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# EDF Energy Powervault supply terms and conditions



## 1. INTERPRETATION

- 1.1 In this Contract some words have specific meanings. These are shown in the Definitions section of this Contract.

## 2. TERM

- 2.1 The Contract starts on the Contract Date and will end ten (10) years thereafter unless we end it earlier under Clause 10.

## 3. EDF ENERGY POWERVAULT PACKAGE

- 3.1 Under this contract, you have the option to buy the Battery at either a discounted price or non-discounted price, as detailed in the Charges set out under Section 3:

- 3.1.1 If you choose to buy the Battery at a discounted price, this will be in exchange for agreeing to allow us to access your Battery in order to undertake Grid Services at our discretion during the lifetime of this contract, as further described in Part B of Section 3;
- 3.1.2 If however you choose to buy the Battery at a full, non-discounted price, then we will refrain from accessing your Battery in order to undertake the Grid Services.

## 4. INSTALLATION OF THE BATTERY

- 4.1 The Standard Installation Package which is included within the Charges is detailed in Section 3.
- 4.2 Based on photographs you provide, we will carry out a remote survey of your proposed installation location. If additional works, above and beyond the Standard Installation Package are required, we will quote for these based on the rate card shown in Section 3.
- 4.3 We may need to carry out a physical site survey of your premises before we provide the Battery. If we do, we will let you know and agree a date for the survey with you. If you don't give us safe access on the survey date we agree, we may charge you an Abortive Visit Charge which is included within the Charges detailed in Section 3.
- 4.4 Unless any of the exceptions set out in this Contract applies we will try to complete the installation works and set-up activities set out in Section 3 to install, test and commission the Battery (the "Installation") on the Installation date agreed with you. However, we may not be able to complete the Installation or set up if:
- 4.4.1 you have not met your obligations under this Contract;
- 4.4.2 we believe it would be unsafe or inappropriate to carry out all or part of the Installation;
- 4.4.3 we have told you we need to carry out a site survey but we have not been able to carry it out for any reason;
- 4.4.4 we tell you that Additional Works are necessary but you do not agree to those being carried out;
- 4.4.5 we are unable to do so for any reason outside of our reasonable control
- 4.4.6 and we will not be responsible for any loss you suffer in those cases. If any of the above apply, we may end this Contract.
- 4.5 You give your consent to us carrying out all tests that we believe are needed to Install the Battery, including isolating or temporarily switching off any systems at your Premises. If, based on the result of any tests, we believe it is not appropriate to Install the Battery, we will discuss and quote for any Additional Works that may be required, or may charge you an Abortive Visit Charge as detailed in Section 3.
- 4.6 If the site survey, installation tests or issues found on your Premises during the Installation give rise to Additional Works above and beyond those included in the Standard Installation as described in Section 3, the installer will provide you with a quote based on the rate card shown in the Section 3. These Additional Works will be invoiced and payable in accordance with Part C of Section 3 directly to the installer. If you refuse to have these Additional Works done by us, then we reserve the right to not install the Battery and cancel this contract, reimbursing you for the Charges you have paid us.
- 4.7 We will tell you when the Installation is complete. After Installation we may need to test the Battery in your presence. If problems occur, we will investigate. If a problem is caused by the Installation we will make good the required repairs. When this is done you will become responsible for the Battery.
- 4.8 We will not be responsible for any problems which the tests show are not caused by the Installation. If there are any problems which are not caused by the Battery then you will need to fix these (at your cost) and agree a new appointment with us to finish Installing the Battery. We may choose not to fit, or to remove, the Battery until the problems are fixed. We may also charge you an Abortive Visit Charge as detailed in Part C of Section 3. If the problems are not fixed within 28 days then we reserve the right to end this Contract.
- 4.9 Once Installation is complete we will give you the Battery's User Manual. You will need to confirm that you've received and understood it. If you don't give this confirmation

then we reserve the right to remove the Battery and charge you our costs of doing so, and then end this Contract.

- 4.10 Once you have confirmed you've received and understood the Battery's User Manual we will transfer ownership of it to you.

## 5. BATTERY WARRANTY

- 5.1 Once you pay the Charges in full, the Battery is installed and registered on the Powervault Portal, you will have the benefit of the Battery Warranty. The Battery Warranty will last for the Warranty Period and you can transfer it to any person who buys the Battery from you.
- 5.2 Your only remedy for problems with the Battery and/or the Installation will be a claim you make under the Battery Warranty. If you make a claim and the problems are due to a defect in the Battery or the Installation, our Contractor will, during the Warranty Period, make all repairs and maintenance for the Battery so that it works as intended.

