

# CNG Electricity Terms & Conditions Overview

Below is an overview of our General Terms & Conditions, for further details [please click here](#) to access our complete Terms & Conditions document.

## Who we are and How to contact us

We are CNG Electricity Ltd (“CNG” or “we” or “us”) a company registered in England and Wales and we provide Services to non-domestic premises within the UK.

You can contact us by telephoning our customer service team on 01423 535 695 or you can send us an e-mail at [info@cngltd.co.uk](mailto:info@cngltd.co.uk) or by post to 2 Victoria Avenue, Harrogate, North Yorkshire, United Kingdom, HG1 1EL. If we need to contact you regarding your account, we will do so by telephone or by writing to you via the telephone number, email address or postal address you provided to us.

## The Contract

We will write to you to let you know when your contract will start. Your Contract with us will continue for the agreed length unless terminated earlier in accordance with our **Section 14 or 16** of our General Terms & Conditions. We will need to carry out a review of your credit score before (and sometimes during) your contract, it's important you are aware of this. If you don't want us to review your credit score, you may need to pay a security deposit.

All prices agreed will be set out within your commercial schedule (They may include a Standing Charge). If we make a mistake in the pricing of your contract we will try and agree the correct pricing with you and if we cannot come to a fair agreement, we may have to end the contract immediately.

If we don't already supply the property, we will aim to complete the transfer of the supply within the standard industry timeframe. Your switch will not commence until your order has been processed, which may be later than the date the contract was agreed (either directly with us or via a third party).

If there is a delay, we will contact you as soon as possible to let you know and to tell you what we will do to resolve this. If we are unable to accept your order, we will inform you of this in writing and will not charge you for the Services.

If you enter a deemed contract with us, your supply will be charged at the Deemed Rate until we can agree a Price Plan with you. We may also charge you a Standing Charge under a Deemed Contract to ensure the availability of the Services to the Premises.

Your Contract with us won't end until you either; successfully move to another supplier, your supply has been permanently disconnected, you cease to be the owner or occupier of the premises or; you agree a new contract with us after any renewal period.

## If you are a Micro Business

Our Micro Business customers can give written notice at any time to terminate a contract on the 'Contract End Date' as long as it's given before the last 30 days of the contract term. If notice is not received, the Contract will roll over for a period of no longer than 12 months. More information can be found within **Section 5** of our General Terms & Conditions.

## Your obligations

Your obligations are set out in full within **Section 7** of our General Terms & Conditions, these include but are not limited to; being eligible to agree the contract, confirming you are a non-domestic customer, that you will provide at least one accurate meter reading a year, that you will provide us accurate consumption information, allowing access to the meter (& premises) when requested and the giving us Emergency Contact Details when required.

## Additional Charges

Occasionally we may ask you to pay additional Charges not set out in the Commercial Schedule, these costs may relate to (but are not limited to) our reasonable costs of; debt recovery, disconnecting / reconnecting supply, maintenance & repair of metering equipment. More information can be found within Section 8 of our General Terms & Conditions.

## Payment

You must pay for the Services on the date specified on your monthly invoice until the Services are terminated. If you pay by Direct Debit we may make changes to the amount you pay and when you pay it by giving you 10 Business Days' notice. You must ensure sufficient funds are available in your account by this date, or alternatively contact us if you cannot pay.

If you do not make any payment to us by the due date, we may charge interest to you on the overdue amount at the rate of 4% a year above the base lending rate of HSBC from time to time.

## Meters & Access

The terms related to Metering & Access are fully set out in **Section 10** of our General Terms & Conditions. They cover things like the provision of a meter and accurate meter readings, instances when we might need to inspect or repair the meter, what we will do in the event of an emergency and when you wish to choose your own metering agent.

