



# Tariff Agreement Terms and Conditions for Sainsbury's Energy Fix and Reward v2

'Sainsbury's Energy' is a trading name used under licence by PS Energy UK Limited, a wholly owned subsidiary of Npower Limited.

These Terms and Conditions are supplemental and in addition to and do not replace the Sainsbury's Energy Standard Terms for supplying electricity and gas to domestic customers ("Standard Terms").

These Terms and Conditions together with the Standard Terms form the Tariff Agreement under which gas and/or electricity is supplied to You.

A copy of the Standard Terms will have been provided to You with these Terms and are also available from [www.sainsburysenergy.com](http://www.sainsburysenergy.com).

Terms defined in the Standard Terms shall have the same meaning in these Terms.

If there is any conflict between these Terms and the Standard Terms, these Terms will prevail.

The Sainsbury's Energy Fix and Reward v2 tariff offers a price fix for 365 days from your supply start date.

Sainsbury's Energy will match your consumption of electricity in each "Fuel Disclosure Period" (each period of 12 months from 1 April to 31 March (or part of that period)) that you are on Sainsbury's Energy Fix and Reward v2, by purchasing, subject to availability, the equivalent volume of valid REGOs (Renewable Energy Guarantees of Origin Certificates) in relation to all electricity you consume. Sainsbury's Energy will do this matching between 1st April and 1st July after the end of each such Fuel Disclosure Period (the "Matching Period") and will ensure it has purchased the applicable number of certificates by 1st July based on your consumption in the Fuel Disclosure Period using industry or estimated data available to us on or before each 1st July. You acknowledge and agree that there are no additional environmental benefits to this Tariff and that the electricity you actually consume may be generated or produced from non-renewable sources.

## Eligibility for the Sainsbury's Energy Fix and Reward v2 tariff

In order to take up and remain on Our Sainsbury's Energy Fix and Reward v1 tariff you must:

- be a domestic customer
- be a new customer to PS Energy and sign up via [www.sainsburysenergy.com](http://www.sainsburysenergy.com) or via our dedicated Sainsbury's Energy sales team
- take Your supply through a credit meter
- take Dual Fuel, Single Fuel Electricity or Single Fuel Gas
- pay on the tariff where Our charges are wholly based on a standing charge and a single rate metered supply domestic tariff (or two unit rate metered economy 7 tariff for electricity)

If at any time You do not meet any of these eligibility criteria or do not comply with the terms of the Sainsbury's Energy Fix and Reward v2 tariff, we may stop supplying You under the Sainsbury's Energy Fix and Reward v2 and transfer You to a new agreement on Our standard variable prices applicable to You.

If Your eligibility for the Sainsbury's Energy Fix and Reward v2 ends or we take any of the actions listed immediately above, this may increase the charges you pay to Us. We will give You notice of any such change. You may not be able to switch back to the Sainsbury's Energy Fix and Reward v2 offer at any point in the future.

## The duration of Your Tariff Agreement

This Tariff Agreement continues from the date when We agree We will supply You under Our Sainsbury's Energy Fix and Reward v2 for 365 days or any earlier date on which You change Your tariff or You do not meet the eligibility criteria and Your Tariff Agreement Ends or You terminate this Tariff Agreement as provided below. We call the length of time Your Tariff Agreement last, Your Tariff Period.

## Our charges during Your Tariff Period

Our price for electricity and gas will be the price (standing charge and unit rate(s)) indicated in the Sainsbury's Energy Fix and Reward v2 on the opening date of the offer and will be fixed during Your Tariff Period unless You change address, meter type or payment method, in which case the price You pay may change as mentioned above.

If We provide You with incorrect prices in error, We can choose not to go ahead with this Tariff Agreement which means We may end it and We will offer You a new agreement with the correct prices.

## **Our charges when Your Tariff Period has come to an end**

If at the end of Your Tariff Period, or the end of your Tariff Agreement if this is earlier, We continue to supply You with gas and/or electricity, We will place You on Our Sainsbury's Energy standard variable tariff applicable to You (or the relevant tariff required or permitted by law), which may be more expensive than your current Sainsbury's Energy Fix and Reward v2.