## 6. ACCESS TO THE PREMISES AND FACILITIES

- 6.1 You agree to give us and our Contractors access to the Premises to carry out any site survey, the Installation and for any other reasons during the lifetime of this Contract arising in connection with or as a result of the Grid Services, or where we believe the Battery may not be safe or functioning correctly.
- 6.2 You or another person acting on your behalf who has appropriate knowledge of the Premises will need to be present during Installation and support us as necessary.
- 6.3 You must let us know of any health and safety hazards known to you on the Premises and details of actions taken to manage these hazards.
- 6.4 Should an issue arise with your Battery at a later date that affects our ability to carry out grid services we may require access to your Battery to carry out remedial works. We will contact you to arrange this.
- 6.5 If we find that the issue has been caused by you (for example, through tampering with the Battery or not using it in line with the Battery User Manual) then we may charge you the cost of the remedial works. Refusal to allow these works to be carried out will be seen as you ending this Contract and termination fees will apply.
- 6.6 If we cannot resolve an issue which we find you have caused, we may treat that as you ending this Contract and termination fees will apply.

## 7. YOUR OBLIGATIONS

- 7.1 You agree to:
- 7.1.1 Co-operate, assist and give any information needed by us and our Contractors to allow us to comply with our obligations;
- 7.1.2 get and maintain all necessary Consents, and comply with all Laws to allow us to comply with our obligations;
- 7.1.3 be responsible for and make sure that the Premises is ready for the Installation (and any site survey or remedial works, if applicable);
- 7.1.4 not block or interfere with us or a Contractor in the performance of the Contract;
- 7.1.5 be responsible for all health, safety and security at the Premises.
- 7.2 If you don't do any of the above, then at our choice:
- 7.2.1 we will be entitled to an extension of time to complete the Installation as needed; or
- 7.2.2 we may end this Contract;
- 7.2.3 and in either case you will be responsible for all costs suffered by us or our Contractor.
- 7.3 It is your responsibility to:
- 7.3.1 notify your feed in tariff supplier that you have installed Battery storage;
- 7.3.2 check with your energy supplier about compatibility of a Battery system and feed in tariffs with a smart meter if you have one currently or install one in the future;
- 7.3.3 get permission from your system owner if you lease your solar PV system, for example as part of a power purchase agreement or on a PV for Free scheme before installing the Battery;
- 7.3.4 ensure you are on a suitable energy tariff if you want to make use of the Battery's ability to charge overnight. Talk to your energy supplier should you wish to change.
- 7.3.5 Ensure an "always-on" internet connection is available at the place of Installation of the Battery at all times. Because we cannot operate Grid Services without internet access to the Battery, if you don't give us this access then we will treat that as you ending this Contract and Termination Fees will apply, with the exception of instances where internet connection is disrupted temporarily due to events beyond your control such as when your broadband provider's systems malfunction causing your internet connection to be suspended.

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## 8. PAYMENT

- 8.1 You agree to pay the Charges upfront and in full, before we deliver and Install the Battery. Charges for all Additional Works, Termination Fees, and other amounts which become payable under this Contract will be invoiced by us once we establish that they are payable, and you must pay these invoices within 5 days of receiving them or prior to installation, whichever is sooner.
- 8.2 Any charges to be paid by you under this Contract are inclusive of VAT.

## 9. LIABILITY

- 9.1 We will have no responsibility to you (including for negligence) unless we are negligent or breach this Contract, and either:
- 9.1.1 the Installation or use of the Battery physically damages your Premises; or
- 9.1.2 subject to clause 4 and to you complying with your obligations, we fail to Install the Battery or transfer ownership of it to you. If this happens then your only remedy will be to get a refund from us of the Charges you have already paid.
- 9.2 Neither We nor our Contractor will have any responsibility at all for any losses you suffer which are caused by your failing to comply with your obligations under this Contract or with the Battery User Manual.
- 9.3 We don't offer any guarantee or assurance that you will achieve a particular level of energy savings, bill savings, or reduction of emissions.
- 9.4 We will not be responsible to you for Indirect Loss.
- 9.5 Nothing in the Contract excludes or limits your or our responsibility for any breach of clause 14, or under any indemnities in this Contract, or for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or your obligation to pay us the Charges in accordance with this Contract.
- 9.6 Our maximum liability to you under this Contract will not be more than the amount of the Charges.
- 9.7 You will indemnify us for any losses we may suffer which are caused by:
- 9.7.1 Us being sued by someone other than yourself because of your breach of the Contract;
- 9.7.2 any environmental conditions, including hazardous materials, on the Premises and any violations of any Consents or Laws; or
- 9.7.3 any breach of any of the warranties set out in this Contract; or
- 9.7.4 any breach of clause 14.

