

# Standard Terms and Conditions for the Supply of Electricity to Metered Premises SSE ESL TC8 (version 1.2)

## Standard terms and conditions for the supply of electricity to metered premises by SSE Energy Supply Ltd trading as either Southern Electric, Scottish Hydro Electric or SWALEC as specified on the Contract or Supply Application Form.

<b>1. Conditions Precedent</b>		<b>5 Agency Services, Access and Metering Equipment</b>
1.1 The Parties' obligations are conditional upon: You having properly given notice of termination to Your previous Supplier where required to do so under your agreement.		5.1 In the event that You wish to appoint all or any of Your own Agency Service providers including AMR Service Provider You shall procure that:
1.2 You having returned to Us a duly completed direct debit mandate form (if applicable);	(i)	any such Agency Service appointed is suitably qualified and accredited to Ofgem's MAMCOP;
1.3 You successfully passing Our credit checking process and if requested provided Us with a security deposit, bond or guarantee.	(ii)	any AMR Service Provider appointed is suitably qualified, performs its obligations in accordance with good industry practices, is accredited, and complies fully with the relevant industry code of practice.
1.4 Us being an electricity supplier licensed under sections 6 and 7 of the Act		You must notify Us in writing of the identity of the Party whom You wish to engage to provide all or any Agency Service for Our approval prior to appointment.
1.5 Us having entered into use of system agreements for each Supply Point;		We reserve the right to inspect and audit any work carried out at a relevant Supply Point by Your chosen Meter Operator or AMR Service Provider to ensure that such work has been carried out safely. Should the work carried out be deemed at Our sole discretion to be unsafe We reserve the right to temporarily suspend or disconnect the supply of electricity until the work has been rectified and deemed by Us as safe.
1.6 For each Supply Point each appropriate Agency Service having a confirmed Registration;		Where approval has been declined by Us then You will be notified in writing. In the event that We become responsible for the appointment of any Agency Service provider We shall be entitled, at Our sole discretion, to either increase the Prices or impose a charge for the engagement of such service provider for which You shall be liable to pay in accordance with the provisions at clause 4.
1.7 Us having a confirmed Registration as Supplier for each Supply Point.		You shall indemnify and keep Us indemnified from and against any amounts, losses or damages which We incur as a result or arising from Your breach of clause 5.1 or the negligent acts or omissions of such Agency Service.
1.8 The Metering Equipment at the Supply Point(s) not comprising a pre-payment meter		In the event that You appoint Your own Meter Operator in accordance with clause 5.1 We reserve the right to appoint a meter examiner to examine the Metering Equipment for the purposes set out in clause 5.8.
1.9 In the event that electricity is supplied prior to satisfaction of each condition precedent for all Supply Points We shall be entitled to charge for electricity consumed at the prevailing Deemed Contract terms until the Commencement Date.		5.2 You will allow Us free of charge, safe and unobstructed access to each Supply Point covered by this Agreement at all reasonable times for any purpose connected with this Agreement provided that in an emergency access shall be afforded at any time without notice.
<b>2 Continuing Obligations</b>		5.3 You shall not damage or interfere with or permit any interference with any electrical plant, electric lines and cables or Metering Equipment used in connection with the supply of electricity to any Supply Point and You shall notify Us immediately where You have reason to believe there has been any such damage or interference.
2.1 The Parties shall ensure that for the duration of this Agreement each condition precedent of clause 1.2 to 1.8 shall be maintained and continue to have full effect.	5.2	5.4 The supply shall be measured by Metering Equipment, installed and maintained in accordance with Your connection agreement and Schedule 7 of the Act. In accordance with that Schedule it is agreed that the Metering Equipment need not be certified.
<b>3 Supply and Term</b>		5.5 Unless the accuracy of the Metering Equipment is disputed by notice in writing given by either Party to the other the Metering Equipment shall be deemed to be accurate.
3.1 We shall supply electricity to each Supply Point up to the relevant Available/Authorised Capacity from the Commencement Date until the First Termination Date and shall continue thereafter on a yearly basis unless and until terminated by either Party in accordance with this Agreement or this Agreement is superseded by a new Agreement, or;	5.3	5.6 If, following a test pursuant to Schedule 7 of the Act it is found that: the Metering Equipment is operating outside the Margins of Error then: (A) the Metering Equipment shall be re-calibrated or replaced and the cost of such test and recalibration or replacement shall be paid by You if You have appointed the Meter Operator or Us if We have appointed the Meter Operator; and (B) suitable adjustments shall be made to the accounts rendered by Us; or (C) the Metering Equipment is operating within the Margins of Error, the cost of such test shall be paid by the Party which disputed its accuracy.
