

GENERAL TERMS AND CONDITIONS

This **contract** is between Regent Gas Limited (Regent) and you, our customer. These terms and conditions are for supplying you with Gas. In the event of inconsistency, these terms and conditions take priority over any other **contract** document between us including your **contract details**, unless we have agreed otherwise in writing with you.

Meanings of words used in this contract

actual meter reading – where we or an appointed agent read the **meter** at your **site**

aggregated meters – where multiple **meters** on a common curtilage are aggregated on the Xoserve database

AUG (allocation of unidentified gas) – gas that has been injected into the gas network system but is unaccounted. The value of this unidentified gas is paid for by gas suppliers

charges – the amounts you must pay under this **contract**

contract – this supply **contract** between you and us, which might apply where we have not agreed a supply contract or **contract details** (as described in clause 1).

contract details – a document that we will give you as well as this **contract** or as part of this **contract**, which gives details about your **site** or **sites** and your personal details, price and term (if any) and contract type.

daily metered meter point (DM) – a meter point where daily meter reading equipment has been installed and has been designated by **Xoserve** as daily metered.

deemed prices – prices we charge you in the circumstances described in clause 1.4. We will change the **deemed prices** from time to time.

deemed site – the **site** or **sites** this **contract** applies to in the circumstances set out in clause 1.4.

domestic customer – a customer requiring to be supplied at a **domestic premises**.

domestic premises – a premises at which supply is taken wholly or mainly for domestic purposes.

industry agreements – all agreements, licences, authorisations and codes or procedures relating to supplying gas to the **site**.

MAM – Meter Asset Manager.

meter – the **meters** and equipment for measuring and providing information on the gas you use.

meter point reference number (MPRN) – a unique number that identifies the point at which gas may off-taken at a supply point.

micro business – a business entity that consumes less than 293,000 kWh of gas or 55,000 kWh of electricity per annum, or has less than 10 full time equivalent employees and an annual turnover or balance sheet total not exceeding €2million.

Ofgem – the Office of Gas and Electricity Markets, who regulate the gas and electricity markets in Great Britain.

ratchet charge – charge levied on Regent by the **transporter** for **DM** meter where the consumption exceeds the **SOQ**.

site – each of the properties we supply gas to under this **contract** as listed in the annex to your **contract details**.

supply offtake quantity (SOQ) – the maximum daily consumption of a **supply point**.

supply hourly quantity (SHQ) – the maximum hourly consumption of a **supply point**.

supply period – the period that we supply gas to you under this contract.

supply point – the point(s) at which the **meter(s)** at your **site(s)** are supplied with gas.

transporter – the company licensed to deliver gas through the pipes to the **site**

transportation charges – charges we pay to the **transporter** for use of their pipes and meters

Xoserve – The agent of the gas **transporter** companies

1. This contract

- 1.1. We agree to provide gas at your **site(s)** under the terms and conditions of this **contract**. You agree to take the gas we supply.
- 1.2. Your **contract** with us will start:

- 1.2.1. When you and we agree, by you signing the **contract**, that we will supply you; or
- 1.2.2. From the dates set out in clause 1.4 below, if you have no agreed **contract** with us.
- 1.3. You and we will agree **contract details** for each **site** that we supply. If you ask us to add extra **sites** to this **contract**, we may either
 - 1.3.1. Add extra **sites** to this **contract** by agreeing **contract details** for that **site**; or
 - 1.3.2. Agree to supply such extra **sites** under a new **contract**
- 1.4. If you have not entered into a **contract** with us in line with clause 1.2.1 or if you have entered into a **contract** with us but we have not agreed **contract details** for a **site**, this **contract** will apply to a **site** from the date that:
 - 1.4.1. You move into a **site** we already supply;
 - 1.4.2. You take supply from us at the **site**;
 - 1.4.3. Your tenants move out of the **site**;
 - 1.4.4. You take responsibility for the **site**; or
 - 1.4.5. The **contract** has ended for that **site**
- 1.5. A **site** that is covered under this **contract** in the circumstances described in clause 1.4 is a **deemed site**. This **contract** will apply to a **deemed site** until:
 - 1.5.1. You have changed supplier for that **site**
 - 1.5.2. You agree a new **contract** with us as described in clause 1.2.1;
 - 1.5.3. If you have a **contract** with us, you agree **contract details** with us for that **site** as described in clause 1.3; or
 - 1.5.4. You or we end this **contract** as described in clause 10 or 11
- 1.6. If we do not already supply this **site** under this **contract**, your supply will start from the date on the **contract details**. This date may change without any liability if we have difficulties in taking over the supply, for example if:
 - 1.6.1. Your old supplier prevents us from transferring the supply through raising multiple objections, the **site(s)** in question will be removed from the **contract** and clause 2.11 will take effect;
 - 1.6.2. **Ofgem** prevents us from supplying;
 - 1.6.3. Any information provided by you is inaccurate; or
 - 1.6.4. We cannot supply you for some other reason.If this happens we may charge you any additional costs or expenses we incur or increase the **charges** if these have changed as a result of the delay.
- 1.7. By agreeing to this **contract** or agreeing **contract details** of a **site**, you agree that:
 - 1.7.1. You own or use each **site** and that it is connected to mains gas;
 - 1.7.2. Before we supply you under this **contract**, you may have to pay any money you owe us;
 - 1.7.3. You are responsible for the gas from the **meter(s)** into your **site**;
 - 1.7.4. If you are a partnership, we may claim any money you owe us under this **contract** from you, your partners or all of you;
 - 1.7.5. The gas at any **site** is not used wholly or mainly for domestic purpose;
 - 1.7.6. You do not owe any money to your previous supplier and they have no reason to object to your transfer of supply to us;
 - 1.7.7. You won't take an alternative supply of gas from any other supplier at any **supply point** at any fixed-term contract or rolling-term contract, during the term of the **contract**; and
 - 1.7.8. That the Estimated Annual Consumption represents a good faith best estimate of your requirement for gas.
 - 1.7.9. You do not fall under the definition of a **micro business**