## 10. TERMINATION & CANCELLATION

- 10.1 To cancel a Contract, you just need to let us know that you have decided to cancel. The easiest way to do this is contact our Customer Services team by telephone on 020 3653 1145. We will confirm this in writing to you. From the day of successful Installation of the Battery you have a 14-day cooling-off period during which you can cancel this Contract at no cost. This means that if you change your mind or decide for any other reason that you do not want to keep the Battery during the Cancellation Period, you can notify us of your decision to cancel the Contract and receive a refund of monies paid by you for the Battery.
- 10.2 If you do use your rights to cancel within the cancellation period then you must allow us to uninstall and take back the Battery. We will be entitled to charge you all costs we incur if we do this. These costs could be significant, so if you are not sure that you want us to Install the Battery, you should not enter this Contract, or if you have already done so should contact us before your Installation appointment.
- 10.3 If you have opted to buy the Battery at a discounted price, and subsequently wish to end the Grid Services before the scheduled expiry date of the Contract, being 10 years from the Contract Date, then you will be charged a Termination Fee calculated as below:

$$\frac{\text{customer discount}}{120 \text{ months}} \times \text{number of months remaining}$$

Part months are rounded down. Fees will not apply if you sell your home and ownership of the battery changes.

- 10.4 As well as using any of our other rights and remedies we may end this Contract if:
- 10.4.1 you cease to have any Consent(s) or do not keep to any of the Contract's terms;
- 10.4.2 our contract with our Contractor terminates;
- 10.4.3 you have any form of insolvency or bankruptcy proceedings brought against you;
- 10.4.4 we reasonably believe that you have stolen energy or deliberately interfered with any electrical equipment, or the Battery;

- 10.4.5 circumstances beyond our reasonable control mean we are not able to carry out this contract (for example, anything any other energy supplier, distributor, or other person does or fails to do); and/or
- 10.4.6 we are no longer licensed as an energy supplier or are asked to stop carrying out any of our activities by Ofgem or another industry regulator.
- 10.5 Where we have a right of termination under this Clause 10, instead of terminating the Contract we may suspend performance of all or any part of it. We may still terminate the Contract at any time during any such suspension.

## 11. CONSEQUENCES OF TERMINATION

- 11.1 Once this Contract ends:
- 11.1.1 the following provisions will continue in force: Clauses 1, 5, 7, 8, 10, 13, 14 16 and Section 1;
- 11.1.2 the accrued rights or remedies, obligations or liabilities of either of us existing at the time will not be affected;

## 12. ACT OF GOD

- 12.1 If we are stopped from performing any of its obligations due to an Act of God, we will not be in breach of these obligations as long as the Act of God continues.
- 12.2 If this happens we will let you know as soon as possible once we know. If an Act of God continues for more than 1 month we may cancel this Contract and will not be responsible for any losses suffered as a result.

## 13. CHANGE IN LAW

- 13.1 If any Law is changed and this affects any element of this Contract so that we are not able to Install the Battery, operate Grid Services in the way we anticipate at the Contract Date, or so that it becomes more expensive for us to do either of these things, or so that we cannot benefit from any of our rights under this Contract to the same extent as we could before the change of Law, we will be permitted to make changes to it by letting you know in writing. If you do not agree with the change we make, you can end this Contract by giving us written notice, but if you do then we may apply Termination Fees.

## 14. INTELLECTUAL PROPERTY RIGHTS

- 14.1 You agree to give us the right to use any drawings, plans or other items relating to the Premises for the purpose of this Contract. If any other person has any rights to any of these items, you will make sure you have the right to allow us to use them before you provide them to us.
- 14.2 Any Intellectual Property Rights created as a result of this Contract will be our property.

## 15. USE OF DATA

- 15.1 We respect your privacy and are committed to providing you with a clear understanding of how we use your data. To find out about the ways in which we protect and use your data, please visit our Privacy Notice and Policy at [www.edfenergy.com/terms-conditions/privacy-cookie-policy](http://www.edfenergy.com/terms-conditions/privacy-cookie-policy). If you'd like a hard copy of the privacy policy you can contact us on 0800 096 9000 and we'll post it to you.