3.2 All electricity passing through the Supply Point with effect from the Commencement Date shall be deemed to be supplied under this Agreement unless and until the same is terminated or terminates in accordance with the terms of this Agreement.	5.4	<b>6 Variation in Supply Points</b>
3.3 The title and the risk in the electricity supplied under this Agreement shall pass to You at the Supply Point.	5.5	6.1 Notwithstanding clause 12 the Parties may agree to add or remove a Supply Point to this Agreement provided any Supply Point added will be charged at rates consistent with the Commencement Date and contract term of the additional Supply Point.
3.4 In the event that You exceed the Available/Authorised Capacity at any Supply Point then You shall pay to Us any costs (including but not limited to additional use of system charges), losses or expenses incurred by Us for the provision of and as a result of the provision of the excess.	5.6	6.2 (A) You shall remain liable for all charges associated with the supply of electricity to a Supply Point until You notify Us <u>in writing</u> that You will no longer be the occupier of the premises or are no longer the occupier of the premises and another occupier confirms this and enters into an Agreement with Us or another Supplier for the supply of electricity to the Supply Point.
3.5 In respect of any Supply Point where We are taking over the supply of electricity from another Supplier We may ask You to provide Us with meter readings obtained on the Commencement Date as confirmed by Us to You, or You must allow Us safe access for the purpose of obtaining such meter readings for which We may make a charge in respect of Our reasonable costs.	5.7	6.2 (B) Where a new occupier is moving into a premises detailed in the Schedule, continuance of supply to the relevant Supply Points will be subject to clauses 1.1 to 1.8 (conditions precedent) and clauses 4.1 to 4.12 (price and payment).
3.6 The characteristics of the supply will be in accordance with the connection agreement and this Agreement.	5.8	6.3 In the event that any information, including but not limited to Supply Point; MPAN data; Supply Point address; supply voltage; Available Capacity; maximum demand or anticipated consumption volume, provided by You or our appointed agent is incorrect then consequently and retrospectively: (A) We shall be entitled to vary the Prices and You shall be liable to pay the revised prices; and/or; (B) You shall be liable to pay the supply charges associated to the incorrect information; and/or; (C) You shall pay Our administrative charges for the handling and rectification associated with the incorrect information; and/or (D) We may terminate this Agreement in accordance with clause 7.3 (G)
<b>4 Price and Payment</b>		6.4 In the event that during the term of this Agreement an administrator or receiver is appointed for You and that administrator or receiver does not provide reasonable performance assurance in favour of Us within 2 business days then the Agreement will be terminated forthwith. As soon as reasonably practical after such termination We shall provide You with an account or invoice which shall be due for immediate payment in respect of fees, costs, losses, and expenses incurred or that would be incurred by Us in selling back into the GB wholesale market any volume of electricity purchased or deemed purchased by either Party in meeting their obligations to each other under this Agreement that will not be consumed by You at any or all relevant Supply Points. For the avoidance of doubt, fees, costs, losses and expenses shall be amounts We determine in good faith to be the total loss to Us in connection with but not limited to, the disposal of the volumes of electricity purchased or deemed purchased in the GB wholesale market by either Party and remaining undelivered to You as a direct result of this termination. Furthermore We shall not be required to enter into any agreements to sell electricity in order to determine Our loss.
4.1 As soon as practicable after the end of each Billing Period We shall deliver to You an account or invoice showing the amount payable under this Agreement, which shall be paid by You by direct bank transfer to such account as We may from time to time in writing notify to You.		6.5 You may on giving previous notice to Us in writing and with Our agreement change the pricing structure charged and/or the profile at a relevant Supply Point as detailed in the Schedule to an alternative pricing structure and/or profile at the same relevant Supply Point provided You have been immediately preceding the proposed date of change. We reserve the right to allow such variations: (i) where the change in profile at the relevant Supply Point is as the result of Us carrying out Our statutory duties; or (ii) where the change in profile and/or pricing structure at any relevant Supply Point is part of a program of change previously agreed by Us and incorporated in this agreement.
