSE Energy Supply Limited either by way of lump sum or instalments to be added to the Customer's Bill.

#### 4. Definitions and Interpretation

4.1 In this Scheme, unless the contrary intention appears:

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| "Authority"                        | means the Gas and Electricity Markets Authority established under section 1 of the Utilities Act 2000;  |
| "Bill"                             | means a bill in respect of Charges for Gas supplied by SSE Energy Supply Limited, and shall include any demand, invoice, statement of account or other instrument by which a Customer is required to pay such Charges ;   |
| "Commencement Date"                | means 1 October 2001;   |
| "Charges "                         | means charges due in respect of the supply of Gas to a Customer at the Relevant Premises, as set out in this Deemed Contract as published by SSE Energy Supply Limited from time to time and are available on our website or on request from SSE Energy Supply Limited or those deemed applicable to the Relevant Premises by SSE Energy Supply |
| "Credit Method of Payment"         | means payment either monthly, quarterly or such other period as SSE Energy Supply Limited determines;   |
| "Customer"                         | means a customer to whom this Scheme applies, as stated in paragraph 1.1;   |
| "Deemed Contract"                  | means a contract which by virtue of Schedule 2B of the Gas Act 1986 is deemed to be made between SSE Energy Supply Limited and a Customer, but does not include a contract which by virtue of Paragraph 19(2) of Schedule 5 of the Gas Act 1995 is deemed to have been made, and to which these terms and conditions apply;                     |
| "Domestic Customer"                | means a Customer supplied or requiring to be supplied with Gas at premises which are domestic premises (as defined from time to time in the standard conditions of the Supply Licence) (but excluding such Customer in so far as he is supplied at premises other than domestic premises);  |
| "Economic Loss"                    | means any loss of profits, revenues, interest, business goodwill, or commercial, market, or economic opportunity, whether direct or indirect, and whether or not foreseeable;   |
| "Equipment"                        | means meters, pipelines or other apparatus to deliver, measure and control the flow of Gas at the Relevant Premises;  |
| "Gas"                              | means any substance in a Gaseous state which satisfies the definition within the Gas Act;   |
| "Gas Supply Network"               | means the pipeline system operated by the Transporter for the conveyance of Gas;  |
| "Industrial & Commercial Customer" | means a Customer who is not a Domestic Customer;  |
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| <b>"Green Deal Arrangement Agreement"</b> | means a person responsible for paying the Green Deal Charges in respect of the Green Deal Premises;  |
| <b>"Green Deal Charges"</b>               | means the charges that are due under a Green Deal Plan by the Green Deal Bill Payer;   |
| <b>"Green Deal Licensee"</b>              | means a licensed electricity supplier that has either: (i) been instructed under its Supply Licence to collect, or (ii) voluntarily agreed to collect,   |
| <b>"Green Deal Plan"</b>                  | means a plan arranged by the owner or occupier of the Green Deal Premises (and agreed by the Green Deal Provider) to pay for the energy  |
| <b>"Green Deal Premises"</b>              | means the Property where energy efficiency improvements are to be installed under a Green Deal Plan;   |
| <b>"Green Deal Provider"</b>              | means an accredited person or party registered as a Green Deal Provider who may offer a Green Deal Plan;   |
| <b>"Installation"</b>                     | means the Customer's Gas system connected by a meter to a Transporter's system;  |
| <b>"Micro Business Consumer"</b>          | means a "relevant consumer" (in respect of premises other than domestic premises) for the purposes in article 2(1) of The Gas and Electricity Regulated Providers (Redress Scheme) Order 2008 (S.I. 2008/2268) as amended from time to time; |
| <b>"non-Domestic Customer"</b>            | means a Customer who is not a Domestic Customer;   |
| <b>"Parties"</b>                          | means SSE Energy Supply Limited and the Customer, and "Party" shall be construed accordingly;  |
| <b>"Pricing Arrangement"</b>              | means the prices for Gas supply published by SSE Energy Supply Limited from time to time and available on request from SSE Energy Supply Limited;  |
| <b>"Relevant Premises"</b>                | means, in relation to any Customer, the premises at which that Customer is supplied with Gas by SSE Energy Supply Limited;   |
| <b>"Scheme"</b>                           | means this scheme made pursuant to Schedule 2B to the Gas Act 1986, as set out fully at Parts I to IV hereof;  |
| <b>"Security Deposit"</b>                 | means a payment made by a Customer to be held by SSE Energy Supply Limited as security for in relation to the supply of Gas in accordance with the Supply Licence;   |

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| <b>"Smart Meter"</b>               | means metering equipment which enables us to remotely communicate with the meter and collect how much Energy you are using without us having to visit your property.  |
| <b>"SSE Energy Supply Limited"</b> | means SSE Energy Supply Limited (company number 03757502), its successors, transferees and assigns;   |
| <b>"Supply Licence"</b>            | means any licence granted to SSE Energy Supply Limited under section 7A(1) of the Gas Act 1986 (as amended by the Gas Act 1995), or treated as being so granted by virtue of the provisions of Part II of Schedule 5 to the Gas Act 1995; |
| <b>"Terms and Conditions"</b>      | means the terms and conditions set out at Parts I to IV of this Scheme;   |
| <b>"Transporter"</b>               | means the licensed operator of the Gas Supply Network through which the Gas is transported to You;  |
| <b>"Working Day"</b>               | means a day (other than a Saturday or a Sunday) on which Banks are open for normal banking business in England if the Relevant Premises is in England or Wales, or in Scotland if the Relevant Premises is in Scotland.                   |

4.2 Unless the contrary intention appears, words or expressions used in this Scheme:

(a) which are also used in the Gas Act 1986, the Gas Act 1995 or the Utilities Act 2000 shall have the same meaning as is given in the relevant Act; and

(b) shall be construed as if they were words or expressions in an Act of Parliament to which the provisions of the Interpretation Act 1978 apply.

