

New Customer Bill Credit Promotional Offer (the “Terms & Conditions”)

Overview of the Promotional Offer

The New Customer Bill Credit Promotional Offer provides new customers a limited one-off credit (excluding VAT & Climate Change Levy (“**CCL**”)) when they transfer their electricity supply to SmartestEnergy Business Limited (“**SEBL**”) on an eligible renewable product using the brokering services of Love Business Limited (the “**Promotional Offer**”). The Promotional Offer is only available during the Promotional Period.

The amount of credit offered is based on the length of the contract the customer agrees to based on the following:

Smartfix 1-Year Renewable – Total credit £20

Smartfix 2-Year Renewable – Total credit £30

Smartfix 3-Year Renewable – Total credit £40

Smartfix 4-Year Renewable – Total credit £50

The Promotional Offer is subject to these Terms and Conditions. The Promotional Offer is supplemental to SEBL’s General Terms and Conditions, which can be found here: [Terms | SmartestEnergy Business](#) (the “**Agreement**”). Words and expressions defined in the Agreement have the same meaning in this Terms and Conditions except to the extent that they are expressly varied in this Terms and Conditions.

1. Eligibility Criteria

1. The Promotional Offer is only available to new customers who do not have an existing supply contract with SEBL and have used the brokering services of Love Business Limited to transfer their electricity supply to SmartFix 1-Year, 2-Year, 3-year or 4-Year Renewable products(s) and subsequently enter into the Agreement with SEBL.
2. In order to qualify for the Promotional Offer, new customers must prior to the Services Start Date set up a Direct Debit payment for the duration of their Agreement with SEBL.
3. The Promotional Offer is not available to Pre-Payment Services or Meters that fail to meet SEBL’s acceptance unless stated otherwise.

2. Credit Application & Redemption

1. Within thirty (30) days of the successful transfer of a new customer’s electricity supply to SEBL, SEBL shall apply a one-off credit to the new customer’s account.
2. The credit will be automatically deducted from the new customer’s first invoice. Where the first invoice is less than the offered credit, SEBL shall apply the remaining credit balance to subsequent invoices.
3. The Promotional Offer holds no cash value and cannot be exchanged, transferred, or refunded.

3. Promotional Period

1. The Promotional Offer is valid from 00:00 16th June 2026 to 23:59 11th July 2026 (the “**Promotional Period**”).

2. SEBL reserves the right to extend, amend, or withdraw the Promotional Offer at any time without prior notice to new customers that have not satisfied the eligibility criteria.

4. Cancellation & Forfeiture

1. If a new customer cancels their Agreement before the credit is applied, they will forfeit the Promotional Offer.
2. If a new customer switches to another electricity provider or non-eligible SEBL product before the credit is applied or used in full, the Promotional Offer and any remaining credit balance will be forfeited.
3. In the event a new customer cancels, varies, or fails to maintain their Direct Debit payment set up in accordance with clause 1.2 or fails to pay their first three invoices as and when stipulated by SEBL in accordance with the Agreement, SEBL shall have the right to recover the credit by applying a debit to the new customer's account.

5. Exclusions & Limitations

- 5.1 The Promotional Offer is only available during the Promotional Period to new customers who satisfy the eligibility criteria in clause 1. The Promotional Offer shall not be combined or used in conjunction with any other promotions, discounts, or referral programs unless explicitly stated.
2. The Promotional Offer is limited to a one-off payment that excludes VAT and CCL and is applied as a credit per new customer account based on the following amounts:
 - Smartfix 1-Year Renewable – Total credit £20
 - Smartfix 2-Year Renewable – Total credit £30
 - Smartfix 3-Year Renewable – Total credit £40
 - Smartfix 4-Year Renewable – Total credit £50
3. New customers who receive government or third-party subsidies towards their energy bills are not eligible for this Promotional Offer.

6. General Conditions

1. SEBL reserves the right to verify a new customer's eligibility and to refuse the Promotional Offer if fraudulent activity is suspected.
2. Any disputes related to the Promotional Offer will be subject to SEBL's standard dispute resolution procedures that can be found https://www.smartestenergy.com/en_GB/support/complaints/
3. For the avoidance of doubt, Love Business Limited and any subbrokers act as independent thirdparty brokers and do not act as agents of SEBL. SEBL is not responsible for any representations, advice or statements made by such brokers in respect of the Promotional Offer, and no broker has authority to bind SEBL or make commitments on its behalf.

For further assistance, please contact our customer service team at customerservices.business@smartestenergy.com .