4.2 (A) You shall pay each account or invoice within 14 days of posting, provided that if any amount remains unpaid after 14 days We shall (in addition to any other remedies We may have) be entitled to charge interest on a daily basis at the rate of 4% per annum above the base rate of the Bank of England from time to time; and if any amount remains unpaid after 30 (thirty) days of posting We may also invoke clause 7.3 and/or clause 7.7.		6.6 Where we have permitted such changes of the pricing structure and/or profile at any relevant Supply Point any future variations of the pricing structure and/or profile at the relevant Supply Point will not be permitted for a minimum period of twelve consecutive months from the date of change.
(B) If any amount payable is the subject of a bona fide dispute, the amount payable shall be paid in full in accordance with clause 4.2 (A). After an agreement is reached the adjustment (debit or credit) shall be included in the next or earliest account or invoice delivered.		<b>7 Termination, Disconnection, De-energisation and Suspension</b>
(C) Payments received from You shall be applied to accounts and interest charges in the order in which they were issued or made		7.1 You can terminate this Agreement by giving Us not less than one calendar month's written notice to expire on the First Termination Date or any anniversary thereof; or
(D) You shall make all payments without deduction or set off.		7.2 If on the date You want to terminate this Agreement Your new Supplier does not have confirmed Registration for each Supply Point, the provisions of this Agreement will, subject to clause 4.5, remain in force for any Supply Point for which We are still the registered Supplier.
(E) Any amounts payable under this Agreement are exclusive of any applicable United Kingdom tax, duty, levy, tariff or any government imposed charge on electricity supplied to Your premises prevailing at the time of supply and which shall fall due on such amount, for which You shall be additionally liable.		7.3 We shall be entitled to terminate this Agreement and/or de-energise any Supply Point immediately upon given written notice to You if: (A) You fail to pay any amount properly due and payable to Us under this Agreement; or (B) without prejudice to (A) above, You are in breach of any term of this Agreement and/or a Connection Agreement and (if it is capable of remedy) You fail to remedy such breach within 14 days; or (C) You, in Our reasonable belief, have made unauthorised use of electricity or committed theft of electricity; or (D) an interim order or bankruptcy order or individual voluntary agreement is or is about to be made in respect of You under the Insolvency Act 1986 or an interim trustee or trustee in bankruptcy is appointed over Your estate or You are apparently insolvent or a voluntary arrangement is proposed or a resolution is passed or an order is made for Your winding up; or a receiver or administrative receiver is appointed over the whole or any part of Your assets or You are unable to pay Your debts within the meaning of the Insolvency Act 1986 or You cease or threaten not to pay Your debts as they fall due or seek to make any composition or arrangement with Your creditors; or (E) We would be breaching regulations made under Section 29 of the Electricity Act 1989; or (F) You do not provide any security deposit, guarantee or bond to Us in terms of clauses 1.3 and 4.7 within 14 days of being so requested; or; (G) any information that You provided Us is incorrect; or (H) You are in any other breach and fail to remedy such breach in accordance with this Agreement.
(F) Notwithstanding the foregoing if Your direct bank transfer arrangement is cancelled by You without Our prior agreement We shall be entitled to increase the Prices by 2% until such time as Your direct bank transfer is re-instated.		7.4 Upon termination of this Agreement, disconnection or de-energisation for whatever reason You shall pay to Us all sums then due and payable or accrued due under this Agreement and any costs incurred by Us as a result of such termination or de-energisation.
4.3 We shall be entitled by notice in writing to You to vary all or any of the Prices: (A) if any direction is given pursuant to section 34 of the Act, by such amount as may be necessary to enable Us to recover from You an equitable proportion of the additional costs suffered by Us as a result of such direction.		7.5 In the absence of any valid termination notice by either Party this Agreement shall be extended for a further 12 months from the end of the First Termination Date or any anniversary thereof or; for Microbusiness customer this is provided for in the Statement of Renewal Terms or; If during this Agreement a Supply Point is being registered or has been registered by another Supplier for any reason other than as a result of any default by Us or proper termination of this Agreement, then You authorise Us and shall provide us with all reasonable assistance required to either, at Our discretion, (i) raise an objection to such registration (ii) re-register the Supply Point, or (iii) pay Us a sum calculated as the average monthly amount (which amount shall be determined by Us) times the number of months left in the Agreement (subject to a maximum of twelve(12) months).