4.3 References in this Scheme to "he", "his", and "him" in relation to a Customer shall include a reference to the feminine and shall be treated, where the Customer is not a private individual, as including references to "it" and "its" as appropriate.

4.4 Unless the contrary intention appears, references in this Scheme to numbered Paragraphs or Parts shall be read as references to the Paragraphs or Parts of this Scheme which bear those numbers.

#### **Part II. Terms and Conditions of each Deemed Contract**

##### **5. General Obligations**

5.1 Until the Deemed Contract is terminated in accordance with Paragraph 9, SSE Energy Supply Limited shall supply the Customer with Gas at the Relevant Premises in accordance with the Deemed Contract.

5.2 The Customer shall pay Charges in respect of the supply of Gas hereunder in accordance with the provisions of Paragraphs 6.1 to 6.7. The volume of Gas supplied (if any) by SSE Energy Supply Limited will be charged for according to the number of kilowatt hours supplied, which number shall be calculated in the same manner as the number of kilowatt hours conveyed to the Relevant Premises falls to be calculated pursuant to Section 12(1) of the Gas Act 1986.

5.3 SSE Energy Supply Limited may vary any of the Terms and Conditions by a document which refers to this Paragraph and is signed by a duly authorised representative of SSE Energy Supply Limited. Where SSE Energy Supply Limited varies, in accordance with this Paragraph, any of the Terms and Conditions SSE Energy

Supply Limited shall publicise notice of the variation in such a manner as in its opinion will secure adequate publicity for it.

## **6. Charges and Payment**

6.1 The Customer shall, from the Contract Start Date, pay to SSE Energy Supply Limited the Charges determined in accordance with Part IV and in accordance with the appropriate Pricing Arrangement as determined by SSE Energy Supply Limited.

6.2 The Customer shall pay the Charges in accordance with the payment method used by the Customer prior to the Contract Start Date. Following the Contract Start Date, SSE Energy Supply Limited may change the Customer's method of payment.

6.3 SSE Energy Supply Limited shall, in respect of the Charges, send to the Customer a Bill or statement of account, as appropriate to the method of payment applying to the Customer.

6.4.1 If information for charging purposes under the Deemed Contract is not available for whatever reason or is inaccurate, or where the Customer's meter has not been read immediately before the Contract Start Date, SSE Energy Supply Limited shall be entitled to make a reasonable estimate of Charges and send the Customer an estimated Bill. Appropriate adjustments to a subsequent Bill shall be made by SSE Energy Supply Limited once all the necessary information has become available.

6.4.2 The Customer must pay Value Added Tax, Fossil Fuel Levy, Climate Change Levy and any other applicable tax or duties at the applicable rate imposed from time to time.

6.4.3 SSE Energy Supply Limited may issue any Bill on the basis of its own meter reading, of a meter reading taken by or for the Customer, or on the basis of an estimate made in accordance with Paragraph 6.4.1 above.

6.4.4 Bills issued by SSE Energy Supply Limited to the Customer shall become due and owing as soon as they are issued and the Customer shall pay each Bill in full promptly and in any event within 14 days of the date of issue (**the Due Date**). If any amount is in genuine dispute then the Customer must pay the amount not in dispute and upon settlement of the disputed sum, an appropriate adjustment will be made accordingly by SSE Energy Supply Limited to the next Bill.

6.5 If any Bill is not paid in full on or before the Due Date, SSE Energy Supply Limited may charge the Customer a default rate of interest on late payments which is set out in Paragraph 18 of Part IV and also may add reasonable charges to the next Bill or statement issued to reflect SSE Energy Supply Limited's costs in trying to recover any overdue payments.

6.6 If the Customer fails to pay any Bill, SSE Energy Supply Limited shall be entitled, in addition to its rights under Paragraph 6.5, to request a Security Deposit from the Customer or replace his meter(s) with a prepayment meter(s). Replacement of a meter with a prepayment meter may result in a change to the Customer's Pricing Arrangement. Where in SSE Energy Supply Limited's reasonable opinion it is not safe and/or practicable to provide the Customer with a prepayment meter and the Customer does not provide the Security Deposit requested, SSE Energy Supply Limited may discontinue the supply to the Customer.

6.7 The Customer shall be obliged to pay the Charges until the Deemed Contract is terminated in accordance with the Terms and Conditions.

## **7. Security Deposits**

7.1 SSE Energy Supply Limited may at any time require a Security Deposit from a non-Domestic Customer if the non-Domestic Customer does not successfully pass our credit checking process.

7.2 SSE Energy Supply Limited may at any time require a Security Deposit from a Domestic Customer if the customer does not meet our credit criteria or, unless:

- (a) the Domestic Customer is prepared to be supplied through a prepayment meter and it is reasonably practicable in all the circumstances (including, in particular, the risk of loss or damage) for SSE Energy Supply Limited to provide such a meter; or
- (b) it is unreasonable in all the circumstances to do so.

