

Termination Policy

Purpose

This policy outlines the terms and conditions under which customers, or the energy supplier may terminate energy supply agreements prior to the contract end date. 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) Switching to another energy supplier prior to the contract end date (Early termination fee applied).
- (b) Relocation of the business (Moving out of the premises).

▪ By Maxen Power

The contract may be ended by Maxen Power if the following conditions arise during the contract:

- (a) Supply is not undertaken within 30 days of the date of the contract.
- (b) Non-payment of a bill for more than 28 days of bill generation, following completion of the applicable customer notification and debt recovery procedures.
- (c) If the supply line is pot ended due to meter tampering, illegal connections, or any other unauthorised use.
- (d) The customer commits a material breach of the contract. Material Breach includes but is not limited to deliberate provision of false information, fraudulent activity, unauthorised use of energy, meter interference etc.
- (e) The customer relocates, and no forwarding agreement is established.

Post-Termination Supply

- Upon termination of a customer's contract, Maxen Power will issue a 30 days termination notice (where applicable), confirming the effective termination date.
- Where energy supply continues after the termination date, the customer will be charged at the current out-of-contract rates until the supply is transferred to another supplier, a new agreement is entered into, or energy supply to the premises is discontinued.
- Applicable out-of-contract rates will be communicated to the customer within the termination notice and will be available upon request.

Notice Period

▪ For Customers

Maxen Power requires a termination notice by the customer or authorised person (depending upon the scope of Authorisation) for contract termination.

▪ 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: Maxen Power reserves the right to terminate the contract without prior notice.

Termination Fees

▪ Fixed-Term Contracts

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

Your exit fee is calculated by up to 50% of your average monthly invoice multiplied by the number of months remaining.

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

In order to calculate your exit fee correctly, you will need to provide updated meter reads.

Maxen Power holds the right to reduce the exit fee at its discretion.

Following the payment of the Early Termination Fee and any remaining balance, the customer shall still be liable for the payment of the final invoice.

Exit Fee Exemptions

We won't charge an exit fee if:

- You are moving out of your business property.
- 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 05 working days, should there be any reason for any delay we will inform you accordingly.

Any outstanding balance must be cleared prior to supply switch. Maxen Power will only object to a switch where permitted under industry rules and licence obligations. Customers will be informed of the reason for any objection and how to resolve or dispute the balance.

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

Disclaimer: *This policy is subject to biannual review and may be updated at any time as deemed necessary to reflect regulatory requirements, industry developments, organisational priorities, and operational needs.*