(B) to reflect any variation in any element of the costs to Us of providing the supply of electricity which are not within Our reasonable control, including but not limited to: (i) the introduction of new or any variation in the use of system charges made by National Grid Company plc or the relevant Distributor; (ii) any changes to the method of recovering Agency Services or settlement system costs; (iii) the cost of installing mandatory half hour Metering Equipment with remote data collection facilities at any Supply Point situated in an over 100kW premises, or an Advanced Meter at any Supply Point that falls within profile class 5, 6, 7 or 8 as defined in the balancing and settlement code; (iv) where there are abnormal or excessive costs incurred in meter reading; (v) where the information provided by You or Your representative or agent is incorrect; (vi) where there is a delay in the Commencement Date due to circumstances beyond our reasonable control; (vii) where you substitute electricity with another fuel other than by prior agreement with Us during periods of supply interruption or the normal course of business; and/or, (viii) a Supply Point having been de-energised and/or disconnected.		
(C) if it is found that any of the registration details of any Supply Point differ from that specified in the Schedule.		
(D) to reflect any adjustment in the amounts payable by Us for electricity under any of the specified agreements as may be defined in Our supply licence.		
4.4 Subject to clauses 4.5, 4.6 and 7.1 upon giving You not less than 14 days notice in writing We shall be entitled to vary all or any of the Prices with effect from the First Termination Date or anniversary thereof, or;		
4.5 If the Agreement has been terminated in accordance with these terms and conditions and Your new Supplier does not have a confirmed Registration for each Supply Point on the date of termination We shall be entitled by notice in writing to You to vary all or any of the Prices.		
4.6 With effect from the First Termination Date or anniversary thereof and only in the absence of any effective notice in accordance with clause 4.4 or 4.5 We shall be entitled to increase all the Prices in the schedule to Prices reflective of the market for retail electricity supply at the First Termination Date or the relevant anniversary thereof.		
4.7 When you initially apply to Us to enter into an agreement for supply and periodically throughout this Agreement, we will carry out credit checks to help Us manage Your Agreement checking a number of records relating to You including, but not limited to: (i) Our own; (ii) publicly available records; and (iii) personal and business records at credit reference agencies.		
(A) At Our sole discretion based on such checks We reserve the right to, reject Your application and not enter into a contract with You or, request You to provide a security deposit, guarantee or bond.		
(B) Such checks will be used to assess suitability of the payment arrangements We have with You, (when credit reference agencies receive a search request from Us they will place a search footprint on your business credit file that may be seen by other lenders), and for credit checking, assessing applications and verifying identity. We may monitor and record information relating to Your trade performance and as such records will be made available to credit reference agencies, who may share that information with other businesses in assessing applications for credit and fraud prevention.		
(C) We may also consult, at our discretion, credit insurers, underwriters and others to assess financial risks and at Our sole discretion take out insurance against such risks. Where We do take out such insurance that is subsequently withdrawn by the credit insurer, You shall with immediate effect provide a security deposit, guarantee or bond as We may at our sole discretion reasonably require.		
4.8 If the information for charging purposes under this Agreement is not available at any time for whatever reason (including the inability to obtain a meter reading) then We shall be entitled to make such estimates of amounts due and such amounts shall be paid by You, subject to any subsequent adjustments which may be necessary.		
4.9 If it is discovered that any meter reading has been inaccurate or omitted or the translation of readings into amounts payable has been incorrect then the amount due from or to Us shall be paid forthwith.		
4.10 If You ask Us to reprogram or change Metering Equipment to effect a pricing structure or profile change in accordance with clause 6.5 or provide You with data from Metering Equipment We shall be entitled to make a reasonable charge.		
4.11 If any charges are made to Us by Your Distributor in connection with the supply of electricity to any Supply Point, We shall be entitled to invoice the amount to You and You will reimburse Us for any such charge.		
4.12 If some or all of the charges set out in this Agreement are from time to time provisionally assessed or estimated by Us or by others providing an Agency Service or by other relevant third parties and such provisional amounts are used for the purposes of providing You with an account or invoice then upon reconciliation by Us of such account or invoice against actual charges incurred during the Billing Period You shall pay Us any additional sums in accordance with agreed payment terms. The additional sums will be notified to you by way of inclusion in a future account or invoice. Where the reconciliation results in a credit to You, the sum to be credited will be included in the account or invoice raised in the following Billing Period.		

