



General Terms and Conditions Notification

Our General Terms and Conditions for household customers will change from January 1, 2025, to include updated Terms related to regulatory requirements and business practices.

This will include revisions to some Terms in the following sections:

- **Pay As You Go Metering**
- **Customer Charter and Codes of Practice**
- **Smart Metering**
- **Microgeneration**

See [Current General Terms & Conditions of Supply \(PDF\)](#) that will apply up until 31 Dec 2024.

See [New General Terms & Conditions of Supply \(PDF\)](#) that will apply from 1 January 2025.