
ELECTROROUTE'S DEPOSIT POLICY

ELECTROROUTE ENERGY TRADING LIMITED

Applicability

This deposit policy applies to ElectroRoute's non-domestic gas supply activities.



ElectroRoute may in certain circumstances ask our customers for a security deposit. Every new potential customer will go through a credit check which will help us determine whether a deposit is required.

Should we require a deposit, its amount will be decided based on the customer's risk profile and projected energy consumption.

As a general rule, ElectroRoute will not require a security deposit from customers who have elected to pay their bills via direct debit. However, should the customer later switch payment method or should the direct debit subsequently fail, a deposit may be requested.

Customers from whom a security deposit was requested, switching to direct debit during the course of their supply contract with us will have their security deposit refunded in full at the time of switching, provided all prior payments were paid in line with our payment terms.

Security deposits will be repaid in full upon closure of customers' accounts, provided all sums due have been paid.