7.7 In the event that any amount due remains unpaid 14 days after posting then We shall be entitled to object to the registration by another supplier of any supply point We supply under this Agreement.

7.8 We shall be entitled to terminate this Agreement immediately if Ofgem directs another supplier to take over your electricity supply.

7.9 Upon termination You shall allow us the right to enter the Site Address(es) to remove any of Our equipment and/or to de-energise the Supply Point or some other point to affect the discontinuance of supply. In particular You shall immediately pay Us all sums due and any payable or accrued under the Agreement and any costs, charges, losses and expenses incurred by Us in relation to the discontinuance of the supply of electricity.

**8 Failure or Temporary Discontinuance of Supply**

8.1 The supply of electricity at any Supply Point may be discontinued:-  
 (A) in the event of Force Majeure; or  
 (B) In respect of any particular Supply Point, at any time and for so long as the Distributor disconnects or de-energises that Supply Point pursuant to a Connection Agreement or otherwise; or  
 (C) if at any time and for so long as the conditions precedent set out in clauses 1.2 to 1.9 cease to be satisfied.

8.2 If the supply of electricity to any Supply Point or any part thereof is temporarily discontinued at Your request, You shall pay Us on demand any costs incurred by Us as a result of such discontinuance and the subsequent resumption of the supply of electricity (including any payments which We are required to make to any Network Operator).

**9 Limitation of Liability**

9.1 Neither Party shall be liable for any breach of this Agreement directly or indirectly caused by Force Majeure.

9.2 Subject to clause 9.3 neither Party shall be liable to the other Party for loss or damage arising in connection with this Agreement (whether resulting from breach of this Agreement, negligence or otherwise) except for loss or damage arising from a breach of this Agreement which was reasonably foreseeable as likely to result from such breach and which resulted from physical damage to the property of the other Party or to the property of any third party for which the other Party is adjudged liable PROVIDED that:  
 (A) the liability of either Party under this clause 9.2 shall be limited to £100,000 for each incident or series of related incidents; and  
 (B) neither Party shall in any circumstances be liable to the other Party for any loss of profit, revenue, business, savings (anticipated or otherwise) or any other form of economic or indirect or consequential loss. For the purposes of this clause 9.2, property shall include work in progress valued at cost.

9.3 Nothing in this Agreement shall exclude or limit the liability of either Party for death or personal injury resulting from the negligence of that Party or Your liability for any sums properly due to Us under this Agreement.

