

ASSIST ENERGY PLAN & AGILE ENERGY PLAN - TERMS & CONDITIONS

Updated 29th June 2020

These terms and conditions (“Terms”) govern the purchase of either the Assist Energy Plan or the Agile Energy Plan (“The Offer”). Instructions for valid purchase form part of the Terms which you will be deemed to have accepted if you participate. Please read the following Terms carefully and keep a copy for your information.

All contracts signed with Yü Energy will also be subject to our standard [Business Terms and Conditions](#).

1. Eligibility and Participation

- a. Please note that the Assist Energy plan is not available for new contracts as of 1st July 2020. If you purchased our Assist Energy plan with a supply starting before this date, then the below terms and conditions are valid for the duration of your contract.
- b. The Assist and Agile Energy Plans are not available in conjunction with any other energy plans (including Multi-fuel or Pure Green)
- c. Available for contracts covering the supply of electricity and/or gas
- d. The Assist Energy plan is subject to successful registration of your energy plan with a supply date of no later than 30th June 2020. The Agile Energy plan is subject to successful registration of your energy supply with a supply start date of no later than 30th August 2020
- e. Assist Energy plan is not available to current Yü Energy customers; defined as a customer currently supplied with either gas or electricity by Yü Energy or who has signed an energy supply contract with Yü Energy and has not yet commenced their energy supply, or who is renewing their contract.
- f. The Assist tariff is available for small businesses only: defined as using no more than 50,000 kWh of electricity per year or 150,000 kWh of gas per year
- g. The Agile tariff is available to all business customers
- h. Available for Direct sales only; this product is not available for sales via Brokers or Third-Party Intermediaries.
- i. Customers may sign up to an Agile Energy Plan by calling 0115 975 8258 or contacting our sales team at yuenergy.co.uk

Subject to existing pre-supply conditions as defined within section 3 of Yü Energy's standard [Business Terms and Conditions](#)

2. Assist Energy Plan

- a. The Assist Energy plan offers two different contract durations:
 - i. A 12-month plan where the energy is free for the first month
 - ii. A 24-month plan where the energy is free for the first 2 months
- b. Your free energy allowance will be capped based on your expected average monthly energy usage. This will be calculated by dividing your total estimated annual energy usage by 12. Any energy used above your expected monthly usage will be charged at the ongoing Assist Energy Plan unit rate rate as detailed in your quote and contract proposal. This will be billed at the end of your "Free Energy" period (the end of the first month for a 12-month contract or the end of the second month for a 24-month contract).
- c. You must provide an opening meter reading at the start of your energy supply.
- d. You will need to provide a copy of a recent energy bill to validate your estimated energy usage.
- e. In the event that you move business premises through a Change of Tenancy during the agreed duration of your Assist energy plan, you will be liable to repay the cost of the free energy consumed at the standard Assist plan contract rates.
- f. With reference to clause 14 of the Standard Business Terms and Conditions, following termination and in addition to the remedies afforded in clauses 14.8 (a) and (b), the free periods under the Assist Tariff would be deemed to be chargeable at the prevailing contract rate.
- g. Should the customer not continue to pay against the standard payment terms set, we hold the right to charge for consumption during the free period at the prevailing contract rate

3. Agile Energy Plan

- a. The Agile Energy Plan is for a fixed contract duration of 3 months.
- b. Your standing charge and unit rates for your business energy will be fixed during this period.
- c. Customers may move to a different fixed rate energy plan at the end of the initial 3-month contract duration by providing 30 days' notice . Yü Energy will contact you 60 days prior to your contract end date to outline the options available to you when your Agile Energy Plan expires.
- d. Should you take no action, at the end of the 3 month period you will revert onto our Freedom product, a rolling 30 day contract. Whilst on this product you will be able to move onto one of our existing energy plans or switch supplier by giving us 30 days' notice.

4. Other Important Terms

- a. Yü Energy reserves the right to remove promotional material from circulation, amend these Terms or withdraw the Offer at any point during the Offer Period. In the case of amendment or withdrawal a notice will be posted at the top of these Terms.
- b. These terms and conditions shall be governed by English law and the English courts shall have exclusive jurisdiction.

Footnotes:

Yü Energy is a trading name of Yü Energy Retail Limited (Co. Number 08246810) which is a wholly owned subsidiary of Yü Group PLC, a company listed on the Alternative Investment Market of the London Stock Exchange. Registered Office: CPK House, 2 Horizon Place, Nottingham Business Park, Mellors Way, Nottingham NG8 6PY.

For any queries relating to the Offer please call our customer care team on 0115 975 8258. Calls are charged at local rate. Lines are open Monday – Friday 8am-5.30pm.