

# Fairerpower FAQ copy

## What's changed in the Terms and Conditions?

We've refreshed our small print, to make things clearer and reflect some recent changes.

### What's changing?

Our [terms and conditions](#), [privacy policy](#) and [refund policy](#) are now simpler and easier to read. We've introduced exit fees for some plans, introduced a discretion to stop 'tariff hopping', clarified payment options (including introducing a default payment method for pay monthly customers) and introduced credit checking. Here's a summary of the changes:

### Updated terms and conditions (Ts&Cs)

- Discretion to prevent 'tariff hopping' from one of our fixed plans to another of our fixed plans, or to OVO's fixed plans.
- We've introduced exit fees for some plans (this will only apply to customers who are told exit fees apply to their plan, such as new customers).
- Simpler and easier to read.
- Prices and charges all displayed in the same place and clearer info around payment methods, credit checks and when a security deposit may be needed.
- Standard Direct Debit becomes the default payment method for pay monthly customers.
- Clarified flexibility for Direct Debit payments to be increased during times of increased energy usage (e.g. winter).
- More details about rights and responsibilities for metering equipment.

You can see our full Ts&Cs [here](#).

### Privacy policy

OVO takes care of a number of important things for us, including the privacy of your data. By signing up to be a Fairerpower customer, you have agreed to OVO's privacy policy.

OVO has updated its privacy policy, by adding more information about how and when we'll contact you, how you can change or update your preferences for contact and how you can access, delete or correct personal information we hold about you. The updated privacy policy also includes updated information about what cookies we use, how we use them and how you can opt out. View the new privacy policy [here](#).

### Refund policy

OVO also looks after your account, and its refund policy applies to you as a Fairerpower customer. We wanted to let you know that OVO has also updated its refund policy. It's now much easier to understand when you can claim a refund, and what you need to do to claim it. We've updated the rules on the minimum balance of credit you need to keep in your account as a pay monthly customer – at least 1 month's direct debit in the summer months and 2 months' Direct Debit in the winter months – and also confirmed the minimum amount of credit we'll refund at any one time. View the new refund policy at [here](#).

### What do you need to do next?

If you're happy with these updates, there's nothing you need to do – just be aware that the new policies, terms and conditions apply from 27 June 2016.

If you're not happy with the changes, you can leave before 27 June 2016. To do this, choose a new supplier and ask them to switch.

If you sign up to a new contract with us or roll onto a variable contract with us from 10 May 2016 onwards, these new terms will be effective from the start of your contract.