9.4 We shall not be liable to You, Your officers, employees or agents in any circumstances whatsoever for:  
 (A) any loss of profit, loss of revenue, loss of use, loss of contract or loss of goodwill; or  
 (B) any indirect or consequential loss; or  
 (C) loss resulting from the liability of either Party howsoever and whensoever arising save as provided in clause 9.2.

9.5 Neither We nor any of Our officers, employees or agents shall be liable to You for:  
 (A) loss or damage arising out of any act or omission of the Distributor in the performance of its duties; and  
 (B) any modifications to the Distribution or metering system. In the event that You modify the Equipment and/or Further Equipment then You warrant that You shall indemnify Us against all costs, losses, claims or demands and expenses including (without limitation) legal expenses which We may suffer or incur as a result of such modification.

9.6 The Parties agree that each sub-clause of this clause 9 shall be construed as a separate and severable contract term, and if one or more of such sub-clauses is held to be invalid, unlawful or otherwise unenforceable the other of such sub-clauses shall remain in full force and effect and shall continue to bind the Parties and shall survive termination of this Agreement.

9.7 You agree that We shall hold the benefit of the foregoing clauses for ourselves and as trustee and agent for Our officers, employees, agents and contractors.

9.8 Where We provide You with data electronically or on compact disc or by any other means, We will use reasonable endeavours to ensure that any data provided is free from any errors, defects or viruses but no representations or warranties are made or given as to such matters or as to the compatibility of the data or compact disc with any of Your equipment and, subject to clause 9.3, We shall have no liability to You in respect of any such matters.

9.9 Except as provided in this Agreement, the Parties agree that all rights and remedies provided by statute (save the Act) or common law are excluded from application under this Agreement to the fullest extent possible.

9.10 You agree that We shall hold the benefit of the foregoing clauses for ourselves and as trustee and agent for Our officers, employees, agents and contractors.

**10 Disclosure**

10.1 By signing this Agreement, You consent-  
 (A) to the disclosure to Us by Your previous Supplier of any information it has in relation to the Metering Equipment installed at any Supply Point or otherwise to enable Us to take over the supply of electricity to the Supply Point; and  
 (B) to the disclosure to any person of information relating to the supply of electricity to enable them or Us to properly perform our respective obligations under or in relation to this Agreement or the supply of electricity to any Supply Point.

10.2 Subject to clause 10.1 both Parties shall take all reasonable steps (except where otherwise required by law) to keep confidential the contents of this Agreement and any information concerning the other Party's business which that Party may (by written notice) reasonably designate as confidential.

**11 Waiver**

11.1 No failure or delay by any Party to exercise any right, power or remedy will operate as a waiver of it nor will any partial exercise preclude any further exercise of the same, or of some other right, power or remedy.

**12 Variation**

12.1 Subject to clause 6.1 this Agreement may not be varied except by an instrument in writing signed by the authorised representatives of the Parties to this Agreement.

**13 Notice**

13.1 Written notice under this Agreement shall be given or sent by hand, a recorded delivery, facsimile transmission, e-mail, or post, to Your address or to Our registered address. Any notice given by post shall be deemed to have been given 3 days after it was sent and a notice delivered by hand, by e-mail or by facsimile transmission shall be deemed to be served upon actual day of delivery or transmission provided that in the latter case and e-mail it was sent to the correct number or address and that confirmation shall have been kept.

**14 Assignment and Sub-Contracting**

14.1 This Agreement is personal to You and may not be assigned by You without Our prior written consent. We may assign or novate all or part of Our rights under this Agreement and sub-contract any of Our obligations here under without Your consent.

**15 Entire Agreement**

15.1 This Agreement and any document referred to herein represents the entire understanding, and constitutes the whole agreement, in relation to the subject matter and supersedes any previous agreement between the Parties with respect thereto and without prejudice to the generality of the foregoing excludes any warranty, condition or other undertaking implied at law or by custom.