## 16. GRID SERVICES

- 16.1 If you have chosen to take Grid Services then the Grid Services additional conditions in Section 3 will apply.

## 17. ADVICE AND COMPLAINTS

- 17.1 If you have any concerns or complaints we'd like to help. To contact our complaints team call 0800 096 9000 (Monday to Friday 8am to 8pm and Saturday 8am to 2pm) or email [customer\\_correspondence@EDFenergy.com](mailto:customer_correspondence@EDFenergy.com) or write to: FREEPOST: EDF Energy – Plymouth.
- 17.2 If you have an issue with the Battery post installation contact Powervault under the terms of the warranty. Details are available [here](#)

## 18. MISCELLANEOUS

- 18.1 You cannot transfer your rights or obligations under this Contract without us agreeing to this in writing in advance.
- 18.2 We can subcontract any of our obligations under the Contract without your permission, however if so we will ensure our Contractor remains responsible for such obligations.
- 18.3 If any clause of this Contract becomes illegal, invalid or unenforceable, that clause will apply with whatever deletion or change is needed so that it continues to be legal, valid and enforceable.
- 18.4 Except under Clause 13, neither of us can change the Contract without the other's agreement in writing.

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- 18.5 No failure to exercise any right, will stop us exercising that right in future.
- 18.6. The Contract sets out the entire agreement between us in relation to this subject matter.
- 18.7. Except as expressly set out in the Contract, a person who is not Party to the Contract may not enforce any term of the Contract under the Contracts (Rights of Third Parties) Act 1999.
- 18.8. English law governs the Contract and its interpretation and any non-contractual obligations arising from or connected with it and agree that English courts have exclusive jurisdiction to settle any dispute arising as a result of this Contract.

## SECTION 1 - DEFINITIONS

**"Additional Works"** means any works which are not included in the Standard Installation Package and for which you may be charged by the installer in accordance with Part C of Section 3;

**"Contract"** means the contract between you and us, made up of these Terms and Conditions.

**"Contract Date"** is the date we accept your order. We will confirm this to you in writing at the time.

**"Law"** means in relation to any person, undertaking and any circumstance, all laws, regulations, standards or codes determined by any governmental or regulatory authority which apply to such person, undertaking or such circumstance from time to time and shall include Environmental Laws.

**"Battery User Manual"** means the documentation setting out the manner in which you should store, maintain, use and otherwise deal with the Battery and any ancillary items (including, without limitation, any pre-existing equipment to which the Battery may be connected and any consumables associated with the Battery).

**"Battery"** means the smart energy storage (Powervault) system, as further described in Section 3 Part A (The Battery), including all ancillary equipment.

**"Battery Warranties"** means the warranties set out in here and any such additional warranties as may be provided by a Contractor to us from time to time.

**"Business Day"** means a day (other than a Saturday or Sunday) on which banks are open in London for the transaction of general business.

**"Charges"** means the charges in respect of the Installation and purchase of the Battery at either the discounted or non-discounted price, as set out in Section 3 of this contract, and any other costs and expenses incurred by us under or pursuant to this Contract.

**"Competent Authority"** means any local, national or supranational agency, authority, department, inspectorate, minister, official, court, tribunal or public or statutory person (whether autonomous or not) of the United Kingdom (or the government thereof) or the member states of the European Union which have jurisdiction over either of the Parties or the subject matter of the Contract.

**"Consents"** means any permissions, consents, approvals, authorisations, licences, certificates and permits issued by any Competent Authority or a court of competent jurisdiction.

**"Contractor"** means any of our contractors or subcontractors (including their permitted sub contractors) engaged to perform any of our obligations under the Contract or otherwise provide works and/or services for us, or on our behalf of, in connection with the Contract, included but not limited to Powervault.

**"You"** means the buyer of the Battery.

**"We, us, our"** means EDF Energy Customers Limited, registered in 90 Whitfield Street, London W1T 4EZ, incorporated in England and Wales.

**"Environmental Law"** means any and all present and future laws relating to the environment, human health, public safety, protected animal or plant species, cultural resources, preservation or reclamation of natural resources, or hazardous materials.

