

GENERAL TERMS AND CONDITIONS FOR SUPPLY

DEFINITIONS

'Domestic Customer' means a customer taking supply wholly or mainly for domestic purposes. 'Premises' means the supply address on your contract.

1. PRICES, PAYMENT AND ESTIMATED METER READINGS

You agree to pay our charges based on the prices set out in our current tariff leaflet. We may alter our prices, and notice of any such changes will be published in the local press. Copies of tariff leaflets are available from The Powerhouse, Queens Road, and details published on our website - www.jec.co.uk

We will send you regular bills which you must pay immediately unless we agree otherwise.

We may send you bills using estimated meter readings and ask you to pay that bill, or let us have your own reading. If the meter fails to register any electricity used, you agree to pay for the amount that we reasonably estimate you have used.

We may require you to take supply through a pre-payment meter on our pre-payment terms, following credit checks, or if you already have a pre-payment meter.

2. IF YOU SELL THE PREMISES OR MOVE

Your contract will end if you have given us at least two working days notice. Otherwise, it will end when someone else takes over the supply. You must pay for all electricity used up to the end of the contract.

3. SECURITY DEPOSITS

We may, at any time, require you to pay us a deposit as security for the payment of all money that may become owed to us. If you do not pay it, we may refuse to supply you or we may cut off your supply until you pay the deposit and any costs relating to cutting off and reconnecting your supply.

We will not require a deposit from a Domestic Customer who is prepared to take supply through a pre-payment meter if it is reasonably practicable for us to provide one.

4. CUTTING OFF YOUR SUPPLY

We may cut off your supply:

- after 7 day's notice if charges are outstanding 28 days after delivery of the bill;
- if you are unable to pay your debts or you commit a serious breach of this contract, or the Standard Connection Agreement;
- if it is not reasonable in all the circumstances for us to be required to supply you; or
- if we are required to do so by law or in case of an emergency;
- if you fail to pay a deposit, as referred to in Section 3, above.

You must pay our expenses incurred in cutting off and reconnecting your supply, including all visits to the Premises. We will not reconnect supply until you have paid all our charges and put right any breach of the contract to our satisfaction. You must pay for all visits made to cut off your supply, whether or not it is cut off.

We may fit a pre-payment meter instead of cutting off your supply. The meter may be set to recover any debt, as well as charges for supply.

5. ACCESS TO YOUR PREMISES

You will allow us and our agents safe access to the Premises and the metering equipment at any time in case of emergency, and at all reasonable times for the purpose of exercising our rights and obligations under the contract and the Electricity (Jersey) Law 1937. In the case of rented accommodation, tenants must be allowed access to their meters.

6. METERING AND SUPPLY EQUIPMENT

It is a criminal offence to interfere with our sealed equipment and fuses.

You must not install any apparatus between our fuses and your main switches and fuses.

You will be responsible for the safe keeping and proper protection of all of our service cables and apparatus placed on land or premises you own or occupy.

Meter cupboards housing our apparatus are part of the Premises and are your responsibility.

7. INTERRUPTION OF SUPPLY

We may interrupt your supply, for such periods as may be necessary, for the purpose of repairing, maintaining or altering our equipment, and will provide you with advance notice of any interruptions, wherever reasonably possible.

8. GENERAL

Liability and Compensation: If we fail to comply with any term of this agreement, or are negligent, you may be entitled, under the Electricity (Jersey) Law 1937, to recover compensation from us for any loss you have suffered. However, we will not be required to compensate you for loss caused by anything beyond our reasonable control, or for any indirect, consequential, economic or financial loss (including losses of revenue, profit or opportunity, wasted expenses or loss of contract or goodwill). Nothing in this contract excludes or limits our liability for death or personal injury resulting from our negligence, or affects your statutory rights.

Variations: We may vary these terms of supply at any time, but if we do so to your significant disadvantage, we will take reasonable steps to tell you within a reasonable timescale.

9. DATA PROTECTION NOTICE

We are registered at the Office of the Jersey Data Protection Registrar and any personal data relating to you will be handled in accordance with that registration, and the applicable data protection law in Jersey. We may share your information with other companies or organisations, for the purposes of account administration (including debt collection), the marketing of products and services which we feel may be of interest to you (unless you tell us that you do not wish to receive this information), and market research. We may search the files of credit reference agencies who will record the search. We may share information about the way in which you conduct your account with credit reference agencies.

If you do not wish to receive marketing information, please write to us at the following address:-

Customer Care Department
Jersey Electricity plc
The Powerhouse, PO BOX 45, Queens Road
St Helier JE4 8NY

or email: jec@jec.co.uk

10. STANDARD CONNECTION AGREEMENT

By entering into an electricity supply contract you are also entering into a Standard Connection Agreement with us, the terms of which are set out overleaf.

STANDARD CONNECTION AGREEMENT

This agreement relates to the connection of customers' premises to Jersey Electricity's distribution network.

1. DURATION OF THE CONNECTION AGREEMENT

This agreement starts from the time that your electricity supply contract takes effect and will continue until it ends under Clause 5 below.

2. CONNECTION TO JERSEY ELECTRICITY'S DISTRIBUTION NETWORK

Your Premises will remain connected to our network in accordance with the provisions of the Electricity (Jersey) Law 1937, any other legal requirements that apply from time to time, and the terms of this agreement.

3. NETWORK CONSTRAINTS

Our obligations under this agreement are subject to the maximum capacity and any other constraints advised at the time of connection.

You must contact us in writing if you propose to make any significant change to your connection or the electrical equipment you intend to operate from it, or do anything else that could affect our network or require alterations to your connection.

Exemptions: One single phase motor up to 0.75kW, one three phase motor up to 4kW or one single phase shower up to 7.2kW may be connected at a premise without reference to Jersey Electricity.

4. DELIVERY OF ELECTRICITY

We do not guarantee that we will deliver electricity through our network at all times or that electricity delivered through our network will be free of brief variations in voltage or frequency.

Customers should protect their installations and appliances from full or partial supply interruptions and variations in voltage or frequency.

5. ENDING THE CONNECTION AGREEMENT

This agreement will end in relation to the connection when one of the following occurs.

- You permanently stop having electricity delivered through that connection.
- You advise us that you no longer either own or occupy the Premises at which that connection is situated, in accordance with Clause 2 of the General Terms and Conditions for supply.
- Circumstances arise which legally entitle us to cut off your electricity supply for safety reasons and we write to you advising you that this agreement is ended.

6. PROVIDING INFORMATION

You must provide us with any information requested from you in relation to the nature or use of electricity equipment on your Premises.

7. DECLARATION OF SUPPLY CHARACTERISTICS

The electricity delivered to your premises through the network will normally be at one of the voltages stated below and will have the frequency number of phases and margins of variation associated with it.

Low Voltage Supply

Single phase 230V (AC) + 10% - 6%
(frequency = 50Hz +/- 1%)

Three phase 400 / 230V (AC) + 10% - 6%
(frequency = 50Hz +/- 1%)

High Voltage Supply

For high voltage customers (11,000V) a separate Declaration of Supply Characteristics will be provided.

For more information, our Customer Care Team is available to help you 7.30am to 8pm Monday - Saturday.

Please call 505460 or visit
www.jec.co.uk



The Powerhouse, PO Box 45, Queens Road
St. Helier, Jersey, JE4 8NY

Tel: 505460
Fax: 505565
email: jec@jec.co.uk