2. Charges

- 2.1. You agree to pay us for supplying gas and for other **charges** which apply under this **contract** (such as clause 2.6)
- 2.2. Our prices for supply for each **site** are set out in the **contract details** for that **site**. We base our invoices on the amount of gas we supply measured in kilowatt hours and the duration of the supply.
- 2.3. We will charge you our **deemed prices** if you use gas at each **deemed site**, until we agree to new **contract details** for that **site** or you transfer to a different supplier.
- 2.4. If you have an **aggregated meter** on **site** and you disconnect one or more of the **meters**, the standing charge (less the element for meter rental charges) for the disconnected **MPRN** will be spread equally among the remaining **MPRNs** at the **site**.
- 2.5. We may also charge you for extra items that are not set out in your **contract details**. These may include:
 - 2.5.1. Our reasonable costs when recovering debts that you owe us including administration and third part costs.
 - 2.5.2. Our reasonable costs of stopping, disconnecting or reconnecting your supply.
 - 2.5.3. Our reasonable costs if you break any of the terms and conditions of this **contract**.
 - 2.5.4. Our reasonable costs if you prevent us or our agents from reading or working on your **meter**
 - 2.5.5. Reading your **meter** when you ask us, if this more often than we must read it under normal circumstances.
 - 2.5.6. Any additional charges that arise from appointing your own **MAM**.
- 2.6. If you owe us any money before the date of this **contract** (for any of your addresses we supply, including for a **deemed site**), this means you will also owe it to us under this **contract**. We have the right to use any money you send us to repay any money you owe us.
- 2.7. You will be responsible for all gas supplied through your **meter**.

