Terms & Conditions

Terms and conditions – 1 year fixed term contract

1 Year Electricity Smart Home Bundle

1. These terms apply to the 1 Year Electricity Smart Home Bundle tariff (“Tariff”).

2. The 1 Year Electricity Tariff consists of a Climote Heating Control Unit, Amazon Alexa device(s) and your Tariff Discounts.

3. The Tariff is available to new SSE Airtricity electricity domestic energy customers.

4. These terms are in addition to: a. General Terms and Conditions for the Supply of Electricity and/or Gas by SSE Airtricity Limited to domestic premises in the Republic of Ireland (“SSE Airtricity General Terms & Conditions” which can be found on our website at www.sseairtricity.com; b. SSE Airtricity’s customer agreement form (“CAF”); and c. SSE Airtricity’s Heating Control Installation Terms and Conditions and d. Amazon Alexa Terms and Conditions. Together these terms, the SSE Airtricity General Terms & Conditions and the CAF are referred to as the (“Agreement”).

5. In the event of any conflict between (i) these terms, (ii) the SSE Airtricity General Terms & Conditions and (iii) the CAF, these terms will apply.

6. Your discounts (“Tariff Discounts”) as set out in the table below, are against the SSE Airtricity standard tariff rates (“SSE Airtricity Standard”). SSE Airtricity Standard rates may be amended from time to time during the Term, but this will not affect your Tariff Discounts.

7. Your Tariff Discounts will be applied from the date that SSE Airtricity is registered as your supplier and will continue for a period of one (1) calendar year from that date (“Term”).

8. Once you have signed up, there is a 14-day cancellation period. There is no penalty for cancelling your switch during the cancellation period. You may use the cancellation form provided to you, but you do not have to. However, if you leave the Tariff after the cancellation period or the Agreement is ended by you at any time before the end of the Term, a termination charge of €75 per utility will be applied to your account. If you do not pay by direct debit, or if you subsequently cancel your direct debit, a €300 deposit will be applied to your account.

9. After the expiration of the Term or if you leave the Tariff before the end of the contract, your account will be
switched to the standard SSE Airtricity rates applicable at the time. You will still be able to access the Climote
Heating Control device directly but standard subscription costs payable directly to Climote will apply as per the SSE Airtricity’s Heating Control Installation Terms and Conditions.

11. SSE Airtricity reserves the right to amend the unit rates or charges that apply to the Tariff during the Term if there is a cost to SSE Airtricity imposed by a governmental or statutory body (including a change in VAT) or as otherwise provided for in the SSE Airtricity General Terms & Conditions.

10. The Tariff Discounts may not be used in conjunction with any other SSE Airtricity offer, discount or tariff. If you wish to add an SSE Airtricity gas product to your account, you will be moved to an SSE Airtricity dual fuel product available at the time.

11. SSE Airtricity reserves the right to withdraw the Tariff without notice at any time prior to the start of the Term.

1 Year Electricity - 1 year fixed term contract

Discounts by Payment Method & Billing Type	Electricity
Direct Debit & eBill	10%
Direct Debit & Post bills	8%
Non Direct Debit & eBills	4%
Non Direct Debit & Post bills	2%
Termination Charge (if applicable)	€75

Terms and conditions Alexa Devices

1. The Offer applies to new domestic SSE Airtricity Electricity and Dual Fuel customers (where Dual Fuel customers both receive gas and electricity to the same address), who sign up for direct debit and ebilling (the "Customer").
2. The Customer will be emailed instructions on how to redeem the offer within 30 days provided the Customer continues to be supplied by SSE Airtricity and has completed their 14 calendar day cooling off period.
3. The Offer must then be redeemed within 3 months of the date that SSE Airtricity is registered as your supplier (the "Term") or SSE Airtricity may withdraw the Offer.
4. It's the responsibility of the Customer to redeem the Offer within the Term.
5. There is no cash alternative to the Offer and this Offer is not transferable.
6. Alexa products are subject to availability and suitability.
7. This Offer cannot be used in conjunction with any other offer.
8. SSE Airtricity reserves the right to cancel or amend the Offer or these Terms and Conditions at any time without prior notice.
9. If you wish to add an SSE Airtricity gas product to your electricity account, you will be moved to an SSE Airtricity dual fuel product available at the time and you will not be eligible for an additional Alexa product.
10. Amazon requires you to create a free Amazon account to use your Alexa product. To enjoy the benefits of Amazon Alexa products you will need the following; - Wireless broadband router and good Wi-Fi coverage across your home - Smartphone, tablet, PC or laptop with Android or Apple iOS (Windows and Blackberry phones are not compatible)
11. Amazon, and its Alexa products and all related logos are trademarks of Amazon.com, Inc. or its affiliate.

