



Important Information

Prices

Prices are based on payment by Direct Debit unless otherwise stated. They are based on the wholesale market at the time of the quotation and are subject to change. [They can be withdrawn at any time](#). All contracts are subject to the suppliers' standard terms and conditions including credit checking. We endeavour to lock in your prices with the supplier immediately; however where the supplier's prices have changed due to market movement, XLN Energy will inform you of this as soon as possible and try to re-agree the best prices available. XLN Energy cannot be held responsible for any changes in prices due to market movement.

Termination

Under the terms of your existing supply agreement, you will be required to serve [valid termination notice](#) which can be up to 120 days before your current contract end date. Failure to submit valid termination can result in your contract [rolling over](#) for another fixed term, or place you on Out of Contract Rates, Deemed Rates or Variable Business Rates (dependant on current supplier) which are substantially more expensive than a fixed term business contract for supply. If you are unsure about the termination notice required by your existing supplier, then please do not hesitate to discuss this with us and we can advise you accordingly.

XLN Energy can assist you with the termination of your existing supply agreement. We can terminate on your behalf providing we have received a valid letter of authority 7 working days in advance of your termination window. For a letter of authority to be validated by your current supplier, it must be on [business letter headed paper, dated, and signed accordingly](#). Failure to comply with this could mean that the termination notice is not accepted and XLN Energy cannot be held responsible for your contract [rolling over](#).

Changing Supplier

Every time you change supplier you are entering into [a legally binding fixed-term contract](#). As part of the free services offered by XLN Energy, we will ensure that you are contacted at the right time so you can provide valid termination and to make sure you do not roll-over onto higher rates.

Once you have provided us with the details to complete your transfer, we'll forward these details securely to your new supplier who will arrange the transfer.

The whole process of switching energy suppliers generally takes [28 days](#) prior to your new contract start date, however, where there are delays we will endeavour to keep you informed of these.



Meter Reads

On or around the day of the transfer you should take a meter reading where possible and submit this to your new supplier. They will contact your old supplier so that they can arrange a final bill and close your account.

Objections

Your current energy supplier has the right to object to the transfer of your gas or electricity supply. If you are in debt with them, [you will need to clear all outstanding amounts](#). If you pay your bills by direct debit then the outstanding amount will be taken automatically. Your current energy supplier will also object if they believe you are in a contract with them and have not provided a valid termination notice, or if the new supplier applies to take over before the last day of your existing contract. Please contact us immediately if you receive notification from your existing supplier that they will be objecting to the transfer, so we can investigate as to why and advise you of the next steps to take.

Your direct debit should be cancelled with your current energy supplier as soon as you have [paid your final bill](#) and confirmation of the transfer has been supplied.

Change of Tenancy – COT

If you have recently moved into a new premises you are entitled to agree a new energy supply contract with the existing supplier or a new supplier of your choice. A new contract can only be agreed once your COT has taken place and you are now the new tenants who will be responsible for paying the bills. You should inform them of your arrival and provide them with a meter read taken on the date you occupied the premises. However, failure to provide proof of ownership or tenancy may result in the COT not being actioned and consequently you may remain on deemed rates until the COT can be proved. XLN Energy can assist you with the processing of the COT, but will require a [valid letter of authority on business letter headed paper that is signed and dated accordingly](#). We may need to continue to liaise with you to obtain documents relating to the tenancy. Failure to provide a valid letter of authority and any other proof of tenancy may result in the COT being rejected, and you remaining on deemed rates as a result. XLN Energy will not be held responsible for this.

Free Service

XLN Energy receives its remuneration direct from the supplier, details of which are available upon request. We never raise any charges payable direct by our customers for any products or services provided. We deal with all suppliers regardless of our relationship with them, which means we can give you [free impartial advice](#).

XLN Energy cannot be held responsible for any losses incurred as a result of not providing us with the necessary information relating to your renewal or providing us with incorrect information.

Further Information

If you require any further information relating to your energy supply agreement, please call us on our Freephone number [0800 205 5534](#), and we will be pleased to help.