

## My Account Terms and Conditions

1. By registering for 'My Account', you agree to follow the Online Rules set out as follows, this relates to using our online customer account management system accessible via our website and app.
2. My Account is available for all customers once they have received their account number.
3. You will choose a username, which will be your email and decide a password; you agree to treat such information as confidential.
4. If you suspect that anyone other than you knows your username, password or other log in information you must promptly let us know by calling the Customer Service number on 03331039053 or emailing our customer.services@economyenergy.co.uk
5. We have the right to disable your log in information if we suspect that you have failed to comply with these terms and conditions.
6. By using the online account, you agree that you will provide us an email address to receive communications from us, including those mentioned below. If your email address changes, you must notify us as soon as possible.
7. You will no longer receive paper bills, statements or notices about your account as well as notices regarding your contract or our supply licence from us. We will send this to you via My Account or via the nominated email address.
8. You will be able to download bills, statements and other letters sent to you to keep for you records
9. You will provide us meter reading when prompted by us and at least once every three months (unless you have a smart meter) via My Account.
10. If you transfer your supply from us you will no longer be able to access/will only be able to access limited information and/account will be cancelled and closed after 30 days of closing your account.