Heating Control Installation Terms & Conditions

1. SSE Airtricity is offering a free Climote Heating Control Unit to new and existing SSE Airtricity single fuel (electricity) and dual fuel (electricity and gas) domestic customers (the “Offer”).
2. This Offer is dependent on heating control ECO credits being available at your premises. The Climote install is dependent on SSE being able to redeem your relevant ECO credits. If your home was built later than 2006 it is likely that Eco credits will not be available at your premises. Please contact SSE for alternative offers if your ECO credits are unavailable for the Climote heating control.
3. We will contact you after the 14 calendar day cooling off period with details on how to book your installation.
4. If you are currently renting your home, you should seek the permission from your landlord prior to installation.
5. The Offer covers the installation of one Climote Heating Control Unit free of charge, for the operation of a gas or oil fired heating system, at the address of the new or existing SSE Airtricity dual fuel or single fuel account.
6. The Climote Heating Control Unit is a heating controller for gas or oil fired boilers which also allows remote access to its settings. With the Offer, your subscription to the web/mobile access service to operate the Climote Heating Control Unit remotely is free of charge (effective from the date of installation of the Climote Heating Control Unit by SSE Airtricity). After the duration of your contract, standard subscription costs will apply (currently quoted at €19.00 per year) and will be payable to the Climote Heating Control Unit service provider directly. If you choose not to pay this subscription you will not be able to access the unit remotely but settings can still be accessed through its panel directly. For further details, please see www.climote.ie/terms-and-conditions/
7. This Offer is subject to availability and suitability. While the vast majority of houses are suitable, there are a small percentage that are not. The installation must be scheduled within 3 months of signing up to this Offer.
8. Before your Climote Heating Control Unit can be installed, a Climote Engineer acting as a subcontractor on behalf of SSE Airtricity must be satisfied that your premise is suitable for installation of the Climote Heating Control Unit. If your premise is not suitable for installation, you will not be entitled to a cash alternative. You will remain on the SSE Airtricity tariff unless you cancel or terminate in accordance with the SSE Airtricity Terms and Conditions of Supply.
9. You will receive an email or call from SSE Airtricity with all of the details you need to arrange your Climote installation. You will be asked to contact Climote directly to arrange an appointment for the installation of your Climote Heating Control Unit at your premises. In the event you are not available at the property at the agreed appointment time to allow the Climote engineer access to your premises to install the Climote Unit, SSE Airtricity reserve the right to withdraw the Offer and apply a call out charge.
10. Climote engineers will assume responsibility for supplying, fitting, installing and setting up of the Climote Heating Control Unit at your premises.
11. SSE Airtricity does not, however, warrant the quality, fitness for purpose or condition of the Climote Heating Control Unit. Warranty, fitness for purpose or conditions shall be covered by the Climote Heating Control Unit manufacturer’s terms and conditions which are available at www.climote.ie/terms-and-conditions/
12. Should you have any queries in relation to the Climote Heating Control Unit, please contact the manufacturer. For contact details, please see www.climote.ie/customer-care/contact-customer-care/
13. You agree that we may contact you by telephone or email to arrange a suitable time to visit your premises to complete a post installation quality survey and/or a customer feedback survey.
14. By accepting the Offer, you agree to register any Energy Credits attributable to the installation of the Climote Heating Control Unit to SSE Airtricity.
15. SSE Airtricity reserves the right to cancel this Offer at any time.
16. SSE Airtricity reserves the right to amend these Terms and Conditions at any time without prior notice to you. Any amendments to these Terms and Conditions shall be available as soon as practicable after

the change or amendment has taken place on the website www.sseairtricity.com

17. These Terms and Conditions shall be governed by and construed in accordance with the law of Ireland and the parties irrevocably submit to the exclusive jurisdiction of the courts of Ireland.
18. To the maximum extent permitted by law, SSE Airtricity shall not be liable for any loss, damage, injury or claims howsoever arising in contract, tort or otherwise out of the installation or use of the Climote Heating Control Unit. In particular, SSE Airtricity shall not be liable for any direct, indirect, incidental, special or consequential loss or damage arising out of the installation or use of the Climote Heating Control Unit and, furthermore, shall not be responsible for any personal injury or property damage resulting from the handling, possessing, installation or use of the Climote Heating Control Unit.