7.3 SSE Energy Supply Limited shall be entitled to set off a Security Deposit, and any interest accrued on it, against the charges:

- (a) which are due and owing to it by the Customer who gave the Security Deposit; and
- (b) which remain unpaid by that Customer 28 days after a Bill was sent to him which included the Charges.

## **8. Meters and Metering**

8.1. Except where Paragraph 8.8 applies, any meter installed on the Relevant Premises shall be made available to the Customer by SSE Energy

Supply Limited (to the extent SSE Energy Supply Limited is able to do so whether or not it is owned by SSE Energy Supply Limited) in consideration of the payment by the Customer of the Charges.

8.2 The Customer shall ensure, using all reasonable endeavors, that the Equipment is protected and is free from damage and interference and shall notify SSE Energy Supply Limited immediately if any such damage or interference to the Equipment occurs.

8.3 The Customer shall be responsible for making sure that their Installation is safe and that it will not interfere with the Equipment or Gas supply to other customers. If the Customer's Installation is not in good condition or interferes with the supply to other customers SSE Energy Supply Limited reserves the right to terminate the supply. In providing a supply, this is not an indication that SSE Energy Supply Limited accepts that the Customer's Installation is safe. SSE Energy Supply Limited is not responsible for any loss or damage resulting from any fault in the Customer's Installation or the use or misuse of Gas.

8.4 If the Customer uses a prepayment meter, it is the Customer's responsibility to ensure that sufficient credit is purchased and the Customer shall take all reasonable steps to retain and look after the key and/or plastic card or other device, keeping it clean, safe and free from damage.

8.5 If the Customer agrees an appointment with SSE Energy Supply Limited and cannot keep it then the Customer will be required to inform SSE Energy Supply Limited in so far as reasonably practicable not later than midday the day before and where the Customer has failed to give such reasonable notice the Customer may be charged in accordance with Part IV Paragraph 17.1(iii).

8.6 The Customer shall indemnify SSE Energy Supply Limited against the reasonable costs of replacing or repairing any Equipment (including any termination costs imposed from any meter asset provider) which has been damaged or interfered with or removed as a result of any act or omission of the Customer in contravention of Paragraph 8.2.

8.7 The Customer shall permit the Transporter or any other person duly authorised by SSE Energy Supply Limited, rights of access to the Relevant Premises at all reasonable times, and at any time in the case of an emergency, for any purpose under this Deemed Contract and to inspect, read, install, operate, replace, maintain and renew any Equipment which shall remain in the ownership of the Transporter, SSE Energy Supply Limited or any third parties, as the case may be.

8.8 The Customer may arrange for any meter at the Relevant Premises to be provided by himself or by any other person, provided that the meter must be of a type and standard of design and accuracy complying with and shall be installed and maintained in compliance with the IGE Meter Recommendations, the Gas (Meters) Regulations 1983, the Gas Safety (Installation and Use) Regulations 1994 and any other applicable Act of Parliament, regulation, licence or Directive of any Competent Authority, as in force at the date of the installation of the meter and stamped by a meter examiner in accordance with Section 17 of the Gas Act 1986, as amended, provided he obtains the consent of SSE Energy Supply Limited and agrees to such reasonable additional terms in relation to the provision of the meter as SSE Energy Supply Limited may propose.

8.9 If the Customer's meter cannot measure or record the supply of Gas as appropriate to the Charges and the method of payment, SSE Energy Supply Limited shall be entitled to either: charge the Customer Charges which reflect a rate compatible with the information provided by the meter; or where the Customer requests a change to their supply and as a result the meter no longer provides information which is compatible with the Charges change the meter, at the Customer's request and expense, in which case the Customer will be charged a rate compatible, with the information provided by the new meter.

8.10 The Customer may arrange for any meter at the Relevant Premises to be read or operated or any other related activity to be carried out by any other person, provided that he:

- (a) obtains the consent of SSE Energy Supply Limited and the Transporter;
- (b) agrees to such reasonable additional terms, and enters into (and procures that the other person enters into) any



such reasonable additional agreements, as SSE Energy Supply Limited and the Transporter may propose; and  
(c) indemnifies SSE Energy Supply Limited against any loss or damage suffered by it in consequence of an act or omission of that person.

#### **9. Termination and Suspension**

9.1 The Deemed Contract shall terminate in respect of a Customer, and will not require written notice from that Customer, as follows:

9.1.1 where the Customer ceases to own or occupy the Relevant Premises, the Deemed Contract shall terminate on the earlier of:

- (a) the date on which the Customer quits the Relevant Premises, where the Customer has given to SSE Energy Supply Limited at least two Working Days' notice before quitting the Relevant Premises;
- (b) the second Working Day after the Customer gives notice to SSE Energy Supply Limited that the Customer has ceased to own or occupy the Relevant Premises;
- (c) the date on which the meter is next due to be read where the Customer has ceased to occupy the Relevant Premises; or
- (d) the date on which any subsequent owner or occupier begins to take a supply of Gas at the Relevant Premises under a contract with any Gas supplier including SSE Energy Supply Limited or under a Deemed contract; or