We will notify You of Your new standard variable (or other applicable) prices and the associated estimated annual costs You will pay before the end of Your Tariff Period as required by our regulatory obligations.

The new standard variable prices will be payable from the end of the relevant notice period, unless We present to you another offer and alternative terms (including prices and estimated annual costs) that We feel may be suitable, and You agree to sign up to those alternative terms.

## **Changing your mind**

You can cancel this Tariff Agreement up to 14 days from the date when We tell you that We have agreed to supply You under the Sainsbury's Energy Fix and Reward v2. No Early Exit Fee (see below) will be payable if You do so.

To cancel, you can either:

- write to Us with Your agreement number, saying You want to cancel this agreement.: Sainsbury's Energy, 5th Floor, 125 Colmore Row, Birmingham, B3 3SD,
- email Us at [cancellations@sainsburysenergy.com](mailto:cancellations@sainsburysenergy.com); or
- phone Us on 0800 088 4127 (should be free from all mobiles and generally free from all landlines).

If this Tariff Agreement is cancelled in this way but You continue to take supply from Us, We will continue to supply You on Our standard variable prices applicable to You under our Standard Terms as if You had never been supplied on the Sainsbury's Energy Fix and Reward v2.

## **Changing Your tariff or supplier**

You may end this Tariff Agreement or switch supplier without giving Us any form of notice. An Early Exit Fee may be payable (see below).

If You change Your tariff during the Tariff Period for an alternative tariff, You will no longer be eligible for the Sainsbury's Energy Fix and Reward v2 and will be supplied under the terms of Your new tariff. You may not be able to switch back to the Sainsbury's Energy Fix and Reward v2 at any point in the future.

If You switch supplier as a result of Our notice to You prior to the end of Your Tariff Period, and We receive formal notice of a switch within the relevant period, then until You leave You will continue to be charged for the supply of gas and/or electricity as set out in this Tariff Agreement. We'll give you details of all relevant periods when we notify you at the time.

If You change tariff with Us following that notice, and prior to the end of Your Tariff Period, then You will pay the charges as per this Tariff Agreement until You move to Your new tariff.

### **Early Exit Fee**

If more than 49 days before the end of your tariff period You change Your supplier or tariff for electricity or gas, or both, We may apply a termination fee of £30 per fuel (“Early Exit Fee”).

You agree to pay any Early Exit Fee and that We may also take this fee by Direct Debit.

We will not apply an Early Exit Fee if You change your supplier or tariff during the final 49 days or in various other specific circumstances set out in this Tariff Agreement.

### **Triple/Double Nectar Points**

1. Dual fuel customers receive 2 additional points for each pound spent in Sainsbury's stores (Triple Points), 1 additional point per pound spent if you are a single fuel customer (Double Points), up to a maximum of 3,500 points per fuel per annum.
2. Only available to customers on Sainsbury's Energy Fix and Reward v2.
3. You need to tell us your Nectar card number when you apply and use this card with each Sainsbury's purchase.
4. Your points begin on your supply start date which is the day you receive your Welcome email notification and may be different for each fuel. If you don't register your Nectar card number until after your supply start date, your points will begin on the date your card is registered.
5. You will stop earning points if you choose to leave Sainsbury's Energy.
6. By the 10th of each month, your qualifying points for the previous month will be applied to your Nectar account.
7. It's only the base points you collect at Sainsbury's that are doubled. Bonus points won't be doubled, nor will any points from Sainsbury's Bank (including travel money purchases) or any other Sainsbury's service.
8. If you have multiple properties on Sainsbury's Energy Fix and Reward v2 your Nectar account will collect points for each property.
9. Nectar Loyalty Ltd award the points from this offer.
10. You will need to link your Nectar card number before the 9th month of the tariff or you may lose the right to claim your additional Nectar points while being on Sainsbury's Energy Fix and Reward v2.
11. No cash alternative is available. Sainsbury's Energy reserves the right to alter, cancel or withdraw this offer without notice.