yuno-energy

PRODUCT SPECIFIC TERMS AND CONDITIONS

Yuno Dual Fuel Plan

Valid from 6th March 2025

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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 Dual Fuel Plan (the "Yuno Dual Fuel 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), between Yuno Energy ("Yuno Energy" or "we", "us" or "our") and a person who agrees to enter into a Contract for the Supply of Electricity and Gas with us ("Customer" or "you").

1.2 In the event of any conflict between these Yuno Dual Fuel 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 Dual Fuel 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 Dual Fuel Plan will apply for the term specified in clause 1.3, after which point you will be moved to the Yuno Standard Gas Plan and the Yuno Standard Electricity Plan.

1.5 The Dual Fuel Estimated Annual Bill (EAB) is calculated based on an average annual consumption of 11,000 kWh in gas and 4,200 kWh in electricity, as defined by the Commission for Regulation of Utilities.
1.6 Yuno Dual Fuel 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 If you are unable to complete the sign up for both electricity and gas under the Yuno Dual Fuel plan, you may sign up for one fuel (either a Yuno Electricity plan or Yuno Gas plan) separately. The EABs for these plans will be different to the Dual fuel EAB. Please refer to our price plans and terms and conditions for these Energy plans on our website at https://yunoenergy.ie/price-plans.

1.8 Should you terminate your electricity or gas account 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 per fuel. You will be moved to the Yuno Standard Gas Plan or Yuno Standard Electricity plan.

1.9 Yuno Energy reserves the right to withdraw the Yuno Dual Fuel Plan without notice at any time prior to the commencement of the contract.

1.10 For Electricity and Gas all charges are subject to change in accordance with our Standard Terms and Conditions.

2. Yuno Dual Fuel Plan Offer

2.1 This Yuno Dual Fuel Plan is only available to new Yuno Energy customers.

2.2 Pricing is subject to and dependent on your location and your meter type. You must have an Electricity Supply Board Networks (ESBN) electricity smart meter installed and a Gas Networks Ireland (GNI) gas credit meter.

This plan is not available where a GNI Pay as You Go Meter is installed or if you refuse the installation of an ESBN smart meter.

Paperless Tariff

2.3 The Yuno Dual Fuel Plan is a paperless Tariff. To avail of the Yuno Dual Fuel 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 Energy Bills. We shall use this email address to notify you that your Energy Bills are available in your App.

2.4 We reserve the right to change your Tariff from the Yuno Dual Fuel 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.

Smart Meter

2.5 The Yuno Dual Fuel Plan Tariff is dependent on us obtaining your half hourly electricity metering data from ESBN, accordingly if you wish to sign up to the Yuno Discount Dual Fuel Tariff you must have a smart Meter installed or consent to its installation when requested to do so by ESBN. Due to applicable industry rules for smart metering once you move to the Yuno Dual Fuel Plan, it is not possible to revert back to a non-smart electricity Tariff.

2.6 If you refuse to allow ESBN to install a smart Meter at your Premises or if you no longer wish to provide ESBN or us with your half hourly smart metering data you will become ineligible to avail of the Yuno Dual Fuel Tariff. We reserve the right to move you to different Tariffs for both electricity and gas or terminate the Contract. If you move to another Tariff(s) we may request a deposit from you.

2.7 If the signal from your smart Meter is not sufficient to support the transfer of half-hourly data to us via ESBN, we will contact you to discuss other suitable Tariffs for both electricity and gas.

2.8 Consumption insights in your App will only be available 30 days after the installation of an ESBN smart Meter.

3. Billing, Charges & Payment

3.1 We will issue you separate energy Bills for gas and electricity 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 Dual Fuel Plan Tariff, you will be required to make an advanced payment which will be calculated based upon your predicted electricity consumption.

3.1.2 You can choose the date on which you wish to be billed and charged in the App. You can choose different dates to be billed for gas and electricity. Your Energy Bills may be issued on the same day that the payments are deducted from your card.

3.1.3 In the event of non-payment a bill, we will only disconnect the fuel against which the debt is unpaid.

3.1.4 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.

3.1.5 If you do not have an ESBN Smart Meter, you will not receive usage data or daily updates until your ESBN smart Meter has been installed

3.1.6 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.

3.1.7 You must pay your Energy Bills 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.

3.1.8 Should you fail to pay by one of the payment methods agreed between us at signup, we may change the frequency of your Energy 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.

3.1.9 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 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 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.

Electricity Variable Discount

23rd October 2026

24hr Urban	Ex VAT	Inc VAT
24hr Unit Rate*	35.87 cent/kWh	39.10 cent/kWh
Urban Standing Charge*	€242.87 Annually	€264.73 Annually
PSO*	€6.12 Annually	€6.67 Annually
EAB*		**€1,913.60**
D/N Urban	**Ex VAT**	**Inc VAT**
Day Unit Rate*	37.59 cent/kWh	40.97 cent/kWh
Night Unit Rate*	21.83 cent/kWh	23.79 cent/kWh
Urban Standing Charge*	€300.76 Annually	€327.83 Annually
PSO*	€6.12 Annually	€6.67 Annually
EAB*		**€1,781.05**
24hr Rural	**Ex VAT**	**Inc VAT**
24hr Unit Rate*	35.87 cent/kWh	39.10 cent/kWh
Rural Standing Charge*	€299.30 Annually	€326.24 Annually
PSO*	€6.12 Annually	€6.67 Annually
EAB*		**€1,975.11**
D/N Rural	**Ex VAT**	**Inc VAT**
Day Unit Rate*	37.59 cent/kWh	40.97 cent/kWh
Night Unit Rate*	21.83 cent/kWh	23.79 cent/kWh
Rural Standing Charge*	€362.81 Annually	€395.46 Annually
PSO*	€6.12 Annually	€6.67 Annually
EAB*		**€1,848.68**

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

Prices shown are including & excluding VAT of 9%. Signing up to Yuno Energy is subject to terms and conditions including a 12-month initial period. PSO levy amended 1st October yearly as directed by the CRU.

* - Variable - Pricing subject to change.

Gas Variable Discount

14th September 2026

	Ex VAT	Inc VAT
Unit Rate*	10.65 cent/kWh	11.60 cent/kWh
Carbon Tax*	01.15 cent/kWh	01.25 cent/kWh
Standing Charge*	€137.64 Annually	€150.03 Annually
EAB*		**€1,564.01**

For more information on estimated annual bill (EAB) and how it is calculated see here: 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. Carbon Tax at a rate of €0.0125 including VAT (€0.0115 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.