

Security Deposit Policy for Small Business Gas Customers (consumption less than 73,200kWh)

SSE Airtricity Gas NI will undertake a credit check for new or existing energy supply accounts. This includes, but is not limited to the following checks;

- Companies House
- Credit Reference Agency
- Previous credit information
- Industry type
- Energy usage at the business premises
- Your chosen payment method

If your credit check does not meet our criteria, we may ask for a security deposit. If you are already a customer, we may ask you to either pay a security deposit or increase your current amount, during the term of supply or when you renew your contract. If you would rather not pay a security deposit, you can choose to pay by Direct Debit instead. To discuss further contact us on 0345 900 5253 or on Webchat here www.sseairtricitygasni.com/contact/

The value of the security deposit is based on 3 months average usage for your business premises. This will be calculated as follows;

Previous annual consumption * 3

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To help us calculate this accurately, we may ask you to provide us with gas bills from your previous supplier.

If there is a change of use at the site or if the site was previously vacant, the previous 12 months consumption may not reflect the likely future consumption at the site. In these circumstances we will use the typical consumption profile for your industry and apply the following formula;

Standard annual consumption * 3

12

In these cases, we will not require you to submit previous bills, but we will explain to you the typical annual consumption associated with the industry type.

This security deposit is refundable after 12 months following consistent payment history. SSE Airtricity Gas NI reserves the right to make any amendments to the credit check requirements based on the customer's credit history/information. Any requested security deposit must be paid within 14 days, unless otherwise agreed with our Credit Control team. Failure to do so may result in cancellation of your contract and your energy supply may be withdrawn.

If, at any point during your time as an SSE Airtricity Gas NI customer, you would like to request a review of your security deposit you can contact our Credit Control team and we will review your security deposit level. Please note that there is no guarantee that the security deposit amount will be amended or that any portion of the security deposit will be returned after a review.