**16 Law and Jurisdiction**

16.1 This Agreement shall be interpreted in accordance with the laws of, and the Parties submit to the exclusive jurisdiction of the courts of, the country in which the majority of the Supply Points are situated.

**17 Verbal Agreements**

17.1 Any verbal agreement incorporates some or all of these terms and conditions between Us for the supply of electricity at the relevant Supply Point as recorded and detailed in a confirmation contract form.

**18 to 25 Not used in Electricity**

**26 Use of On-Line Services**

This agreement includes the provision for You to make use of Our on-line business services via the Business Energy Centre (BEC):

26.1 To use the BEC You, Your authorised representatives or agents, must at Your own expense provide a suitable personal computer and modem and any other hardware and software necessary to enable You, Your authorised representatives or agents to access the online BEC service at any time or from time to time;

26.2 You, Your authorised representatives or agents will be required to enter a username and password to gain access to BEC services on line and You and Your authorised representatives are solely responsible for maintaining the security of the user names and passwords;

26.3 You, Your authorised representatives or agents must provide Us with an up to date e-mail address at all times; You, Your authorised representatives or agents must follow the rules for the use of BEC services detailed on the site or in additional information provided by Us from time to time at all times;

26.4 Should You, Your authorised representatives or agents not do so We shall be entitled to restrict or remove You, Your authorised representatives or agents access to the BEC service and to make a reasonable charge for each instance of not following a specified rule at that time;

26.5 You, Your authorised representatives or agents or Us may withdraw from any agreement in relation to the BEC services by giving notice to that effect to the other and this Agreement will continue in full force and effect in relation to an Agreement not including the provision of on-line services by use of BEC.

26.6 We reserve the right to suspend any or all services accessed via BEC at any time and from time to time for such period as We in our sole discretion consider necessary to enable Us to undertake inspections, maintenance, renewal, repair, revisions, and upgrading of the on line service;

26.7 in performing the BEC services Our obligation is only to exercise the reasonable care and skill which would be exercised by a competent provider of such services in similar circumstances.