**"Grid Services"** means the grid balancing services we may undertake under this Agreement as further detailed in Part B of Section 3;

**"Act of God"** means, in relation to either Party, any event or circumstance which is beyond the reasonable control of such Party (not including an event or circumstance caused by the negligence or lack of care and attention of that Party or its officers or employees) but otherwise including an act of God, strike lockout or other industrial disturbance, sub-contractor failure, war declared or undeclared, threat of war, terrorist act, blockade, revolution, riot, insurrection, civil commotion, public demonstration, sabotage, act of vandalism, lightning, fire, storm, flood, earthquake, lack of water arising from weather or environmental problems, explosion, government restraint.

**"Indirect Loss"** means any indirect or consequential loss, including any loss of profits, loss of sales or business, loss of agreements or contracts, loss of anticipated savings, loss of or damage to goodwill, loss of use or corruption of software, data or information (to the extent the same constitute indirect or consequential loss).

**"Intellectual Property Rights"** means all intellectual property rights and industrial rights including, patents, trademarks, service marks and trade or business names (including rights in goodwill), design rights, copyright (including copyright in plans, designs and computer programme), database rights, semiconductor topography rights, domain names, know-how and any similar or analogous rights to any of the foregoing which may subsist at any time in any part of the world (whether the foregoing rights are registered, unregistered or form pending applications or are un-registrable) and including any rights to apply for the foregoing.

**"Parties"** means us and yourself and "Party" shall be construed accordingly.

**"Powervault"** means Powervault Limited incorporated and registered in England and Wales with company number 08313356 whose registered office is at 105, Sumner Street, London, SE1 9HZ

**"Premises"** means the address where you have indicated you would like to have the Battery installed.

**"Standard Installation Package"** means the installation works included within the price of the Charges at the time you place an order for the Battery, as detailed in Part C of Section 3;

**"Warranty Period"** means the warranty period set out in Section 2, which shall be no less than 12 months.

## SECTION 2 – BATTERY MANUFACTURER WARRANTY

1. Details of the battery warranty are available [here](#);
2. Purpose: This Limited Warranty for repair and/or replacement of faulty parts is included in the retail price of Powervault Product sold from 01 June 2018; and until EDF Energy updates this Limited Warranty document.

## SECTION 3 – TECHNICAL

### PART A – BATTERY SPECIFICATION

The detailed specification for the Powervault 3 battery is [here](#)

### PART B – GRID SERVICES

1. This Part B only applies where you have opted to buy the Battery at a discounted price.
2. When you purchase the discounted Powervault 3 Battery System (the "Battery") from us you are agreeing to enter into the Contract in accordance with the Terms and Conditions for a fixed term of 10 (ten) years. As part of this, we reserve the right to undertake certain grid balancing services
3. By entering into this Contract, you agree to allow us to charge and discharge your Battery at our discretion. This may mean that other parties assist us in doing so.
4. If you have bought the Battery from us at a discounted price and you subsequently wish to end the Grid Services before the scheduled expiry date of the Contract being 10 (ten) years from the Contract Date, you will be charged a termination fee calculated as below:

$$\frac{\text{customer discount}}{120 \text{ months}} \times \text{number of months remaining}$$

Part months are rounded down

Worked example: if you have purchased a 4.1kWh Battery system and ended the Grid Services 5 years (i.e. 60 months) after buying your system from EDF Energy we would charge

$$\frac{£1560}{120} \times 60 = £780$$

If you want to end the Grid Services contract please contact us at [powervaultqueries@edfenergy.com](mailto:powervaultqueries@edfenergy.com)

5. If you have a smart meter installed we may request access to your half-hourly smart metering data.

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## PART C – CHARGES AND INSTALLATION OF THE BATTERY

The cost of the Battery will be different depending on whether you buy it with or without Grid Services:

	Price inc VAT
4.1kWh Battery package, standard installation	£4,859.00
8.2kWh Battery package, standard installation	£7,059.00
4.1kWh Battery package, standard installation, EDF Energy Grid Services	£3,299.00
8.2kWh Battery package, standard installation, EDF Energy Grid Services	£4,999.00

## STANDARD INSTALLATION PACKAGE

Whichever option you choose from the above, the Charges paid by you will include a "Standard installation" package if the following requirements are met:

### Location/ Environment

- The location where the Battery will be Installed must be indoors, being a utility room, hallway, living room, garage, basement or other indoor location where:
  - temperature remains between 0°C – 35°C
  - relative humidity remains between 40% - 60%
  - there are systems in place to prevent condensation
- The location must accommodate the physical dimensions of the Battery system and permit air flow to/from the Battery chassis; nothing should cover or seal the air grilles
- The location's floor/wall must withstand the weight of the Battery
- The location must be easily accessible and should not involve any clearing, tidying, or work that involves the unreasonable preparation of the location for installation

