

Additional Terms and Conditions for non-half hourly business customers who use Smart Meters

General terms

- 1.1.** If we install a smart meter in your Property, or you move premises and your new Property already has a smart meter installed, then your new smart meter and either its in-home display or consumer access device ("CAD") come with a few extra terms and conditions. Before we start to supply you with electricity you must let us know if you have a smart meter installed.
- 1.2** For more information on smart meters in general and how it all works, please see our customer guide shortly available at goodenergy.co.uk or call our customer services team on **0800 254 0000** for more information.

Other suppliers' smart meters

- 1.3** If another supplier installed the smart meter we may not be able to use all of its functionality. We will try our best to tell you which functions will be available and which won't be available, based on the information we have about your smart meter. We may wish at our option to install a new smart meter at the Property where you are using a previous supplier's smart meter.

Ownership of your smart meter

- 1.4** If the smart meter, in-home display and/or CAD were installed or provided by us, they will be owned by us (or our representatives at all times). If you move premises you will have to leave your smart meter, CAD and/or in-home display behind. Nothing shall prevent you from switching your energy supplier at the Property and continuing to utilise the smart meter, CAD and/or in-home display for the purposes of your new supply, although functionality may be limited and you should consult your new supplier for details on which functions are available to you.

How we'll use your smart meter

- 1.5** You agree to let us use the smart meter to manage your gas and/or electricity supply, these activities may include reading, repairing or updating your smart meter, switching it from credit to prepayment, disconnecting your supply (in the circumstances we've set out in this contract) or monitoring the energy you use. In the majority of cases these activities will not involve us physically visiting your Property.
- 1.6** The smart meter will record information about your energy use at the Property and we'll send you bills based on the readings from your smart meter. On certain occasions we might still have to estimate some of your bills, for example if we are unable to take a reading from your smart meter.
- 1.7** Your in-home display or App will allow you to view the cost of the gas and/or electricity you're using, as you use it (excluding VAT). Please note that this

reading might not always match up exactly with your bill. This is because for billing purposes the smart meter will take a reading at 23.59 on each day and that reading will not take into account any discounts you may be entitled to or additional charges (such as for missed appointments) that we might add on or take off your bill. In addition any updated information about payments you have made may take a few hours to reach the smart meter.

Additional uses for the smart meter

- 1.8** You allow us to collect information from your smart meter for as long as we supply you with energy. We'll only use the information from your smart meter to do certain things, for example we may use your smart meter for the following purposes:
- To send a bill;
 - To take part in a government-approved trial;
 - To monitor, repair or update the smart meter, smart display or any related systems;
 - To switch the smart meter from/to a credit meter from/to a prepayment meter in any circumstances where we are entitled to do so under the terms of the contract or under industry regulations, or if we have otherwise agreed with you that we will do so (provided that it is safe and reasonably practical for you to use a prepayment meter);
 - To disconnect or discontinue the supply of energy to the property in any circumstances where we can do so under the terms of the contract or under industry regulations;
 - To monitor your energy use (including, for example, to help us to detect or prevent any fraud or theft);
 - To allow us to provide you with data, analysis, usage readings on our App;
 - To carry out research and analysis, create statistics and test computer systems;
 - To tell you how you can make the Property more energy-efficient;
 - To allow us to keep to our responsibilities or to exercise our rights under the contract and under any industry regulations; or
 - To tell us how your smart meter is working, for example if there have been any faults or damage.
- 1.9** We won't use the information from your smart meter to sell you products or services from Good Energy or our partners, unless you've given us permission to do so.

Frequency of readings

- 1.10** The smart meter will record information about

your energy use at the property during each half-hour period, if you are using the App this will take snapshot of information from the smart meter every ten seconds and your prior consent for this will be sought by us, which in most cases will be at the point you request a CAD.

- 1.11** For calculating your bills, we will take meter readings from the smart meter every day, unless you tell us you would prefer us to only take the reading once a month. Or we can take readings for each half-hour period during the day (for the purposes of billing) if you have specifically agreed we can do so.
- 1.12** You can contact us any time to make changes to the way in which we take readings from your smart meter for the purposes of billing and amend your billing date and frequency.

Keeping your smart meter, in-home display and CAD

safe and secure

- 1.13** You must take reasonable care not to damage, tamper or interfere with the smart meter, in-home display or CAD. If you break the equipment, you may have to pay for us (or our agents) to come to your Property and repair it.
- 1.14** You must let us know immediately if a) your smart meter, in-home display unit or CAD gets damaged or stops working properly; b) you have reason to suspect that the smart meter, in-home display or CAD has been tampered with c) anything happens to the in-home display, CAD or smart meter that might prevent us from being able to read your meter.
- 1.15** In the event your smart meter, in-home display unit or CAD is found to be faulty then please contact us and we will agree steps with you to repair or replace your equipment.

Requesting a new smart meter

- 1.16** If you would like a smart meter installed at your property you can apply for this at any time by contacting our customer services team on **0800 254 0000**. We or our representative will arrange an appointment with you for an engineer to come out to your Property and install the smart meter and either an in-home display or CAD.
- 1.17** To cancel any agreed appointments we require at least 48 hours' notice. Any appointments cancelled after this 48 hour time frame (or not honoured by you) may be liable to a late cancellation charge of £30 at our discretion.
- 1.18** At the point at which you decide you would like a smart meter you will be asked by us whether you would like to see information relating to your energy usage and charges on either an in-home display or via our App. If you opt to view your usage and charges information:

a. via an in-home display, then we will install this device in your Property; or

b. via our App, then we will install a CAD in your Property.

- 1.19** You will not be charged by us for the installation of your in-home display if at any point you later decide to choose this option (save where damage, tampering or interference has occurred (as set out above in clause 1.13) or you have failed to cancel an appointment for installation (as set out above in clause 1.17).
- 1.20** You will not be charged by us for the installation of your CAD unit if you opt for our App at the point in which you decide you would like a smart meter. However In the event you initially chose to receive information via an in-home display and then later decide you would like this information delivered to you via our App, we may charge you a fee of £15 to cover the installation costs of us installing a CAD.
- 1.21** Your use of the App will be governed at all times by our mobile application end-user licence agreement and any rules or policies applied by the relevant app store that you download the App from.
- 1.22** Use of the App may also be subject to in-app purchases and subscription fees from time to time, the cost of which we will advise you of. If you choose not to subscribe or make certain in-app purchase then the content and functionality you are able to access may be limited.