- 2.8. If you grant the use of the premises to a third party, you will be responsible for the gas used at the premises until you have informed us of the details of the 3rd party and the **meter** reading on the date responsibility for the premises was transferred.
- 2.9. Our prices are subject to UK tax and/or duties.
- 2.10. Regent will pass on to you any **ratchet charge** levied on us by the **transporter** for any **DM meter**.
- 2.11. Should the **site(s)** listed in schedule A of the **contract** not transfer to Regent (through no fault of ours) then we reserve the right to charge you
- 2.11.1. a £250 administration charge for each **supply point** that does not transfer to us
- 2.11.2. any losses or expenses we incur from selling the gas we purchased on your behalf when you entered into the **contract**.
- 3. Payment**
- 3.1. We will send you bills which may be based on actual or estimated **meter** readings.
- 3.2. You must pay the money you owe in full within 10 days of the date of the invoice.
- 3.2.1. If you disagree with any amount we have charged you, you must inform us why at least five days before you are due to pay us.
- 3.2.2. Even if you disagree with the amount we have charged you must pay us the undisputed amount by the date you are due to pay us.
- 3.2.3. Even if you have an unresolved dispute on a bill, you agree to pay any subsequent bills we send you afterwards.
- 3.2.4. If an actual read is provided after you have received an invoice, a new invoice will be issued as per the new read. The due date of the new invoice will be in line with the original invoice.
- 3.3. If you do not pay your bill by the payment due date shown on the bill or in the **contract details**, we may charge you interest under the Late Payment of Commercial Debts (Interest) Act 1998, as amended. (currently this interest rate is 8% above the Bank of England base rate.
- 3.4. We may use any money you pay us, any money we owe you, or any security deposit you have paid to pay off what you owe under this or any other **contract**.
- 3.5. Subject to clause 3.6, you should include with your payments enough information (such as your customer number or **site** reference) to allow us to allocate your payment. If we do not receive sufficient information we will place your payment in a suspense account until we are able to allocate it.
- 3.6. Notwithstanding clause 3.5, we may use your payments against overdue bills you owe us as we see fit, and we may pay the oldest amounts you owe us first even if you specify what the payment relates to.
- 3.7. If we find out, after you leave us or transfer your supply to a different company, that any of the bills we sent you were not accurate, we will send you a new bill, which you must pay by the due date on the bill. This clause will still apply after this **contract** ends and after we have sent you a final bill.
- 4. Your previous supplier**
- 4.1. You agree to pay any **charges** that you owe your previous supplier that are transferred to us.
- 5. Meters and access**
- 5.1. You agree that we will make any arrangements we need to, to provide a **meter** at each **site**. You agree to pay us for any reasonable costs, losses or expense we incur to provide you with a **meter**. We will have no legal responsibility if you provide your own **meter**.
- 5.1.1. We may ask you for a **meter** reading before we start supplying your gas.
- 5.1.2. We may estimate readings for the date we start supplying you with gas or any subsequent date, based on how much gas was previously used at that **site**.
- 5.1.3. You agree to give us a **meter** reading at least once every year.
- 5.1.4. We have the right to use a different **meter** reading from the one you give us.
- 5.1.5. If you disagree with a **meter** reading we have used (either actual or estimated), you must tell us at least 5 days before the due date of the bill that has used the reading you disagree with. If you do not tell us within this time we will assume that you agree with the **meter** read.
- 5.1.6. We are not responsible for any defects in a **meter** or other fitting we do not own or provide.
- 5.1.7. You agree not to damage or interfere with your **meter**. If you do so you will be charged any reasonable costs for us or our agents to visit the **site** to carry out any necessary works required.
- 5.1.8. If you appoint your own **MAM**, we reserve the right to pass on any increases or decreases in meter rental charges that arise as a result of your decision.
- 5.1.9. Should your appointed **MAM** exchange meter(s) on site, termination charges may be levied by the previous **MAM**. In the event we are unable to overturn these, we will have to pass them on to you.
- 5.2. You agree to provide access to your **sites**, to us, our agents, the **transporter** so that we can inspect the **meter**. You must make sure it is safe for us to visit. We may visit your **site**:
- 5.2.1. For any reason that relates to your supply, **meter** or pipes (this includes reading, inspecting, repairing, exchanging, testing, installing, isolating or removing a **meter** or stopping your supply);