### Wiring

- The location must be within a wiring distance of 10 metres from the consumer unit (fuse box)
- The location must permit "simple wire routing" from the Battery to the consumer unit (fuse box). "Simple wire routing" is defined as wiring that does not require drilling through walls or routing through more than one room
- There must be a spare breaker in the consumer unit (fuse box) to connect the Battery system to the house supply
- The location must have an accessible internet supply, which the Battery can connect to via Ethernet, Powerline or Wi-Fi

### The "Standard installation" package includes the following:

- Pre-delivery, pre-installation remote (off-site) survey using information and pictures of the site sent by the Customer to Powervault
- Unpacking and assembly of the Battery system
- The installation of the Battery system in the specified location
- Connecting, via "simple wire routing" (see definition, above), the Battery to a spare breaker in the consumer unit, including the associated conduit wiring of up to 10 metres (wiring distance)
- Connecting the Battery to an internet supply via either Ethernet or Powerline or Wi-Fi
- Commissioning the Battery online, including registration on the Powervault Customer Portal
- Testing and confirming the Battery system is operating in accordance with its technical specifications
- Quick overview of the Powervault Portal
- The removal of all packaging from site
- Three hours of the Installer's time on site, or the total amount of time required to complete the above items that constitute the "standard installation" package.

## ON-SITE SURVEY

Included within the "Standard installation" package is a remote, off-site survey using information and images sent by you to our Installation Contractor. If, for whatever reason, the Installation Contractor cannot establish the extent of the works required to install the Battery, they may need to send an engineer to your Premises to establish if and how the Battery system can be connected to the home. If this happens, you will have to pay a flat fee of £150 charge for this service.

## On-site Survey

Price inc VAT

Site visit by Installer to identify work required to install the Battery in Customer Premises	£150
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- Charge is payable in advance (upon receipt of invoice) and is non-refundable
- Charge is payable directly by you to the Installer

## ABORTIVE VISIT FEE

You and the Installer reserve the right to cancel a scheduled on-site survey or installation visit up to one working day (Monday – Friday, 9am – 5pm) before the scheduled appointment. However, if you do not attend the appointment and you have not cancelled the appointment and the Installer attends your Premises to fulfil either the on-site survey or installation, you will be liable to pay an "Abortive Visit Charge" as detailed below;

Where the Installer attends your Premises to Install the Battery or carry out a site survey or Additional Works and you, or a person appointed on your behalf, are not present, the Installer shall first attempt to contact you by phone and request your presence on site. Should you be able to return within thirty minutes of the call, the Installer shall remain at the Premises, and will carry out the Installation of the Battery upon your return. If you cannot attend the Premises within thirty minutes of the call, you are liable to pay an "Abortive Visit" charge, which is flat fee of £230 charge.

## Abortive Visit

Price inc VAT

The Installer's scheduled appointment is aborted by the Customer, or as a result of the Customer failing to perform their contractual obligations, or where the Premise is not suitable.	£230
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- Charge is payable upon receipt of invoice and is non-refundable
- Charge is payable directly to the installer

## ADDITIONAL WORKS

If the Installation of the Battery requires any works that are not covered by the "Standard Installation" package described above, you will be expected to cover the cost of any additional materials and/or labour required. Additional works required to complete the Installation of the Battery will be identified during either the remote off-site survey or the on-site survey. If, on the day of Installation, the scope of Installation or Installation location has changed from what was advertised and identified during either the remote or on-site survey process, you are liable to pay for any additional, unforeseen works that may be required to install the Battery. Any such additional, non-standard works which fall outside the Standard Installation package and their associated costs will be charged as follows:

### Labour

Type of work	Price inc VAT
Additional conduit wiring, inc. drilling of holes and laying of cables	£60/hour
Preparing and reinforcing of wall or floor	£60/hour
Installation of a new mini consumer unit	£60/hour
Any other non-standard work required for installation	£60/hour

### Materials

Type of work	Price inc VAT
Additional conduit wiring	£4.80/metre
Materials used to prepare and reinforce the wall or floor	Cost + 10%
New mini consumer unit	£72
Any other materials required for installation	Cost + 10%

## Removal of equipment if cancellation during cooling off period is invoked

Type of work	Price inc VAT
Removal of all equipment	£360

- Charge is payable upon receipt of invoice and is non-refundable
- Charge is payable directly to the installer