

## Smart Dual Fuel Online Saver Tariff V3 Midlands

# 2010

### Your guide to smart electricity and gas from first:utility

#### Who are first:utility?

We are an energy company with a difference. We want to help you understand and manage your energy consumption, reduce your carbon footprint, and ensure you receive accurate bills.

#### Free smart meter, no contract, and a dual fuel discount!

Switch to our smart tariff and be one of the first in the UK to have a smart meter. You will also benefit from the freedom of no contractual tie in, and a generous 12.5% dual fuel discount, paid annually as a credit.

#### Becoming a smart customer

Once on board, we will transfer your electricity and gas supply. You will receive **monthly** bills from us with the opportunity each month to submit an accurate meter read up until the point your smart meter is installed. Within 60 days of your supply start date we will ask you to choose your smart meter installation date.



### Now that you're all charged up, take a look at our rates; Midlands region - variable prices

Electricity		Gas		Dual Fuel
Standing Charge pence per day	Unit Rate pence per KWh	Standing Charge pence per day	Unit Rate pence per KWh	Average Bill* £ per year
23.10	8.489	31.50	2.688	£902

All prices shown include VAT and will be fixed for a minimum of 3 months.

\* Based on an average consumption per year of 3,300 KWh for electricity and 20,500KWh for gas

These rates and the free smart meter are only available to customers who sign up online. To qualify you must agree to online billing and monthly payment by variable direct debit.

## SUMMARY OF TERMS AND CONDITIONS

This is a summary of the key parts of first:utility Terms and Conditions. It is not and should not be regarded as a substitute for first:utility Terms and Conditions, which should be read in their entirety.

### Charges for the supply of electricity and gas

Our rates are detailed in this tariff sheet but may be amended from time to time. Any amendments to the tariff will, where practical, be communicated to you within a minimum of 10 (ten) days. If the change to your tariff is to your significant disadvantage, when compared to the rest of the industry, subject to clause 2.3 of the terms and conditions, you may terminate the agreement.

### Additional charges

- When you become a first:utility customer you are entering into an agreement to have your existing meter replaced with a smart meter. The installation is free, unless stated otherwise in this tariff sheet, and we will arrange a convenient time with you for this to happen. Once the date of this installation has been confirmed and agreed by you, failure to be in residence for the installation will result in an abortive visit charge of £65.
- All of the tariffs quoted are applicable to direct debit payments only. Where you do not pay us by direct debit we may levy a reasonable monthly administration charge of up to £10 per account, per month.

### Switching over from your current supplier

This is a dual fuel product. When we transfer your supply to first:utility we will move your electricity and then your gas. If your current supplier objects to the transfer of your gas we will supply you with electricity only. Should this happen you can choose either to take an electricity only service, or leave first:utility.

### Billing

The Smart Online Saver V3 tariff is an online product. All bills will be electronic and accessible via your online account.

### Dual Fuel discount

The dual fuel discount of 12.5% is paid annually after 12 consecutive direct debit payments.

### Prices

We will commit to fix these prices for a minimum of 3 months.

### Leaving first:utility

You can leave with 28 days notice at any time. This may effect your annual dual fuel discount.

A full version of our Terms & Conditions can be downloaded from [www.first-utility.com](http://www.first-utility.com) or email [customer.service@first-utility.com](mailto:customer.service@first-utility.com) to request a copy.

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**If you have any questions or require further information  
simply call 0845 215 5000 or visit [www.first-utility.com](http://www.first-utility.com)**