

Deemed Principal Terms (Version 1)

UK National Gas Ltd
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What is a Deemed Contract?

A Deemed Contract is a legally recognised supply arrangement under the Gas Act 1986 that arises automatically when gas is being consumed at a property supplied by UK National Gas Ltd and no formal contract has been agreed.

This may happen if:

- You move into premises already supplied by National Gas and continue using gas;
- Your existing contract expires, but you continue to consume gas; or
- You have not agreed new terms following a Change of Tenancy or ownership.

Under a Deemed Contract, you are taking supply from National Gas and are liable for all charges until you either sign a contract or switch supplier.

How long will a Deemed Contract last?

A Deemed Contract continues until one of the following occurs:

- You agree a formal supply contract with National Gas; or
- You move your supply to another licensed supplier.

There is no minimum term or termination fee. You may leave at any time by completing a switch to another supplier, subject to any outstanding invoices or charges being paid in full.

What are Deemed Rates and where can I find them?

Deemed rates are the standard charges applied to supplies where no contract exists.

They include:

- A **Unit Rate** (pence per kWh) for each unit of gas supplied;

- A **Standing Charge** (pence per day) covering network, metering, and administrative costs and
- VAT and Climate Change Levy (if applicable).

Current Deemed Rates are published on our website and updated periodically. They may differ between sites depending on meter size, usage, or site profile.

What happens if no meter reading is available?

If no meter reading is provided at the time, you become responsible for the site, National Gas may estimate consumption using available data until a validated reading is received.

Once a reading is obtained, any difference will be adjusted on your next invoice.

Why do I pay a Standing Charge if no gas is used?

Standing Charges apply while the supply remains live, regardless of consumption. These charges cover unavoidable third-party network and metering costs that continue even if gas use is zero.

Charges stop only when:

- The site transfers to another supplier, or
- The supply is physically disconnected.

If you wish to arrange a disconnection, contact us at customerservices@nationalgas.org.uk

Please note that disconnection work is chargeable.

What if I don't agree terms or move supplier?

If you do not agree a new contract or transfer your supply, you will remain on the Deemed Contract and continue to be billed at Deemed Rates.

Failure to pay or engage may lead to disconnection in accordance with:

- **Clause 10 of our General Terms & Conditions (Version V2)**, and
- **Section 18(3)(d) of the Gas Act 1986.**

You will receive notice prior to any disconnection action being taken.

Can Deemed Rates change?

Yes. National Gas reviews Deemed Rates regularly to reflect wholesale market conditions, transportation costs, and network charges.

Any changes will be published on our website at least 14 days before they take effect.

What protections apply to Microbusiness and Small Business Customers?

You may qualify for additional protections if your business meets Ofgem's definitions below:

Microbusiness:

- Consumes less than **293,000 kWh of gas per year**, or
- Has fewer than **10 employees** and an annual turnover or balance sheet total under **£2 million**.

Small Business:

- Consumes less than 500,000 kWh of gas per year, or
- Has fewer than **50 employees** and turnover under **£6.5 million** or balance sheet under **£5 million**.

If you believe you meet these criteria, please contact us to ensure the correct treatment under our billing and back-billing policies.

Back-Billing Protection (Microbusiness Only)

If you are a microbusiness customer, National Gas will not issue back bills for gas consumed more than **12 months** prior to the date of invoice – unless your own actions or obstruction prevented accurate billing (for example, failing to provide access or information).

How to Switch Supplier

You are free to switch to another supplier at any time. However, we may object to the transfer of your supply where there are any outstanding invoices, unpaid charges, or other amounts owed to us. Any such sums must be paid in full before a transfer can proceed.

We do not charge termination fees for switching supplies.

You will remain responsible for all charges incurred until your new supplier becomes registered for your site.

Using a Broker or Third-Party Intermediary (TPI)

You may appoint an energy broker to act on your behalf through a Letter of Authority.

Where you choose to use a broker, they may receive a commission included within the rates you pay.

Full details of any broker uplifts

Emergencies, Complaints & Contact Information

Gas Emergency:

If you smell gas or suspect a leak, call the National Gas Emergency Service on 0800 111 999 (free, 24-hour service)

Complaints:

If you have a complaint, contact us via complaints@nationalgas.org.uk

If we cannot resolve the issue, you may be entitled to refer your case to the Energy Ombudsman (www.ombudsman-services.org/energy).

Contact Details

UK National Gas Ltd

219 Marsh Wall,

Email: customerservices@nationalgas.org.uk

Telephone: 030303 11 200

Gas Emergency: Call the National Gas Emergency Service **0800 111 999** (24 hours, free)