## Smart Meters

Smart Meters allow us to collect a meter reading remotely without the need to send a meter reader, we collect consumption data from your Smart Meter at least once a month, unless we tell you otherwise in advance. If you don't opt out, we may collect daily or half hourly usage data from your business smart meter and may use this for commercial purposes, for example to develop new products and services.

You can opt out of more frequent data collection by at any time by contacting us at [info@cngltd.co.uk](mailto:info@cngltd.co.uk) or on 01423 502 554. (If you do opt out, we'll still take a monthly reading to give you accurate bills.)

## Moving out & Changing Premises

If you are moving out or relocating during the term of the contract, you need to give us 28 days' notice and provide us with the date you are leaving along with your new details and the details of the new occupier. We will also need you to provide us with a meter reading on the day you move. Your contract may be transferred to your new premises and will continue in line with the contract term.

## Renewable Sources

If we have agreed in the Contract that a percentage of your supply will come from Renewable Electricity, we may allocate all or part of the electricity we supply to you from a Renewable Electricity Source. If we do allocate all or part from Renewable Electricity, it will not affect the total amount that you will pay us. More information on Renewable energy can be found within **Section 12** of our General Terms & Conditions.

## When you may end the contract

Your rights to end the Contract will depend on whether there is anything wrong with the Services, how we are performing and when you decide to end the Contract. You can let us know that you want to end the contract in writing by email or post by providing your name, site address and reference number and tell us that you wish to terminate your Contract.

When your contract does end, we will provide a final bill based on your closing meter reading, if you have any credit left on your account we will contact you to pay it back. The terms by which you can end the contract are set out within **Section 14** of our General Terms and Conditions.

## When we may end the contract

If we choose to end the Contract, we will write to you to let you know why and when the Contract will end. You may be required to compensate us if you break the Contract. There are a number of scenarios where we may end your contract, these may include (but are not limited to); when you fail to make timely payment to us, when you fail to provide us with information we

request, you fail to provide us access to the premises, you are identified as a domestic customer, if the Transporter arranges for your Meter to be isolated or removed; or if Ofgem advise us to.

The terms by which we may end the contract are set out within **Section 16** of our General Terms and Conditions.

## If there is a problem

If you have any questions or complaints about the Services, please contact us. You can telephone our customer service team on **01423 502 554** or write to us by e-mail to [info@cngltd.co.uk](mailto:info@cngltd.co.uk) or by post to **2 Victoria Avenue, Harrogate, North Yorkshire, United Kingdom, HGI IEL**.

If we or any other legally authorised third party asks you to stop or limit the amount of Services you use at the Premises, you must do everything you have been told to do straight away. Other instances whereby we may stop your supply are set out within **Section 18** of our General Terms & Conditions.

## Loss or Damage suffered by you

There are instances whereby we may be liable for certain damage that is caused by us, we are not liable for any business losses and are not legally responsible for any loss which is caused by you not keeping your responsibilities under the Contract. More information on this is set out within **Section 19** of our General Terms & Conditions.

## Data Protection and How we may use your personal information

We will use your personal information to supply Services to you and to process payment, credit checks, prevent and detect debt, fraud or loss. We will also use your data to improve our business by analysing customer information to train our staff and enhance our products and services.

We use certain third party intermediaries to collect debts, and provide CNG with other Services defined in this Contract (and other relevant services) at our discretion. This may involve allowing the third parties to access your personal information. More information relating to this can be found within our Privacy Policy.

The full terms relating to how your personal information is used by us and Data Protection Law are set out within **Sections 20 & 21** of our General Terms and Conditions.

## Other important conditions

**Section 22** of our General Terms & Conditions also set out a number of important conditions we need to make you aware of. These include: Information on the National Terms of Connection (NTC), our right to transfer the contract to someone else, when you may transfer the contract to someone else, any legal intervention or changes, impacts of any delays in this contract, compliance with on Anti-Slavery & Human Trafficking legislation, compliance Anti-Bribery & Corruption legislation, Force Majeure and our Alternative Dispute Resolution process.