9.1.2 where the Customer enters into a contract for the supply of Gas to the Relevant Premises with any Gas supplier including SSE Energy Supply Limited, the Deemed Contract shall terminate on the date when the Gas supply commences under that contract; or

9.1.3 where the Relevant Premises are lawfully disconnected, other than for routine maintenance purposes the Deemed Contract shall terminate with effect from the date of such disconnection;

or

9.1.4 where the Relevant Premises are cut-off at the Customer's request; or

9.1.5 where the Authority revokes SSE Energy Supply Limited's licence to supply Gas; or

9.1.6 a Direction given to a Gas supplier other than SSE Energy Supply Limited, in pursuance of a standard condition of that Gas supplier's licence coming into effect in relation to the Relevant Premises in question; or

9.1.7 where SSE Energy Supply Limited has exercised its rights under Paragraph 6.6, the Deemed Contract shall terminate on the date SSE Energy Supply Limited discontinues the supply.

9.2 SSE Energy Supply Limited may terminate the Deemed Contract in respect of a Customer immediately on written notice to such Customer:

9.2.1 if:

- (a) the Customer becomes subject to an order for his winding-up (except for the purpose of any reconstruction or amalgamation);
- (b) an administrator or a receiver is appointed in respect of the whole or part of the Customer's business;
- (c) the Customer makes or offers to make any composition with his creditors;
- (d) the Customer is declared bankrupt or insolvent by a court of competent jurisdiction; or

9.2.2 where the Customer is in material breach of any of the Terms and Conditions provided SSE Energy Supply Limited has given written notice to the Customer specifying the breach and giving the Customer not less than 14 days to remedy the same and the Customer has failed to so remedy the breach (at his own expense) during that 14 day period; or

9.2.3 where it is unreasonable in all the circumstances for SSE Energy Supply Limited to be required to supply the Customer with Gas or paragraph 10.1 applies.

9.3 In the event that the Deemed Contract terminates pursuant to Paragraph 9 (other than pursuant to subparagraph

9.1.5), SSE Energy Supply Limited shall be entitled to recover its reasonable charges incurred in discontinuing the supply and its debt recovery costs (if any).

9.4 In the event that SSE Energy Supply Limited is given a direction under Section 2(1)(b) of the Energy Act 1976 prohibiting or restricting the supply of Gas to specified persons, then, for so long as the

direction is in force, and so far as is necessary or expedient for the purposes of, or in connection with, the direction:

9.4.1 SSE Energy Supply Limited shall be entitled to discontinue or restrict the supply of Gas to the Customer; and

9.4.2 on receipt of notice from SSE Energy Supply Limited the Customer shall refrain from using, or restrict his use, of Gas in accordance with the terms of such notice.

9.5 In the event SSE Energy Supply Limited is no longer obliged to provide this Scheme or a replacement scheme under the Supply Licence or under the Gas Act 1986 or any replacement thereof, SSE Energy Supply Limited may, at its sole discretion, terminate this Deemed Contract in respect of a Customer by giving not less than 14 days prior notice.

9.6 In the event that there is a pipeline system emergency (as defined in the Supply Licence), SSE Energy Supply Limited shall notify the non-Domestic Customers affected by such pipeline system emergency and, if so requested by the Transporter or relevant Shipper, discontinue the supply of Gas to the Relevant Premises of the non-Domestic Customer. On being told by SSE Energy Supply Limited to do so, the non-Domestic Customer shall use its best endeavours to refrain from using Gas during a pipeline system emergency.

#### **10. Liability**

10.1 SSE Energy Supply Limited shall not be obliged to supply Gas to the Relevant Premises at any time when it is unable to do so due to circumstances beyond its reasonable control, including (without limitation):

- (a) the failure of any Gas pipelines, plant or apparatus which are not owned or operated by SSE Energy Supply Limited;
- (b) the disconnection of the Relevant Premises by the Transporter;
- (c) the fault of the Customer; and
- (d) where the Customer has failed to ensure that all necessary agreements for maintaining the connection of the Relevant Premises to any Gas transportation system are in place and are valid and effective during the term of the Deemed Contract.

10.2 SSE Energy Supply Limited shall not (save to the extent required by applicable statutory or licence provisions) be obliged to supply Gas:

- (a) free of qualitative problems, including, without limitation, fluctuations in pressure; or
- (b) in quantities which are beyond the capacity of the Customer's connection at the Relevant Premises to a Gas transportation system.

10.3 SSE Energy Supply Limited shall not in any circumstances be liable to the Customer for any loss or damage which was not a reasonably foreseeable consequence of a breach of the Deemed Contract or which amounts to, or arises from, Economic Loss resulting from negligence by SSE Energy Supply Limited in respect of the supply of Gas.

10.4 The maximum liability of SSE Energy Supply Limited for any loss or damage suffered by a non-Domestic Customer in respect of the supply of Gas under the Deemed Contract shall not exceed £100,000 in any calendar year.

10.5 No provision in these Terms and Conditions is intended:

- (a) to restrict or limit the liability of SSE Energy Supply Limited or of the Transporter for death or personal injury resulting from the negligence of either of them, their servants or agents; or
- (b) to affect the statutory rights of any Customer who takes a supply of Gas at Relevant Premises, and these Terms and Conditions shall be construed accordingly.

