



OVO Fixed Energy + Boiler Cover Reward Terms and Conditions

These are the terms and conditions (the **Terms**) for our Energy + Boiler Cover Reward (the **Reward**). Please read these Terms carefully. These Terms are in addition to, and do not replace, our [Core Energy Supply Terms and Conditions](#) (**Core Terms**) and our [Boiler Cover Terms and conditions](#). All defined terms in our Core Terms will have the same meaning when used in these Terms unless otherwise stated.

1. What is the OVO Fixed Energy + Boiler Cover Reward?

1.1 If you are an OVO customer on an eligible fixed plan (excluding 1 Year Fixed and 1 Year Fixed and Boiler Cover) and sign up for a qualifying OVO boiler cover plan (Essentials, Starter or Complete), provided you meet, and continue to meet, the Eligibility Criteria, you'll receive a credit of [£100]. This will be applied as a credit to your electricity account in instalments as follows:

- An initial credit of £25, applied within 30 calendar days from the start date of your OVO boiler cover plan.
- Credits of £25 in the 3rd, 6th, and 9th month (provided that you continue to meet the Eligibility Criteria). There is no cash alternative.

1.2 The credits will show as "Energy + Boiler Cover Reward" on your account statements or communications.

1.3 The Reward is subject to availability. We reserve the right to amend or withdraw this at any time.

2. Who is eligible?

2.1 The Reward is only available to customers who meet and continue to meet each of the following eligibility criteria (**Eligibility Criteria**):

- **You join an eligible fixed plan.** You must join one of our fixed plans (excluding 1 Year Fixed and 1 Year Fixed and Boiler Cover)
- **You pay your energy and boiler cover plan by Direct Debit.** This Reward is not available to Pay As You Go customers, or those on who pay via standard credit; the reward is only available to customers who pay monthly by direct debit.
- **You have a standard meter, a smart meter, or an Economy 7 meter.** All other types of multi-rate meters are excluded from the Reward.

- **You're a dual fuel customer.** Customers who take an electricity or gas only supply with us won't be eligible for the reward.
- **You switch to OVO Energy directly if you are a new customer,** via our online digital journey (not through any third party price comparison website). **If you're an existing customer** you can sign up through your online account.
- **You remain on supply with OVO for at least 9 months to get the full Reward.**
- **You sign up to one of the following OVO boiler cover plans:** Essentials, Starter, or Complete.
- **You comply with the Core Terms and the Boiler Terms.** If at any time you fail to meet the Eligibility Criteria we reserve the right to remove the Reward and you'll no longer be eligible to receive this.

2.2 Eligibility for the Reward is at our discretion and we reserve the right to remove this in the event that we believe that any customer is ineligible for any reason.

3. What if I switch away from OVO Energy?

3.1 You're free to switch away at any time (unless your account is in debt, in which case we might stop your switch until the debt is cleared, in accordance with our Core Terms).

3.2 If you switch away within your cooling off period or within the first 30 days after joining, you won't receive the Reward.

If you switch away after 30 days and within 3 months, you will not receive any further instalments of the Reward.

If you switch away and are in debt, any Reward already paid to you will go towards this debt.

3.3 You've got the right to cancel your boiler cover plan within 14 days from receipt of your documents at no cost to you.

If you cancel after this 14 day period you'll be charged a £30 admin fee and also for any work completed. If you do decide to cancel, we'll never charge more than the outstanding balance of your contract. For full details of these charges please refer to pages 12 and 25 in the [Boiler Cover Terms and conditions](#). If your boiler cover is cancelled, you'll not be eligible for

any future instalments of the Reward.

If you wish to cancel your plan please contact OVO Energy:

By telephone: 0330 102 8905

By email: hi@ovoenergy.com

By post: OVO Energy, PO BOX 3129, Worthing, BN11 9QS

4. Your contracts

4.1 Your energy supply and your OVO Energy boiler cover plan will be provided to you under separate contracts.

Energy supply

4.2 Your energy supply is provided by OVO Electricity Limited (when we're selling you electricity) and OVO Gas Limited (when we're selling you gas). Our address is 1 Rivergate, Temple Quay, Bristol BS1 6ED. These are the companies that supply energy to your property.

Boiler cover plan

4.3 Your OVO Energy boiler cover plan will be arranged and administered by OVO Energy, a trading name of CORGI HomePlan Ltd, a firm authorised and regulated by the Financial Conduct Authority under firm reference number 824122 to carry on insurance distribution.

CORGI HomePlan Ltd is registered in Scotland (Company No. SC358475). Registered Office: Cadworks, 41 West Campbell Street, Glasgow, G2 6SE.

The insurance policy is underwritten by OVO Insurance Services Ltd, a firm authorised and regulated by the Guernsey Financial Services Commission under reference number 2570126.

OVO Insurance Services Ltd is registered in the Bailiwick of Guernsey under the Companies (Guernsey) Law 2008 (Company No. 67013). Registered office: PO Box 155, Mill Court, La Charroterie, St Peter Port, Guernsey, GY1 4ET. OVO Energy Ltd, CORGI HomePlan Ltd and OVO Insurance Services Ltd are part of OVO Group Ltd.

Your annual boiler service is a separate contract between you and CORGI HomePlan Ltd trading as OVO Energy. Your boiler cover plan will be governed by the terms and conditions contained in your OVO Energy Boiler Cover Terms and Conditions Booklet.

5. General

5.1 This Reward is personal to you and you can't transfer it to another person.

5.2 This Reward is subject to availability and we reserve the right to make changes to the Reward and these Terms at any time, including amending or withdrawing the Reward. If we make a change which disadvantages you, we'll give you reasonable notice before the change happens.

5.3 We reserve the right to remove or temporarily suspend the Reward if, in our reasonable opinion, we suspect any breach of these Terms or our Core Terms.

5.4 We won't be liable to you for any loss you may incur as a result of your participation in this Reward.

5.5 These Terms and Conditions are governed by the laws of England and Wales if you live in England and Wales and by the laws of Scotland if you live in Scotland.

6. Contact us

If you have any questions about the Reward, please contact our Customer Services department on **0330 303 5063** or see [our help centre](#).