

Micro business key terms



These are the principal terms for SEFE Energy's (SEFE Energy Limited) micro business customers. You are considered a '**micro business**' if you meet any one of the following criteria:

- For gas supply agreements with SEFE Energy, you consume less than 293,071 kWh of gas a year;
- For electricity supply agreements with SEFE Energy, you consume less than 100,000 kWh electricity a year; or
- For gas and/or supply agreements with SEFE Energy, you have fewer than 10 employees and an annual turnover, or annual balance sheet total, of less than €2 million.

We make the following commitments to all **micro business** customers:

- We'll provide you with details of the principal terms and conditions for **micro business** customers (see below).
- We'll send you a copy of our terms and conditions for the supply of gas, electricity or both ("terms and conditions") within 10 days of your contract being agreed. These apply to your contract, other than where described in the principal terms below.
- We'll also send you a statement of the renewal terms which will apply at the end of your contract period (see letter).
- We'll contact you at least 60 days before your contract end date with details of our renewal offer.

The principal terms below, our **terms and conditions** and the contract option that you signed, or verbally agreed to, are all legally binding and make up your contract with us ("**contract**").

Principal terms and conditions for micro business customers

How long is my contract for?

Your contract is for a fixed term. This starts on the 'start date', and ends on the 'end date', as shown in your contract option.

Full terms and conditions covering the duration of your contract can be found in Sections 1-4 of the terms and conditions for SME Matrix customers and Clauses 2.1 and 3 for non SME Matrix customers.

How much will I have to pay for the supply?

We will try not to change your charges during your period of supply. However, should any third party charges change during the period, or should there be any changes to laws or industry processes resulting in us incurring higher charges, we have the right to pass these on to you unless we have indicated otherwise in the contract option.

If we make a mistake that results in us not invoicing you correctly, we will not ask you to pay any charges for the supply that could reasonably relate to gas and power used more than 12 months ago. We may invoice you for those charges if you have behaved unreasonably or prevented us from getting any information that we need to invoice you. The following are examples of where you may have behaved unreasonably. You should note this is not a full list.

- There is a problem with your meter, we have made reasonable requests to access the meter and you have not allowed us that access.
- You have not allowed us access to your meter so we can take a meter reading.
- You have acted unlawfully and tampered with your meter, or you have not kept your meter in working order.
- You have unreasonably avoided payment.
- You have acted unreasonably in preventing us from accurately billing your account.

For information on your current charges please refer to your latest invoice or alternatively contact our customer service team on **0161 837 3372**.

Full terms and conditions covering charges can be found in Section 5 of the **terms and conditions** for SME Matrix customers and Clause 5 for non SME Matrix customers.

How do I change supplier?

You cannot change supplier before your 'end date'. If your **contract** comes to an end and you have not agreed a renewal contract with us, you must appoint a new supplier to take over from the 'end date'. In order to change suppliers, you must have paid all outstanding invoices. If you have not done this, we have the right to prevent your transfer.

Full terms and conditions covering change of supplier can be found in Section 4.8-4.9 of the **terms and conditions** for SME Matrix customers and Clause 11.6 for non SME Matrix customers.

How do I end my contract with you?

Your **contract** will automatically end on the 'end date'.

What will happen at the end of my contract with you?

We will contact you in writing at least 60 days prior to your end date with details of options available to you regarding your supply ("your options"). If you do not enter into a new contract with us or move to a new supplier, your contract will continue, but you will be charged at our out of contract rate. If you are being charged our out of contract rate, if your account with us is up to date you can change supplier at any time. Please note that it can take up to 30 days to change supplier.

Full terms and conditions covering your options can be found in Sections 2.3 and Sections 4.3-4.4 of the terms and conditions. Full terms and conditions covering failure to change supplier can be found in Section 4.8 for SME Matrix customers and Clauses 11.12 and 11.13 of the **terms and conditions** for non SME Matrix Customers.

A copy of our current **terms and conditions** for the supply of gas, electricity or both are available to view at:
www.sefe-energy.com/uk/terms