10.6 In particular, but without prejudice to the generality of Paragraph 10.5, nothing in these Terms and Conditions is intended to restrict or limit liability:

- (a) for breach of Part I of the Consumer Protection Act 1987; or
- (b) for breach of an implied warranty (if any) under the Supply of Goods and Services Act 1982.

#### **11. Emergencies and Safety**

In the event that the Customer suspects or becomes aware of any matter or incident that either causes danger or requires urgent attention in relation to the supply or transportation of Gas or affects or is likely to affect the maintenance of the security, availability and quality of service of the Gas transportation system of the Transporter, then the Customer shall immediately notify the Relevant Transporter on 0800 111 999 or such other number as may vary from time to time that shall be printed on the reverse of all invoices. If the Customer is a pre-payment customer, these details are supplied to the Customer at regular intervals.

#### **12. Notices**

12.1 The Customer may serve any notice or request on SSE Energy Supply Limited by delivering it by hand, a recorded delivery, post, electronic mail or fax to the address of SSE Energy Supply Limited shown on his last

Bill.

12.2 SSE Energy Supply Limited may serve any notice or request on the Customer by delivering it to him in person, or by hand, post, electronic mail or fax (where available) to the Relevant Premises.

12.3 In the absence of contrary evidence, any notice or request shall be deemed to be served:

- (a) where it is delivered personally or by hand, at the time of delivery;
- (b) where it is sent by post, 48 hours after posting;
- (c) where it is sent by fax, at 9am on the next Working Day; and
- (d) where it is sent by electronic mail, at 9 am on the next Working Day or on receipt of a delivery receipt, whichever is the earlier.

12.4 Telephone calls made by the Customer to SSE Energy Supply Limited may be recorded for the purposes of on-going staff development and training to ensure high standards of customer service are maintained.

### 13. Miscellaneous

13.1 Where any provision of these Terms and Conditions is held to be unlawful or unenforceable under any enactment, or by any court of competent jurisdiction, such provision shall be deemed not to be part of these Terms and Conditions to such extent as is necessary for the enforceability of the remainder of the Terms and Conditions to be unaffected.

13.2 No failure or delay on the part of SSE Energy Supply Limited in enforcing any of its rights under these Terms and Conditions shall be treated as a waiver of those rights, unless they are also expressly waived in writing by a duly authorised representative of SSE Energy Supply Limited.

13.3 The termination of the Deemed Contract shall not affect any rights or liabilities accrued under these Terms and Conditions, and they shall remain enforceable after the termination as if the Deemed Contract were still in force including, without limitation, the payment provisions set out in Paragraphs 6.1 and 6.7.

13.4 The Customer may not assign any of his rights or liabilities under the Deemed Contract without the written consent of SSE Energy Supply Limited.

13.5 SSE Energy Supply Limited may assign, novate or transfer its rights and liabilities under the Deemed Contract, to any authorised Gas supplier and the Customer shall be deemed to have consented to any such assignment, novation or transfer by virtue of this Paragraph 13.5.

13.6 These Terms and Conditions shall be read, interpreted, and have effect in accordance with the provisions of Part I of the Scheme.

13.7 Nothing in this Scheme, express or implied, is intended or shall be construed to confer upon, or to give to any person other than a Customer, SSE Energy Supply Limited and the Transporter, and their respective permitted assignees and transferees, any right, remedy or claim under or by reason of this Scheme, the Deemed Contract or the Contracts (Rights of Third Parties) Act 1999. This Scheme and the Deemed Contract and all stipulations and agreements it contains are and shall be for the sole and exclusive benefit of the Customer, SSE Energy Supply Limited and the Transporter and their respective permitted assignees and transferees.

### 14. Jurisdiction

The Deemed Contract and any disputes arising from it shall be governed by the Laws of England and Wales if the Relevant Premises is in England or Wales or the Laws of Scotland if the Relevant Premises is in Scotland.

### Part III. Terms and Conditions of certain Deemed Contracts

#### 15. Daily Metering and Other Commercial Terms for Industrial & Commercial Customers

15.1 An Industrial & Commercial Customer shall provide to SSE Energy Supply Limited a list with the details of three (3) of the Industrial & Commercial Customer's representatives familiar with the location of all the Supply Points in respect of each Relevant Premises to include their job titles and their telephone numbers at which they can be contacted at all times in the case of an emergency or the details of a twenty-four

(24) hour contact point. If a Relevant Premises consumes more than 50,000 therms (1,464,000 kWh) the Industrial & Commercial Customer must also provide a fax number capable of 24-hour receipt. The Industrial and Commercial Customer agrees that SSE Energy Supply Limited may pass such details to the Gas Supply Network.

15.2 15.2.1 An Industrial & Commercial Customer warrants that it shall not in any Hour, Day or Contract Term consume Gas in excess of any of the nominated levels of maximum consumption(s). Such Industrial & Commercial Customer shall provide SSE Energy Supply Limited with the nominated levels of maximum consumption in respect of each Relevant

Premises:

15.2.1.1 within seven (7) days of the Contract Start Date, and 15.2.1.2 at least one (1) calendar month prior to and effective from the anniversary of the Contract Start Date and every anniversary thereafter.

