

first: for low cost electricity and gas



## iSave v12

### Your guide to electricity and gas prices from First Utility

#### Why choose our iSave tariff for your electricity and gas supply?

- my:energy saving plan
- No early termination fee; after initial fixed price period of 3 months
- Monthly direct debit
- Submit your monthly meter readings online
- Easy online account management

#### Becoming a First Utility customer

Once your supply has been successfully switched to us we'll provide you with monthly email prompts to submit your meter readings online through your own secure online account.

You can track your registration progress on line by visiting the help and advice section of our website and selecting the "track your registration" icon. Here you will see an on screen message detailing where you are in your switching journey.

The help and advice section of our web site has a wealth of information to help you to understand your account, from reading different types of meters right through to understanding your bill, all designed to make life easier for you

#### Now that you're all charged up, take a look at our rates:

Electricity		Gas	
Standing Charge pence per day	Unit Rate pence per KWh	Standing Charge pence per day	Unit Rate pence per KWh
17.85	9.524	19.74	3.374

To qualify for these rates you must agree to online billing and monthly payment by direct debit. Alternative payment methods and paper billing are available at a small additional charge.

# SUMMARY OF TERMS AND CONDITIONS

This is a summary of the key parts of First Utility's Terms and Conditions and sets out the key tariff criteria. It is not and should not be regarded as a substitute for the full First Utility Terms and Conditions, which are available at [www.first-utility.com](http://www.first-utility.com) and should be read in their entirety, although please note that there is no Loyalty Bonus or Dual Fuel Discount payable under this tariff.

## Credit Checking

We may use the information you have given us to make checks with our credit checking agency to confirm your identity as part of our registration process or, where this is not possible, after the contract is already in force. In the event that a security deposit is requested by First Utility, we may contact you to offer an alternative payment method or service, which may then remove the need for a security deposit.

## Switching over from your current supplier

When we transfer your electricity and gas supply to First Utility we will move your electricity first, and then your gas once we have confirmation of the electricity transfer. If your current supplier subsequently objects to the transfer of your gas and this cannot be resolved we will supply you with electricity only. Should this happen you can choose either to take an electricity only service or leave First Utility.

## Fixed Prices for the Initial Contract Period

This contract has a fixed price during the initial contract period which is the first three months from the supply start date of your first fuel. We may change the Terms and Conditions of this contract, but we will not change the rates during that period unless: the information you have given us is incomplete or incorrect; there is an increase in VAT payable; or there is an increase in our costs as a result of any action by a governmental or statutory body. We will end this contract if you ask to move to another tariff, we fit a prepayment meter because you have not paid, or you switch your gas or electricity to another supplier. If we end this contract before the end of the initial contract period we may charge an early termination fee of £30 for your gas and £30 for your electricity.

## Changes to the Terms and Conditions

We may from time to time make changes to the Terms and Conditions of the contract by notifying you in writing. Where we make any variations to the Terms and Conditions which are to your significant disadvantage or we change our prices we will notify you at least 30 calendar days in advance of the change or variation taking place. If the change in the Terms and Conditions is to your significant disadvantage you may terminate the contract provided that the variation to the contract is not due to misleading information you have provided to us regarding your status.

## Possible additional charges

All of the tariffs quoted are applicable to Direct Debit payments only. Where you do not pay us by direct debit we will make an administration charge of up to £4 per account per month. All bills will be electronic and accessible via your online account. Paper billing is available upon request, at an additional charge of £1 per month. If you are paying through a prepayment meter we may also charge you for replacement cards, visits to your home, fitting, exchanging or relocation of a prepayment meter. A summary of charges relevant to you is available on our website in the "Help and Advice" section.

## Variable and fixed direct debit

"Variable" Direct Debit means First Utility will deduct from your account the amount that is shown on your electricity and gas bill each month. This means that your full balance will be paid each month. "Fixed" Direct Debit means First Utility will deduct a fixed amount, agreed with you, from your account each month. We will review this amount regularly and let you know when changes are required.

## Paying charges for the supply of electricity or gas through a prepayment meter

Where we ask you to pay through a prepayment meter this will normally be because: a) we have reached an agreement with you for you to repay any outstanding debt by means of a prepayment meter, or b) we can avoid disconnecting your gas or electricity (or both) by installing a prepayment meter. In addition, in the case that a prepayment meter is being fitted to help you repay a debt, we will write to you and inform you of (i) the amount of debt to be repaid, (ii) how this total debt is split between gas and electricity debt and (iii) an estimate of the dates on which both the gas debt and electricity debt will be repaid if the repayment agreement is adhered to. Any repayments will be agreed between us based on your ability to pay and can be varied at your request (if we agree), or by us in line with your ability to pay. We will give you prior notice if we need to do this. Full details of our services for prepayment customers can be found on our website in the "Help and Advice" section.

## Leaving First Utility

You can leave with 28 days notice at any time. If you are repaying a debt to us by means of a prepayment meter, you have the right to switch supplier as long as the debt that you are repaying is less than £200 and your new supplier agrees to take on this debt. Please bear in mind that if you do leave before the end of the initial contract period we may charge an early termination fee of £30 for your gas and £30 for your electricity.

A full version of our Terms and Conditions can be downloaded from [www.first-utility.com](http://www.first-utility.com)  
Alternatively you can contact Customer Services  
Telephone: 0845 215 5000  
Email: [customer.service@first-utility.com](mailto:customer.service@first-utility.com)