- 5.2.2. If we need to inspect or test a **meter** or connection to check it is safe and gives accurate readings or to make sure it has not been tampered with (you agree to pay any reasonable costs if we need to do this);
- 5.2.3. If we need to turn off your supply due to safety reasons;
- 5.2.4. If there is an emergency;
- 5.2.5. If we have stopped supplying your **site** and want to collect any **meter** that belongs to us;
- 5.2.6. If we need to visit the **site** for any other legally allowed reason.
- 5.3. If you or we think that the **meter** is not correctly recording the gas you use, we will choose a qualified person to test it. If the test shows that the **meter** is not recording information correctly (because it is outside the 'limits of error' set by industry agreements), we will replace or repair the **meter** as soon as possible and pay for the replacement.
- 5.3.1. If we ask for the test we will pay for it, if you ask for the test you must pay for it before we carry it out. If the test shows that the **meter** is faulty we will refund the money you paid for the test. If the **meter** is working properly there will be no refund made.
- 5.4. By accepting this contract, you confirm that there is a **meter** attached to each **MPRN** listed in schedule A.
- 5.5. In the event a **meter** is removed by you or your appointed agents, without providing us with prior notification, we reserve the right to continue invoicing you the standing charge listed in schedule A up to the point where the **MAM** confirms the **meter** has been removed.
- 6. About your supply**
- 6.1. We can stop or limit your supply, or tell you to stop or limit the amount of gas you use if:
- 6.1.1. We believe somebody's life or property might be in danger;
- 6.1.2. You do not pay your bills by the due date;
- 6.1.3. You break any terms of this **contract**;
- 6.1.4. **Ofgem** or the **transporter** tell us to do so;
- 6.1.5. Energy laws or **industry agreements** allow us to do so;
- 6.1.6. Circumstances outside our control prevent us from supplying you (although we will take all reasonable steps to avoid this);
- 6.1.7. We are not happy with the way your **meter** is set up (including when you provided your own **meter** or we believe the metering equipment is being interfered with);
- 6.1.8. Your business is wound up, if you or your business become insolvent or your business goes into administration or receivership or you or your business enter into an arrangement with people you owe money to (your creditors), or
- 6.1.9. For **deemed sites**, if we have asked you to transfer the **site** to an alternative supplier and you have not done so by the time we tell you in our notice.
- 6.2. If you are asked to stop or limit the amount of gas you use at a **site** you must do everything you can to avoid using gas at the **site** straight away.
- 6.3. We are entitled to inspect and read your **meter** and stop your supply from outside the **site**.
- 6.4. We have the right to stop you transferring your supply to a new provider at any of your **sites** if:
- 6.4.1. You are still within the supply period specified in the **contract details** of this **contract** when you wanted to transfer you supply;
- 6.4.2. You owe us money for an invoice issued at least 28 days before the transfer was due to happen;
- 6.4.3. You owe us money under any other agreement with Regent Gas Ltd.
- 7. Term and Renewals**
- 7.1. This **contract** will automatically terminate at the end of the **supply period**.
- 7.2. At the end of the **supply period** you will be put on our Out of Contract rate until you renew with us or move to another supplier. Our Out of Contract rate can be found on our website.
- 7.3. If you do not enter into a new **contract** with us and you continue to take gas this **contract** will continue to apply to the **site(s)** at our Out of Contract rate.
- 7.4. In the following circumstances we are entitled to charge you higher prices at any **site** from the date the **contract** term ends.
- 7.4.1. If you have not changed supplier or agreed new **contract details** with us for any **site** or **supply point** once this term ends.
- 7.4.2. If we end this **contract** under clauses 11.1.2 and 11.1.3 or because there is a problem with your credit rating.
- 7.5. If we charge a higher price as per 7.4, this **contract** will still apply, but clause 6.4.1 will not apply. You will be able to end this **contract** for that **site** as described in clause 10.
- 8. Transfer of site(s)**
- 8.1. If you agree to transfer the supply at a **site** to another supplier or take supply at any **meter** point at the **site** from another supplier, and you have not ended your **contract** with us that applies to the **site** in line with clause 7.1, you must help us to object to the other supplier about the transfer, by contacting them and explaining that you have not ended the **contract** with us.