15.2.2 In the event that an Industrial & Commercial Customer anticipates requiring Gas in excess of any of the nominated levels of maximum consumption(s) then such Industrial & Commercial Customer shall give SSE Energy Supply Limited not less than forty-nine (49) days' written notice of such Industrial & Commercial Customer's requirements and SSE Energy Supply Limited shall endeavour to supply the excess Gas subject to terms being agreed by the Parties provided that SSE Energy Supply Limited shall not be under any obligation to do so.

15.2.3 If an Industrial & Commercial Customer consumes Gas in excess of any of the nominated levels of maximum consumption(s) without SSE Energy Supply Limited's consent or fails to nominate levels of maximum consumption in accordance with clause 15.2.1, then:

15.2.3.1 SSE Energy Supply Limited shall be entitled to vary the Charges in order to recover any costs, charges and expenses which SSE Energy Supply Limited reasonably determine to have been incurred as a result thereof, and/or

15.2.3.2 SSE Energy Supply Limited may disconnect or limit such Industrial & Commercial Customer's supply.

15.2.4 Any amounts payable by such Industrial & Commercial Customer under this Clause 15 shall be made within fourteen (14) days of the date of an invoice from SSE Energy Supply Limited.

15.3 Minimum Annual Consumption(s) (applicable where the nominated maximum consumption(s) is or exceeds 3,00,000 kWh (100,000 therms):

15.3.1 An Industrial & Commercial Customer shall warrant that such Industrial & Commercial Customer shall not take less than eighty per cent (80%) of such Industrial & Commercial Customer's nominated levels of annual consumption(s) ("Minimum Annual Consumption") in respect of each Relevant Premises. The Industrial & Commercial Customer shall provide SSE Energy Supply Limited with the nominated levels of annual consumption(s) in respect of each Relevant Premises within seven (7) days of the Contract Start Date and at least one (1) calendar month prior to and effective from the anniversary of the Contract Start Date and every anniversary thereafter.

15.3.2 In the event that such Industrial & Commercial Customer's actual consumption for any Relevant Premises falls short of the Minimum Annual Consumption(s) then:

15.3.2.1 SSE Energy Supply Limited shall be entitled to vary the charges in order to recover any costs, charges and expenses which SSE Energy Supply Limited reasonably determine to have been incurred as a result thereof; and/or

15.3.2.2 SSE Energy Supply Limited may cut off or limit such Industrial & Commercial Customer's supply.

15.3.3 Any amounts payable to SSE Energy Supply Limited under this Clause shall be made by such Industrial & Commercial Customer within fourteen (14) days of the date of an invoice from SSE Energy Supply Limited.

### Part IV. Charges

16. The Customer shall pay the applicable Charges published by SSE Energy Supply Limited from time to time and are available on our website or on request from SSE Energy Supply Limited or those deemed applicable to the Relevant Premises by SSE Energy Supply Limited.

#### 17. Additional Charges

17.1 SSE Energy Supply Limited reserves the right to recover the following charges from Customers:

(i) subject to the provisions of Paragraph 6 of Schedule 2B of the Gas Act 1986 (as amended) any charges reasonably incurred in changing a meter;

(ii) any charges reasonably incurred in disconnecting a supply in accordance with Paragraph 6.6 of Part II;

(iii) any charges reasonably incurred where the Customer does not give SSE Energy Supply Limited enough notice in accordance with Paragraph

8.5 of Part II;

(iv) any reasonable charges incurred in the event SSE Energy Supply Limited disconnects or reconnects supply (or procures

the disconnection or reconnection of supply) or subject to the provisions of Paragraph 6 of Schedule 2B of the Gas Act 1986 (as amended) repositions the Customer's meter at the Customer's request (or procures the repositioning of such meter at the Customer's request);

(v) any reasonable charge for the issue of any replacement key and/or plastic card or other device or where the Customer requests a site visit to its prepayment meter;

(vi) the cost of the test, where the Customer disputes the accuracy of any meter and the meter is found to be operating within the degree of error permitted by the Gas Act 1986 (as amended) and the regulations thereunder;

(vii) any charges incurred where SSE Energy Supply Limited has made any additional visits to the Relevant Premises at the request of the Customer, other than in the normal course of its business;

(viii) any reasonable charges incurred where SSE Energy Supply Limited has made a visit to inspect or connect a Customer's Installation;

(ix) where the customers are connected to an independent Transporter's network, we reserve the right to charge the additional costs associated with supplying such customers.

(x) any fixed sum costs in line with the Late Payments of Commercial Debts (Interest) Act 1998,

(xi) any reasonable costs incurred by SSE Energy Supply Ltd in seeking to recover any overdue payments from the Customer

#### 18. Late payment

If any Bill or other Charges remain outstanding beyond the Due Date then SSE Energy Supply Limited shall be entitled to charge the Customer interest at the rate of up to 8% per annum above the prevailing base rate of the Bank of England.

19. In the event the Customer does not provide the necessary direct debit instruction or withdraws it during the term of the Deemed Contract, then SSE Energy Supply Limited reserves the right to issue Bills under the Credit Method of Payment and increase Prices by 0.1p/kWh.

#### 20 Personal Information

For the purposes of this clause "You" means You, the Customer and "Our", "We" or "Us" means SSE Energy Supply Limited and/or our permitted successors and/or assignees.

