



PRODUCT TERMS AND CONDITIONS

About your tariff

Discount Tracker Exclusive Renewal is available only to existing customers of Nabuh Energy on targeted Fixed Term tariffs as part of your regulated tariff roll-off correspondence. Discount Tracker Exclusive Renewal prices are variable meaning the price of your tariff may go up or down but will not exceed the maximum charges set by our regulator, Ofgem. Each maximum charge is calculated using a formula and is currently set every 6 months on 1 April and 1 October in accordance with the gas and electricity supply licence conditions. A customer is an eligible customer in respect of a fuel (gas or electricity) if they are a domestic customer who pays for that fuel in advance via a prepayment meter.

Our regulator may decide to change the maximum charge, remove the maximum charge or change which customers are eligible for protection. Where this happens and it will affect you on this tariff, we will contact you and let you know your options.

You'll pay a daily standing charge and unit rate for each fuel on this tariff. We'll also add VAT. If you have a multiple rate electricity meter, you may have more than one unit rate. The price of your tariff may go up or down if you change your tariff, change how you pay us (for example you stop paying by Prepayment) or the government or regulator does something or plans something that means the price must change. For example, changing the amount of VAT we must charge. We'll contact you if there is a change to your price. For more details about the rates we charge go to nabuhenergy.co.uk/nabuh-tariffs/.

Paying for your energy

You'll pay a daily standing charge and unit rate for each fuel on this tariff. We'll also add VAT. If you have a multiple rate electricity meter, you may have more than one unit rate. For more details about the rates we charge go to nabuhenergy.co.uk/nabuh-tariffs/.

Price changes

The price of this tariff may change. It may increase or decrease, for example, because the relevant maximum charge changes. Before we increase your price, we will give you at least

30 days advance notice. If we decrease the price of this tariff we will update our website. Your prices will be shown on your Annual Summary.

If you want to change your meters

You need to contact us to discuss this. We will let you know if you contact us what your tariff options are. You will need to move to another tariff if you no longer have a prepayment meter.

If you want to cancel or switch

You can switch to another supplier or tariff without paying an exit fee at any time. You don't have to give us any notice if you want to switch to another supplier.

At the end of the tariff

Before this tariff ends, if you haven't already switched to another tariff or supplier, we'll contact you. If you don't switch tariff or supplier before this tariff ends, we'll move you to the cheapest default prepayment tariff (no exit fees) we have available to you at that time.

From at least the last 49 days of this tariff ending if you decide to switch you'll keep your current prices and terms and conditions until:

- You switch to one of our other tariffs no later than 20 working days after (but not including) the day your tariff ends; or
- You switch to another supplier and they tell us you'd like to switch no later than 20 working days after (but not including) the day your tariff ends. The other supplier then needs to supply your energy within a reasonable time after they told us you want to switch; or
- You try to switch supplier and you pay any outstanding supply charges for the fuel(s) you want to switch within 30 working days after we tell you we object to the switch.

These terms and our supply terms

Our terms and conditions of supply also apply - you can find them at www.nabuhenergy.co.uk/terms-and-conditions If there is any difference between what we say in these terms and conditions and the supply terms, what we say in these terms takes priority.