



Principal Terms for Micro Business Customers

These are the Principal Terms for Micro Business Customers **ONLY**.

Your company will be considered as a Micro Business if it meets one of the following criteria:

- You consume less than 293,000 kWh of gas per year; or
- You have fewer than 10 employees and your annual turnover or annual balance sheet is no greater than €2 million

As a micro business customer:

- You are being provided with details of the Principal Terms and Conditions for Micro Business Customers (see below)
- Within 10 working days of a Natural Gas Supply Agreement being accepted, you will receive additional hard copies of these Principal Terms, our General Terms and Conditions and a statement of the renewal terms which will apply at the end of your supply period
- You and/or an approved third party acting on your behalf will be contacted again at least 60 days before the end of your supply period with details of your renewal offer
- **These Principal Terms, the General Terms and Conditions and the contract document make up your Agreement with us ('the Natural Gas Supply Agreement') and are legally binding**

How long is my agreement for?

Your Natural Gas Supply Agreement is for a fixed term. This starts on the supply date or 'start date' and ends on the 'end date' as shown on your contract document. More details can be found in our General Terms and Conditions Section 2.

How do I end my agreement with you and prevent automatic roll over?

You **do not** need to provide us with a termination notice and you will be free to switch your supplier from your 'end date'. If you do not choose to renew with us you **will not** automatically roll over and will be charged at our out of contract rates from your contract 'end date'. See our General Terms and Conditions 2.1(iii) for more details.

How do I switch supplier?

You cannot switch supplier before your 'end date'. You must appoint a new supplier to take over from the 'end date'. In order to switch supplier you must have paid all outstanding sums due to us under the terms of your agreement. If you have not done this, we have the right to prevent your transfer. See our General Terms and Conditions 2.8 for more details.

How much will I have to pay for the supply?

We will try not to change your charges during your 'supply period'. However, should any third party charges change during the period, or should there be any changes to the laws or industry processes resulting in us incurring higher charges, for example HM Revenue and Customs, we have the right to pass these on to you. We will notify you in writing of any changes to your charges. More details can be found in section 7 of our General Terms and Conditions.

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

We will contact you in writing at least 60 days prior to your 'end date' with details of your renewal offer. If you do not agree to our renewal offer you will automatically transfer on to our Out of Contract Rates from your contract 'end date'.

What happens if I do not renew my gas supply Agreement and I fail to switch supplier?

If you do not renew with us and you fail to switch supplier you will be charged Out of Contract Rates from your 'end date.' **Our Out of Contract Rates may be much higher than the contracted rates for your supply.** In this situation, you will not be obliged to provide us with a notice and have the right to change supplier at any time. See our General Terms and Conditions 2.1(iii) for more details.

I'm a Micro Business, should I let you know?

Yes. We need to make sure that we have all your latest details on record. You can let us know by emailing us on hello@crowngas.co.uk or contacting us via our website www.crowngas.co.uk please have your account number to hand. Copies of both these Principal Terms and our General Terms and Conditions are available on our website: www.crowngas.co.uk