



TERMINATION POLICY

Purpose

This policy outlines the terms and conditions under which customers, or the energy supplier may terminate energy supply agreements. It ensures a transparent and smooth process while adhering to regulatory requirements.

Grounds for Termination

▪ By the Customer

Customers may terminate the agreement under the following conditions:

- (a) At the end of a fixed-term contract.
- (b) Switching to another energy supplier.
- (c) Dissatisfaction with services, subject to contract terms.
- (d) Relocation to an area not supplied by Maxen Power.

▪ By Maxen Power

The supplier may terminate the agreement if:

- (a) Non-payment persists beyond the grace period despite reminders.
- (b) There is evidence of tampering with meters or illegal energy use.
- (c) The customer breaches significant terms of the contract.
- (d) The customer relocates, and no forwarding agreement is established.

Notice Period

▪ For Customers:

Fixed-term contracts: Customers must provide a 30-day written notice prior to contract end date. We only accept termination directly from account holders only.

▪ By the Supplier:

Maxen Power will notify its customers that their current fixed term is coming to an end 60 days before the contract ends or otherwise agreed.

Non-payment or breaches: A minimum of 14 days' written notice will be provided before disconnection or contract termination, as required by law.

Emergency disconnection (e.g., safety issues): Notice will be given immediately after resolution of the issue.

Termination Fees

▪ **Fixed-Term Contracts:**

Early termination fees may apply if customers exit a fixed-term agreement before its agreements' end date.

Your exit fee is calculated by up to 50% of your months of term remaining multiple by agreed Direct Debit amount.

For each month that you stay in your contract, your exit fee value will decrease.

So, we can calculate your exit fee correctly, you'll need to provide a final meter reading.

Maxen Power holds the right to reduce any amount at their discretion.

Exit Fee Exemptions

We won't charge an exit fee if you are:

- Moving out of your business property.
- In the last 30 days of your contract or if your contract has ended .

Switching to Another Supplier

Customers switching suppliers are not required to contact us for termination. The new supplier will notify us, and the switch will occur within the regulatory switching window within 21 days, should there be any reason for any delay we will inform you accordingly.

Any outstanding balance must be cleared prior to supply switch, if the outstanding balance remains we may object to supply switch request. You will be informed if such would take place.

Final Billing

A final bill will be issued within 30 days of termination.

The bill will include:

- Outstanding charges up to the termination date.
- Any applicable early termination fees.
- Adjustments for overpayment or estimated readings, if applicable.

Refunds

Should we hold any security deposit on your account it will be refunded at the end of your contract. Any remaining balance on the account, including outstanding charges, will be deducted from the security deposit before refunding. The refund will be processed once all charges have been settled.

Refunds of the credit balances will be issued within 14 business days, subject to we hold accurate information where to deposit the amount with your consent.

Termination Decision Review

Customers may request a review of termination decisions or fees by contacting our customer service team:

Phone: 02079 303030

Email: support@maxenpower.com