

Octopus Energy updates to export terms and conditions

Here's a quick view of what's changed from Octopus Energy export Terms and Conditions from version 1.1 to 1.2.

This summary applies for customers who signed up to Panel Power between x and y.

- Extended terms and conditions application to include the Fixed Export Product, Agile Export Product, and Export only Product
- Updated definition of Export Product
- Updated definition of Import T&Cs
- Addition of following definitions:
 - Agile Export Tariff
 - FIT scheme
 - NFFO
 - ROC
 - Smart Export Guarantee
- 2 - Contract start date -
 - updating with information about applying for an export MPAN
 - adding detail about connecting and beginning your export supply
- 3 - Our prices and charges
 - updating to include Agile Export Tariff rates
 - providing more information about how we'll let you know if your Export Tariff rates are changing
 - adding more detail about how we'll credit you for your export if we are unable to obtain half-hourly meter readings
- 4 - Payment method
 - updating to give more detail about how you'll receive your invoices
 - updating to include detail of additional reasonable costs we may pass on, if incurred (for instance, costs related to repairing a meter)
- 5 - Eligibility

- updating to provide eligibility criteria for the Agile Export Product as well as the Fixed Export Product
 - adding detail of asset eligibility
 - adding detail of tariff eligibility
- 6 - Ending or changing the agreement
 - adding detail of what happens if you decide to switch away from Octopus Energy for your export, import or both
 - adding detail about switching between Octopus export products
 - adding detail of how to update us of any changes to your generation asset, such as adding capacity
 - adding restriction that if you switch away from an Export Tariff, you can't switch back to the same product within 90 days
- 7 - Miscellaneous
 - updating to include more information about complaints and disputes
 - updating to include information about yours and our rights and obligations under the Export Tariff contract

This summary applies to customers on Shape Shifters: Export

- 6 - Ending or changing the agreement
 - adding restriction that if you switch away from an Export Tariff, you can't switch back to the same product within 90 days