

Micro business key terms

These are the principal terms for Gazprom Energy's (Gazprom Marketing & Trading Retail Limited) micro business customers. A company is considered a '**micro business**' if it meets any one of the following criteria:

- For gas supply agreements with Gazprom Energy, it consumes less than 293,071 kWh of gas a year;
- For electricity supply agreements with Gazprom Energy, it consumes less than 100,000 kWh electricity a year; or
- For gas and/or electricity supply agreements with Gazprom Energy, it has fewer than 10 employees and an annual turnover, or annual balance sheet total, of less than €2 million.

We make the following commitments to all **micro business** customers:

- We'll provide you with details of the principal terms and conditions for **micro business** customers (see below)
- We'll send you a copy of our general terms for the supply of gas, electricity or both ("**general terms**") within 10 days of your contract being agreed. These apply to your contract, other than where described in the principal terms below.
- We'll also send you a statement of the renewal terms which will apply at the end of your contract period (see letter)
- We'll contact you at least 60 days before your contract end date with details of our renewal offer.

The principal terms below, our **general terms** and the contract document that you signed, or verbally agreed to, are all legally binding and make up your agreement with us ("**agreement**").

Principal terms and conditions for micro business customers

How long is my agreement for?

Your **agreement** is for a fixed term. This starts on the 'supply date' or 'start date', and ends on the 'end date', as shown on your contract option.

Full terms and conditions covering the duration of your **agreement** can be found in Clauses 2 and 3 of the **general terms**.

How much will I have to pay for the supply?

We will try not to change your charges during your period of supply. However, should any third party charges change during the period, or should there be any changes to laws or industry processes resulting in us incurring higher charges, we have the right to pass these on to you unless we have indicated otherwise on the contract document.

For information on your current charges please refer to your latest invoice or alternatively contact our customer service team on **0845 230 0652**.

Full terms and conditions covering charges can be found in Clause 4-5 of the **general terms**.

How do I change supplier?

You cannot change supplier before your 'end date'. If you terminate your **agreement** with us, you must appoint a new supplier to take over from the 'end date'. In order to change suppliers, you must have paid all outstanding invoices. If you have not done this, we have the right to prevent your transfer.

Full terms and conditions covering change of supplier can be found in Clause 11.6 of the **general terms**.

How do I end my agreement with you and prevent automatic roll over?

You may provide us with notice at any time to terminate your **agreement** on the '**end date**', as shown on your contract option, as long as such notice is provided to us no later than 30 calendar days before the '**end date**', as shown in your contract option.

What will happen at the end of my agreement with you?

We will contact you in writing at least 60 days prior to your 'end date' with details of our renewal offer. If you fail to terminate your **agreement** or respond to the renewal offer, your **agreement** will roll over for a further twelve month period at the rates set out in the renewal offer. If you want to stop your **agreement** automatically renewing, you will need to provide us with notice of termination as described opposite.

Full terms and conditions covering the renewal offer can be found in Clause 11.10 of the **general terms**.

What happens if my agreement is terminated and I fail to change to another supplier?

If you or Gazprom Energy terminate your **agreement** and you fail to change to a new supplier, you will be charged our "out of contract" rates for your supply, which are referenced in the **general terms**. In this situation, you will not be obliged to provide us with any notice and have the right to change supplier at any time.

Full terms and conditions covering failure to change supplier can be found in Clause 11.9 of the **general terms**.

A copy of our current general terms for the supply of gas, electricity or both are available to view at:
www.gazprom-energy.com/uk/terms