

Deemed Contracts

Utilita Energy Ltd

Scheme on Deemed Contracts for gas and electricity supply to Domestic Customers

If you are being supplied with gas or electricity by Utilita Energy Ltd (Utilita), and you have not entered into a contract with us, but are consuming gas or electricity, we are supplying you under a deemed contract and you will need to pay us for the energy you use.

The legislation provides for these ceases by setting out that suppliers should have a 'scheme' in these circumstances, and that suppliers should make information available to customers and the scheme. The licenses under which suppliers operate included rules on deemed contracts. These rules ensure that customers are protected and that the terms in deemed contracts are not unduly onerous e.g. prices should be reasonable and deemed contract customers should not be affected by fixed term periods or exit fees.

Normally, you would only be supplied by us under a deemed contract because you have recently moved in a premise we supply (and we don't yet know), or as a result of an instruction by Ofgem¹.

Utilita's approach to Deemed Contracts and Deemed Contract Rates

Utilita operates a simple contract and only a small number of tariffs for our customer's. The Terms and Conditions for Utilita's deemed contracts are the same as our **Standard Terms and Conditions**. These are available on Utilita's website on the following link: www.utilita.co.uk/terms-and-conditions

Utilita is a smart prepayment energy supplier. **Smart Energy is our best tariff** and it is available to all our customers with smart meters. Smart Energy is a variable tariff with no termination fees.

For our customers who do not want a smart meter, we operate a Premium Energy Tariff. **Premium Energy is more expensive** than our Smart Energy Tariff and applies to customers who have refused smart meter installations. It is also a variable tariff with no termination fees.

You can find our current prices for both tariffs for your area on our website. Follow this link and enter your postcode: www.utilita.co.uk/tariffs

Under our deemed contract, you will be supplied on one of our normal tariffs. We do not operate a deemed contract rate. The price that you pay for your gas and electricity under the deemed contract may depend on whether you are supplied through a smart meter or not. If you are not sure what sort of meter you have, please contact our Customer Service Team.

If you have a top-up card, the link below will direct you to the best number to help you, but the general enquires number is **03452 072 000** or follow the link: www.utilita.co.uk/contact-us

While we supply our deemed contract customers on standard terms and our standard tariffs, it is important that you contact us as soon as possible to ensure we have the right information about you and that you get all the services you need (for example if you are vulnerable or have special needs). Please contact us to discuss your deemed contract.

¹ In certain circumstances, if a supplier is in difficulties, Ofgem (the energy regulator) can issue instructions to other suppliers to ensure customers keep their supply of gas or electricity.