Except for clause 20.5, this clause applies to personal information We hold about individual people, people registered as sole traders, and partnerships. It does not apply to information We hold about companies and other organisations. If You would like further details about the way we use Your personal information, please see our privacy notice available at [www.ssebusinessenergy.co.uk/privacy-policy/](http://www.ssebusinessenergy.co.uk/privacy-policy/). If You would like a printed copy of our privacy notice, please get in touch.

20.1 Information We collect about You may be used by Us, Our employees, agents, contractors, and companies within the SSE group to do the following:.

(a) Provide You with the services You have asked for (which may include loyalty and incentive schemes We may run).

(b) Offer You accounts, services and products from Us and Our partners. To help Us make these offers, We may use an automatic scoring system, which also uses information about You from other credit reference agencies as well as other companies.

(c) Help run, and contact You about improving the way We run, any accounts, services and products We have provided before, now or in the future.

(d) Create statistics, test computer systems, analyse customer information, create profiles and create marketing opportunities (including using information about what You buy from Us and how You pay for it. For example, the amount of Gas or electricity You use and any discounts We have offered You).

(e) Help to prevent and detect debt, fraud or loss.

(f) Help train Our staff.

(g) help identify You when You call;

(h) detect and prevent crime, fraud or loss;

(i) contact You, and administer Your accounts, services and products,

(j) contact You to collect feedback, for example through surveys or questionnaires; and

(k) unless You have asked Us not to, to contact You in writing, by phone and (where You have agreed) via digital media, such as by email, SMS or smart meter, with information on products and services that We and other companies within the SSE Group offer. This may

occasionally include details of offers available from Our carefully

selected partners. We may use third parties to send marketing communications to You. Unless You have asked us not to, we may also use Your email address to show You digital advertisements via Your social media newsfeed, on search engine results pages, or on other websites.

20.2. You may opt out from receiving marketing communications at any time by writing to Us at SSE Business Energy, No1 Forbury Place, 43 Forbury Road, Reading RG1 3JH.

20.3 We may monitor and record any communication We have with You, including phone conversations, e-mails, SMS and web chats, to make sure We are providing a good service, meeting Our legal and regulatory responsibilities, and to train Our staff.

20.4 You agree that We can ask Your previous supplier for information that will allow Us to take over Your supply, such as information about meter readings and equipment or charges You owe Your previous supplier. You agree that We can provide the information We hold about You (such as information about meter readings, equipment or money You owe Us) to Your new supplier so that they can begin supplying You.

20.5 This clause applies to individuals, sole traders and partnerships and to the directors of corporate organisations as well as limited companies and other corporate organisations. We will check Your details with one or more credit-reference and fraud-prevention agencies to help Us decide whether there is a risk that You may not pay Your bills, to help Us make decisions about the goods and services We can offer You and to help Us manage Your account.

(a) We will ask credit-reference and fraud-prevention agencies for information about You, Your business, any people You are applying with and directors of Your business (if You are providing information about others on a joint application, You must make sure they agree that We can use their information to do this.) If You provide false or incorrect information and We suspect fraud, We will pass Your details to credit-reference and fraud-prevention agencies. Law-enforcement agencies (for example, the police and HM Revenue & Customs) may use this information.

(b) We and other organisations may also access and use the information credit-reference and fraud-prevention agencies give Us to, for example:

(i) check details on applications You make for credit and credit-related services;

(ii) check Your identity;

(iii) prevent and detect fraud and money laundering;

(iv) manage credit and credit related accounts or services;

(v) recover debt;

(vi) check details on proposals and claims for all types of insurance; and

(c) When We ask credit-reference agencies to carry out a search for Us, they will record this on Your credit file whether Your application for a contract with Us is successful or not.

(d) We will send information on Your account to credit-reference agencies and they will record it. If You have an account with Us, We will give details of it and how You manage it to credit reference agencies. If You have an account and do not repay money You owe in full or on time, credit-reference agencies will record this debt. They may give this information to other organisations and fraud prevention agencies to carry out similar checks, find out where You are and deal with any money You owe. The credit-reference agencies keep records for six years after Your account has been closed, You have paid the debt or action has been taken against You to recover the debt.

(e) We and other organisations may access and use, from other countries, information recorded by fraud-prevention agencies.

(f) If You are a director of a company, We will contact credit reference agencies to confirm that the residential address You provide is the same as that shown on the restricted register of directors' usual addresses at Companies House.

20.6 You are entitled to have a copy of the information We hold about You, and to have any inaccurate information corrected. For more information about this, please contact Your Account Manager at the address stated in 21.2.



## 21 Back billing

21.1 For the purposes of this clause “You” means You, the Customer and “Our”, “We” or “Us” means SSE Energy Supply Limited and/or our permitted successors and/or assignees.

21.2 Notwithstanding any contrary provision contained in these terms and subject always to Clause 21.3 below, We shall only issue a Bill to a Micro Business Consumer or otherwise seek to recover (including via a prepayment meter) the Charges for the supply of Gas from that Micro Business Consumer (hereinafter a “**charge recovery action**”) in respect of:

- a. units of Gas which could reasonably be considered to have been consumed within the 12 months preceding the date the charge recovery action was taken; and
  - b. where applicable, amounts in respect of a standing charge or any other type of supply charge accrued within the 12 months preceding the date the charge recovery action was taken.
- 21.3 Clause 21.2 does not apply in the following circumstances:
- a. where any charge recovery action was taken prior to 1 November 2018;
  - b. We or any of Our representatives, have taken any charge recovery action on or following November 2018 in a manner which complied with Clause 21.2 and, due to non-payment are continuing to take steps to obtain payment for the same units of Gas and, where applicable, the same amounts in respect of a standing charge or other type of supply charge;
  - c. We have been unable to take a charge recovery action for the correct amount of Gas consumed due to obstructive or manifestly unreasonable behavior of the Micro Business Consumer;
  - d. any other circumstances, which the Authority may specify by publishing a statement in writing.

