



PRODUCT SPECIFIC TERMS AND  
CONDITIONS

# Yuno Fixed Gas

Valid from 09/09/2024

# PRODUCT SPECIFIC TERMS AND CONDITIONS

## Yuno Fixed Gas Plan – Valid from 09/09/2024

### 1. These Product Specific Terms and Conditions

1.1 These Product Specific Terms and Conditions (as amended from time to time) apply specifically to the services associated with the Yuno Fixed Gas Plan (the “Yuno Fixed Gas Plan T&Cs”) and are incorporated into the Contract (as defined in the General Terms and Conditions which can be found at [www.yunoenergy.ie/termsandconditions](http://www.yunoenergy.ie/termsandconditions)), between Yuno Energy (“Yuno Energy” or “we”, “us” or “our”) and a person who agrees to enter into a Contract for the Supply of Gas with us (“Customer” or “you”).

1.2 In the event of any conflict between these Yuno Fixed Gas Plan T&Cs and our General Terms and Conditions these terms will prevail. Any defined terms in these Product Specific T&Cs will have the meaning given to them as defined in the General Terms and Conditions.

1.3 The Contract shall commence on the date that you sign up to the Yuno Fixed Gas Plan and agree to our General Terms and Conditions and will continue for a period of one (1) calendar year from that date (the "Initial Period").

1.4 The Yuno Fixed Gas Plan will apply for the term specified in clause 1.3, after which point you will be moved to the Yuno Standard Gas Plan.

1.5 The Yuno Fixed Gas Plan Estimated Annual Bill (EAB) is calculated based on an average annual consumption of 11,000 kWh in gas as defined by the Commission for Regulation of Utilities.

1.6 Yuno Fixed Gas Plan is for customers with usage less than 73,000kWh per year. If Gas Networks Ireland advise us that your usage is greater than 73,000kWh you will be moved to a large user gas plan.

1.7 Should you terminate the Contract after the 14-day cooling off period but prior to the expiry of

the Initial Period or without providing us with the required 30 days advanced notice of your intention to cancel a €100 termination fee will be applied to your account.

1.8 Yuno Energy reserves the right to withdraw the Yuno Fixed Gas Plan without notice at any time prior to the commencement of the contract.

1.9 The Unit Rate(s) of the Yuno Fixed Gas Plan are fixed for the Initial Period. All other charges are subject to change in accordance with our Standard Terms and Conditions.

### 2. Fixed Discount Gas Plan Offer

2.1 This Yuno Fixed Gas Plan is only available to new Yuno Energy Gas customers.

2.2 Pricing is subject to and dependent on your location and your meter type. You must have a Gas Networks Ireland (GNI) gas credit meter. This plan is not available where a GNI Pay as You Go Meter is installed.

#### Paperless Tariff

2.3 The Yuno Fixed Gas Plan is a paperless Tariff. To avail of the Yuno Fixed Gas Plan, you must download our mobile App and provide us with your correct e-mail address at the time of entering into the Contract in order to receive your Gas Bill. We shall use this email address to notify you that your Gas Bill is available in your App.

2.4 We reserve the right to change your Tariff from the Yuno Gas Plan to another Tariff or otherwise terminate the Contract, if you:

2.4.1 want to receive paper Bills; or

2.4.2 are unable to download or login into our App; or

2.4.3 do not provide us with a valid up-to-date email address.

### 3. Billing, Charges & Payment

3.1 We will issue your Gas Bill monthly or every two months in accordance with the processes set out in Clause 11 of the General Terms and Conditions. In addition to those terms, the following terms apply:

3.1.1 On signing up to the Yuno Fixed Gas Plan you can choose the date on which you wish to be billed and charged in the App. Your Gas Bill may be issued on the same day that the payment is deducted from your card.

3.1.2 If you are providing information about other people on a joint application or registering a card for payment which is not in your name, you must make sure they agree that we can use their information or payment card to do this. If you give us false or inaccurate information and fraud is identified, we will pass your details to credit-reference and fraud-prevention agencies.

3.1.3 Your Gas bill will be based on actual readings or where we have been unable to get meter readings, we will generate estimated readings or use estimated readings provided to us by GNI. To improve the accuracy of your Gas bill we encourage you to submit your meter readings to us.

3.1.4 You must pay your Gas Bill to the specific payment conditions of your Tariff. If you fail to pay us by an agreed payment date, we reserve the right to change our payment collection date and we will notify you in advance of doing this.

3.1.4 Should you fail to pay by one of the payment methods agreed between us at signup, we may change the frequency of your Gas Bills. We may also require you to pay a security deposit. We may also charge you any reasonable costs incurred

by us in relation to collecting any overdue payments from you.

3.1.5 We reserve the right to move you to another Tariff if you breach the Contract.

### 4. Welcome Bonus (if applicable)

4.1 Welcome bonus signifies a rebate offered by us the company to you the customer. It is offered at the sole discretion of the company and may be applied to your account over the duration of the initial term.

4.2 You will only be entitled to receive a welcome bonus if it is offered to you by the company at the point of sign up. Any new welcome bonus offers will not be retrospectively applied to existing customers.

4.3 The welcome bonus is available to new Yuno Energy Gas Customers only that sign up for this and is subject to a minimum initial term as set out in clause 1.3.

4.4 The Welcome bonus is applied to your Yuno Energy Gas account, no cash alternatives will be offered.

4.5 Should you terminate this Contract within the initial term as specified in clause 1.3 we reserve the right to withdraw the welcome bonus and debit your account for an amount up to the value of the welcome bonus received.

4.6 Only one welcome bonus will apply per GPRN or MPRN in a twelve month period.

4.7 The welcome bonus offer can be withdrawn without notice at the discretion of the company.

# Yuno Fixed Gas

17 January 2024

	<b>Ex VAT</b>	<b>Inc VAT</b>
Unit Rate†	7.54 cent/kWh	8.22 cent/kWh
Carbon Tax*	01.01 cent/kWh	01.10 cent/kWh
Standing Charge**	€137.64 Annually	€150.03 Annually
<b>EAB</b>		<b>€1,175.17</b>

For more information on estimated annual bill (EAB) and how it is calculated see here: [www.yunoenergy.ie/estimated-annual-bill-faqs](http://www.yunoenergy.ie/estimated-annual-bill-faqs)

Prices shown are including & excluding VAT of 9%. These prices are subject to change. Signing up to Yuno Energy is subject to terms and conditions including a 12-month initial period, termination fees may apply.

† - Fixed - These charges will not change for the duration of your initial term.

\* - Pricing subject to change. Carbon Tax at a rate of €0.0110 including VAT (€0.0101 ex VAT) per kWh is applied to all natural gas customers. This rate is the same for all gas suppliers.

\*\* - Variable - Pricing subject to change.