

# 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

## 1. 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 your 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 and are legally binding**

## 2. How long is my Agreement for?

Your 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.

## 3. How do I end my Agreement with you and prevent automatic roll over?

You will need to serve us with a termination notice (Relevant Notice) no less than 30 days prior to your contract end date and you will be free to switch your supplier from your 'end date'. If you do not serve us with a termination notice then you may be automatically rolled over into a new 12-month contract. If you provide us with a termination notice and decide not to accept our renewal offer you will be charged at our Out of Contract Rates from your contract 'end date' until you switch supplier or agree a new contract with us. See our General Terms and Conditions 2.1 for more details.

## 4. 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.

## 5. How much will I have to pay for the supply?

If you have agreed a contract with us on our 'You Fix' product your price is fixed for the duration of your contract. We may only adjust your price in the event of any regulatory change which impacts our charges to you. If you have agreed a contract on any other product, 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.

## 6. I'm on a unit rate only contract, will I incur any charges if I do not consume any gas?

If you are on a unit rate only contract and consume (or are forecasted to consume) less than 10,000 kWh by your supply date anniversary, we reserve the right to charge you for any costs we incur in relation to the transportation and metering of gas to your site. We will notify you in writing of any changes to your charges. See our General Terms and Conditions 5.3 for more details.

## 7. 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 subject to 3 above you will automatically roll over into a new 12-month contract or transfer on to our Out of Contract Rates from your contract 'end date'.

## 8. What happens if I do not renew my Agreement with you 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 any notice and have the right to change supplier at any time. See our General Terms and Conditions 2.1(iii) for more details.

## 9. 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](mailto:hello@crowngas.co.uk) or contacting us via our website [www.crowngas.co.uk](http://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](http://www.crowngas.co.uk)

## 10. Do I have any protection for how long a period you can back bill me?

Yes. Back bills that are issued are limited to a period of no more than 12 months. We do have the ability to bill beyond this, but only if we believe that your actions have prevented us from sending you an invoice (whether they be obstructive or constitute unreasonable behaviour), You should note that we are still allowed to chase you for non-payment of invoices irrespective of the date of issue. See our General Terms and Conditions 8.9 – 8.10 for more details.

## 11. If I purchase a Green Gas Supply Agreement or Greener Gas Supply Agreement from Crown what proportion of the gas is biomethane?

Your Agreement will state within the Product Type what proportion (%) of the gas we deliver to you is from biomethane. If your Agreement states "Green Gas" within the Product Type but does not detail a specific percentage, then your gas is 100% sourced from biomethane up to the Forecast Contractual Consumption (FCC) detailed in your Agreement. Please note that we only commit to delivering green gas up to the FCC or the agreed percentage detailed on your Agreement. Any gas consumed in excess of your FCC or stated percentage may not be from green gas sources.