## 22 Terms and conditions for Smart Meters (if applicable)

- 22.1. These additional terms and conditions apply to You if there is a Smart Meter at any of Your Supply Points (subject to compatibility with our systems).
- 22.1.2 Your account or invoice will be based on readings from Your Smart Meter so that We can send You a bill, offer You the most appropriate tariffs and energy saving products, and for the other purposes set out in clause 22. You will let Us collect this information while We supply Your Energy. If We cannot access readings from Your Smart Meter (for example because of a failure of the Smart Meter) We may estimate Your account or invoice.
- 22.1.3 We or Our agents own any Smart Meter equipment We install or provide You access to at all times.
- 22.1.4 The monitoring interface linked to Your Smart Meter may not work with another supplier. If You move property, You must leave the Smart Meter equipment at the property at which it was installed.
- 22.1.5 If We need to make changes to Your supply of electricity, We may do this using Your Smart Meter without having to visit Your premises / the Supply Point. This may include repairing or updating the Smart Meter or disconnecting Your electricity supply (all in accordance with the terms of this Agreement).
- 22.1.6 You shall let us know immediately if there is any reason why We may not receive information from a Smart Meter or if You think it has been tampered with.
- 22.1.7 While We supply electricity to You We will collect information about Your Energy usage from Your Smart Meter in accordance with Your meter reading frequency.
- 22.1.8 In addition to the monthly information We collect, if You have chosen to have your information about Your Energy usage collected from Your Smart Meter at half hourly intervals, We will use this information within the SSE group to:
- (a) manage Your account and to Supply the services You have requested from Us; and
  - (b) collect Your half hourly readings once a day unless We notify You otherwise.
- 22.1.9 You can change your mind at any time about the frequency of Smart Meter consumption data collection, just let us know. You can do so at any time by emailing [SmartHypercareservice@sse.com](mailto:SmartHypercareservice@sse.com) or calling the Customer Service Telephone Number or e-mailing the Customer Service E-mail Address and giving Your account details.
- 22.1.10 If You have provided Your consent to allow us to market to You We may contact You in writing or by phone e-mail or text message with information on energy efficiency, environmental updates and information on services and products We can offer You. You can change your mind at

anytime if you decide you do not want this information, please let us know by emailing [smarthypercareservice@sse.com](mailto:smarthypercareservice@sse.com).

- 22.1.11 If You later wish to stop Us collecting half hourly information please email Us at [SmartHypercareService@sse.com](mailto:SmartHypercareService@sse.com) or calling the Customer Service Telephone Number or e-mailing the Customer Service Email Address and give Your account details. Also if You do not wish to continue to receive general information on our products and services please say this when You write to Us, otherwise We will assume that you do.
- 22.1.12 Further information on how we use your data in regard to Smart Meters in contained in our Privacy Policy available on our website at <https://ssebusinessenergy.co.uk/privacy-policy/> and also in our Smart Meter Data Guide which is available on our website at <https://www.ssebusinessenergy.co.uk/smart-data-guide>

## 22.2 Terms and conditions for Green Deal (if applicable)

- 22.2.1 These terms and conditions are in addition to the Terms and Conditions and apply to you if there is a Green Deal Plan at the Relevant Premises.
- 22.2.2 Green Deal Charges are set by the Green Deal Provider and agreed with the original occupier who arranged the Green Deal Plan.
- 22.2.3 Your Green Deal Charges will be included in Your electricity bills and/or statements which will be sent to You (or where applicable, will be available online).
- 22.2.4 Your Green Deal Charges will be paid by the same method of payment as Your electricity prices. We will pass these payments, once collected, to Your Green Deal Provider (or their nominated recipient).
- 22.2.5 We will only collect Green Deal Charges from You that become due from the Contract Start Date and You agree to allow Us to collect Green Deal Charges until such time as You have arranged for a new Supplier (who must be a Green Deal Licensee) to supply electricity to the Relevant Premises.
- 22.2.6 You agree that if You do not pay your bill as agreed under this Deemed Contract, any electricity prices and Green Deal Charges shall be split pro rata between Us and the Green Deal Provider (or their nominated recipient) according to the ratio of electricity prices to Green Deal Charge irrespective of Your intentions or instructions on how the electricity prices and Green Deal Charges should be treated or dealt with.
- 22.2.7 Should You remain the Green Deal Bill Payer after the Terms and Conditions of supply under this Deemed Contract have terminated, You will still be required to pay any Green Deal Charges due under the Green Deal Plan.

**SSE Business Energy is a trading name of SSE Energy Supply Limited, registered in England and Wales number 03757502 which is a member of the SSE Group.**

**The registered office of SSE Energy Supply Limited is No. 1 Forbury Place, 43 Forbury Road, Reading, RG1 3JH.**

[ssebusinessenergy.co.uk](https://ssebusinessenergy.co.uk)

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