**27 Definitions and Interpretations**

27.1 In this Agreement:

Act	means the Electricity Act 1989 as amended by the Utilities Act 2000 and regulations made there under as amended extended consolidated or re-enacted from time to time;
Advanced Meter (AMR)	an electricity meter that, either on its own or with an ancillary device, and in compliance with the requirements of any relevant industry code measures Your electricity consumption data for multiple time periods at least half hourly and provides Us with remote access to such data;
Agency Services	means the services of the following accredited service providers: Meter Operator(s), AMR service provider, Data Retriever(s), Data Collector(s), Data Aggregator, and prepayment infrastructure provider(s) to include any of their successors and permitted assigns provided that each Agency Service shall have received prior approval from Us and the term "Agency Service" shall refer to any of the service providers
AMR Service Provider	Means Agency Service for the provision and maintenance of AMR metering services;
Agreement	means the Supply Application Form and/or Contract, together with these standard terms and conditions including any Schedules and special conditions;
Available / Authorised Capacity	means the capacity in kVA normally kept available as may be specified by the Distributor in the relevant connection agreement;
Billing Period	means either quarterly or monthly or any other period that may be agreed whichever is the payment method for each relevant Supply Point specified in the Contract;
Commencement Date	is the Day specified when all the conditions precedents set out in clause 1 are satisfied and or when notified by the appropriate settlement system, whichever is the later and We commence supplying electricity at the relevant Supply Point;
Contract	means the document so titled and annexed to this Agreement;
Data Aggregator	means the accredited person appointed to summarise meter readings received from Data Collector(s) to include any of their successors and permitted assigns;
Data Collector	means the accredited person(s) appointed to retrieve, validate, and process meter readings to be forwarded to the Data Aggregator and to include any of their successors and permitted assigns;
Data Retriever	means the accredited person(s) appointed to retrieve, and process meter readings to be forwarded to the Data Collector and to include any of their successors and permitted assigns;
Deemed Contract	means where We supply electricity to a Supply Point or a consumer otherwise than in pursuance of a contract, We shall be deemed to have contracted with the consumer for the supply of electricity from the time when We began to supply that electricity
Distributor	means either the Electricity Distributor (in England and Wales) or the Network Operator (in Scotland) as defined below;
Electricity Distributor/ Network Operator	means the person(s) who operates the distribution system(s) through which the supply of electricity is delivered at any relevant Supply Point;
First Termination Date	is the date specified on the Supply Application Form or Contract;
Force Majeure	means any event or circumstance which is beyond the reasonable control of a Party and which results in or causes the failure of that Party to perform any of its obligations under the Agreement, provided that lack of funds shall not constitute Force Majeure;
MAM or Meter Asset Maintenance	means all site activities including but not limited to the installation, commissioning, testing, repair, maintenance, removal and replacement of Metering Equipment;
MAMCOP	means Meter Asset Manager's Code of Practice;
MAP or Meter Asset provision	means the supply of Metering Equipment;
Margins of Error	means the permitted margins of error specified in the regulations made under the Act or the relevant code of practice issued pursuant to the Balancing and Settlement Code, Settlement Agreement for Scotland or Master Registration Agreement (as applicable);
Meter Operator	means the person(s) appointed to provide MAP and/or MAM services as appropriate at each relevant Supply Point;
Meter Operator Services	means the provision of MAP and/or MAM services which may be provided by separate entities and Meter Operator Services shall be construed accordingly;
Metering Equipment	means the meters, data collection devices and ancillary equipment (including communication lines where appropriate) used to measure the flow of electricity through each relevant Supply Point;
Network Operator	means the company licensed to run the electricity distribution network in the area that delivers electricity to any relevant supply point;
Our/Us/We	means the Party named as SSE Energy Supply Limited in the Contract, its employees, sub-contractors and agents and its successors and permitted assigns;
Party	means either You or Us, and Parties means You and Us;
Prices	means the unit rates and other charges as specified in the Schedule(s);
Registration	means the recording on the Supplier Metering Registration System of a person as being responsible for the provision of a supply of electricity or an Agency Service with effect from a particular date;
Renewal Date	is the First Termination Date or the Termination Date as defined;
Schedule(s)	means a schedule annexed to this Agreement and the term "Schedules" shall be construed accordingly;
Site Address	means the premises specified in the Contract and Schedule to be supplied with electricity under this Agreement;
Start Date	is the Day specified when the Agreement starts;
Supplier	means in relation to a Supply Point a person You have appointed to supply You with electricity;
Supply Application Form	means the document so titled and annexed to this Agreement;
Supply Point(s)	means the point(s) at which the flow of electricity is metered at the premises, as listed in the Schedule, unless otherwise agreed in accordance with clause 6.1;
Termination Date	means in the context of a Micro Business the date specified on the Contract;
You/Your	means the Party named as the customer in the Contract or Supply Application Form;

27.2 Reference to any statute or statutory provision includes a reference to:  
 (A) that statute or statutory provision as from time to time amended, extended, re-enacted or consolidated from time to time whether before or after the date of this Agreement; and  
 (B) all statutory instruments made pursuant to it.

**28 Connection Agreement**

28.1 This clause 28 shall apply where there is no pre-existing connection agreement between You and Your Network Operator in relation to a specific Supply Point.

28.2 Your supplier is acting on behalf of Your network operator to make an agreement with You. The agreement is that You and Your network operator both accept the National Terms of Connection (NTC) and agree to keep to its conditions. This will happen from the time that You enter into this Agreement and it effects Your legal rights. The NTC is a legal agreement. It sets out rights and duties in relation to the connection at which Your Network Operator delivers electricity to, or accepts electricity from, Your home or business. If You want a copy of the NTC or have any questions about it, please write to: Energy Networks Association, 6th Floor, Dean Bradley House, 52 Horseshay Road, London, SW1P 2AF; phone 0207 706 5137, or see the website at [www.connectionterms.co.uk](http://www.connectionterms.co.uk).

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