



## Ongoing Agreement product Terms & Conditions – Ongoing Agreement with early termination fee in 1<sup>st</sup> year

1. These terms apply to this product and electricity tariff (“Tariff”).
2. The product and Tariff is available to new Glowpower electricity domestic energy customers.
3. These terms are in addition to: a. *General Terms and Conditions* for the Supply of Electricity by Glowpower to domestic premises in the Republic of Ireland which can be found on our website at [www.glowpower.ie](http://www.glowpower.ie); A link to these terms is included in your welcome email. Together these terms, the Glowpower General Terms & Conditions and the Welcome Letter are referred to as the (“Agreement”).
4. In the event of any conflict between (i) these terms, (ii) the Glowpower General Terms & Conditions and (iii) the Welcome letter, these terms will apply.
5. Pricing. The pricing is set out in the Welcome letter and is a variable tariff, not a fixed tariff, and we may change the pricing in line with our General Terms and Conditions.
6. Ongoing Agreement. This is an ongoing agreement with a termination fee If you leave within the first year. This plan will continue as an ongoing agreement unless you decide to either cancel, change to a new plan or we agree with you that we will change your plan or the plan expires.
7. Cancellation or Early Termination Fee. You are entitled to a 14-day cancellation period. There is no termination fee applied for cancelling your switch during the cancellation period. However, if you cancel after the cancellation period or the Agreement is ended by you within the first year, a termination charge of €50 will be applied to your account. As this is an ongoing agreement, there is no cancellation fee after the first year, and all other plan benefits remain.
8. Direct Debit. This agreement is conditional on you having an active direct debit. If you have direct debit payments with us and if you subsequently cancel your direct debit, a €300 security deposit will be applied to your account and we may at our discretion move you to our Standard tariff rates if you do not subsequently activate a direct debit.
10. Billing Period. This is a monthly billing agreement where we bill you based on estimates that we believe may represent general electricity consumption within a billing period. You may provide your own readings at any time, and if you receive an estimate bill, you can provide your reads and we will replace the billing with updated billing.
- 10a. eBilling. This is an online only offer where you agree to receive statements via email (ebilling). Customers will have access to view their bills in the customer portal or via email as a pdf attachment. eBilling allows us to offer competitive pricing compared with our standard tariff. Where you choose to have your bills sent via post as an ongoing arrangement, you will be switched to our standard tariff and you will lose the rates offered in the welcome agreement letter. On the standard offer, bills are sent via post at no cost to you if you request them.
11. For the avoidance of doubt, Glowpower reserves the right to withdraw the Tariff without notice at any time prior to the start of the Term.