- 8.2. Without prejudice to any rights we have agreed under this **contract**, if you transfer a **supply point** or **site** already under **contract** to another supplier when you have not kept to clause 7.1, then;
- 8.2.1. The **contract** will continue to apply, and you will be responsible for any **charges** or payments under it unless we agree otherwise; and
- 8.2.2. We may charge you an additional fee to cover any costs incurred by us, in addition to any charges in 8.2.1.
9. **Moving out or changing site**
- 9.1. If you are going to leave a **site** permanently:
- 9.1.1. You must give us 28 days' notice. This is called '**leaving notice**'. You leaving notice must tell us:
- 9.1.1.1. The date you are leaving the **site**; and
- 9.1.1.2. Your new address and phone number
- 9.1.1.3. The name and contact details (including phone number and email address) for the new owner or tenant or if the property is to be vacant, the landlord.
- 9.1.2. On the date you leave the **site** you must take a final **meter** reading and tell us what it is in writing by completing our change of occupancy form; and
- 9.1.3. If we require it, provide us with proof that there is a new tenant or owner at the **site** you are leaving.
- 9.2. This **contract** will apply to that **site** and you will be responsible for all **charges** for the supply of the **site** until:
- 9.2.1. You have kept to all the requirements of 9.1; and
- 9.2.2. Another owner or occupier takes over the supply at the **site** with our written consent, which means that:
- 9.2.2.1. We have agreed in writing to accept them as a customer and to assign, partially assign or novate your rights and obligations under this **contract** to the new owner or tenant;
- 9.2.2.2. We accept their credit standing
- 9.2.2.3. They have given us a **meter** reading (we will use this as your final **meter** reading)
- If you leave a **site** without keeping to the requirements of clause 9 we may continue to charge you the **charges** for the **site** as per this **contract** until you have met the requirement of clause 9.
- 9.3. If you let or sub-let a **site** and you owe us money, this **contract** will apply until you have paid what you owe us, even if we agree to supply the tenant under a separate **contract**.
- 9.4. If you are a housing association/registered charity and you sell, let or sublet a site which is a **domestic premises** to a **domestic customer** you will be responsible for all charges for the supply of the site until the supply has been changed to a licensed domestic supplier.
10. **Ending a deemed contract**
- 10.1. If you have a **deemed site**, you do not have to give us notice but if you want to end this **contract**, the new supplier must still register your **site** successfully. You must pay for all the gas you use.
11. **Our rights to end this contract**
- 11.1. We can end this **contract**:
- 11.1.1. If you have a **deemed site**, immediately when we give you written notice for any reason and at any time;
- 11.1.2. Immediately when we give you written notice for the same reasons as we can suspend or stop supply under clause 6.1;
- 11.1.3. Immediately when we give you written notice because you stop trading, if your business is wound up, if you or your business becomes insolvent or your business goes into administration of receivership or you or your business enter into an arrangement with people you owe money to (you creditors);
- 11.1.4. If no **sites** listed on schedule A go live following receipt of multiple objections from your current supplier. In this event, 2.11 will come into effect;
- 11.1.5. If the **transporter** (or someone else on their behalf) isolates the **meter**, or disconnects the **meter** at the **site**;
- 11.1.6. If you do not take any supply of gas at a **site** for 6 months or more;
- 11.1.7. If keeping to any clause in this **contract** means you or we would be breaking the law; or
- 11.1.8. If circumstances change so that this **contract** is no longer appropriate.
- 11.1.9. If you are in breach of 3.2.
- 11.1.10. If you are in breach of 1.7.9.
- 11.2. This **contract** will end automatically for any **supply point** it applies to if **Ofgem** tells another supplier to take over the supply at the supply point.
12. **After this contact ends**
- 12.1. If you do not give us an accurate **meter** reading at the end of the **contract**, we may change your final bill to include any gas used until the first **actual meter reading** we take at the **supply point** after the **contract** has ended.
- 12.2. If this **contract** ends for any reason, neither of us will lose any of the rights we have gained by this **contract**. But, if you have money (credit) left on your account after we have issued your final bill, we do not have to pay this money back if:
- 12.2.1. We have already made reasonable efforts to pay you the money before the **contract** ended and 6 years have gone by since we told you of the amount we owed you; or;
- 12.2.2. We cannot send the money we owe you because you have not given us a forwarding address and 6 years have gone by after the **contract** has ended.
- 12.3. If this **contract** ends as a result of 11.1.10, this **contract** will be replaced by a **micro business contract** with the same agreed price and **contract** duration as this **contract**. A £500 administrative charge will be added to your account.
- 12.4. Clause 3.7 will continue to apply after the end of the **contract**.
13. **Emergency Cover**
Emergency cover is provided by the national Gas Emergency Service who can be contacted on 0800 111 999.
14. **Change of law**
If there is any change to any law or regulation, decision or advice by a regulatory authority, which applies to this **contract** which makes any part of it illegal, unenforceable or affects the **charges** we may change the terms of this **contract** or the **charges**.
15. **Other information**
- 15.1. If we create an **MPRN** at your request which later found to be a duplicate we reserve the right to not refund any amounts we have invoiced on that **MPRN**.
- 15.2. You may not transfer any of your rights and responsibilities under this **contract** to another person or organization without our written consent.
- 15.3. We can transfer all or any part of this **contract** to another supplier.
- 15.4. Our Out of Contract rate and Deemed rate can be found on our website. Both are subject to change without notification.
- 15.5. Any notice we give you or you give us must be in writing, on headed paper and delivered by hand, by post, by courier, by fax or by e-mail.
- 15.5.1. You and we consider notices delivered by hand to have been received when they are delivered.
- 15.5.2. If you and we send letters by first class post, you and we assume the letters to have arrived within two days of posting them.
- 15.5.3. You and we consider notices by email or fax to have been received on the day they were sent. Even if your name is not correct on the notice we send, we will still assume you have received it, unless you have told us about our error in the past and we have still not updated our records after a reasonable time.
- 15.6. Any notices sent by post should be addressed to your account manager at Regent Gas Ltd, Regent House, Kendal Avenue, London, W3 0XA.
- 15.7. The laws of England and Wales apply to this **contract** and the relationships created under it and (except in relation to any applications by us for a warrant to enforce our rights under this **contract**) the courts of England and Wales have exclusive jurisdiction.