

## Terms and Conditions for Discount Bundles (ROI)

- (a) There are four (4) discount bundles (set out in the table below) that may apply to the price of Liquefied Petroleum Gas (“**Gas**”) supplied by Calor Teoranta (“**Calor**”), trading as Calor Gas, Calor Ireland, Blugas, and Calor Kosangas, to the customer
- (b) These supplemental terms and conditions for discount bundles are in addition to, and must be read in conjunction with the ‘Agreement for the Supply of Gas to domestic bulk central heating customers’ between the customer and Calor (the “**Supply Agreement**”). Capitalised terms used in these supplemental terms and conditions have the meaning given to them in the Supply Agreement.
- (c) The discount bundles are only available to eligible new and existing domestic bulk central heating customers of Calor located in the Republic of Ireland from 23rd October 2015 (“**Domestic Customers**”).
- (d) To avail of a discount bundle, (i) an existing Domestic Customer must continue to order Gas in accordance with their Supply Agreement in place with Calor; or (ii) a new Domestic Customer is required to enter into a Supply Agreement with Calor for a Calor domestic bulk central heating account for a minimum of 24 months.
- (e) To avail of a discount bundle, the Domestic Customer agrees to acquire and maintain the following applicable requirements on their Calor account:

Discount Bundle	Applicable Requirements
(i) Platinum Discount Bundle	<p><b>Either:</b> EasiPay Plan <b>or</b> Direct Debit</p> <p><b>and</b></p> <p style="padding-left: 40px;">Automatic Top-Up</p> <p><b>and</b></p> <p style="padding-left: 40px;">Paperless Billing</p>
(ii) Gold Discount Bundle	<p><b>Either:</b> EasiPay Plan <b>or</b> Direct Debit</p> <p><b>and</b></p> <p style="padding-left: 40px;">Automatic Top-Up</p>
(iii) Silver Discount Bundle	<p><b>Either:</b> EasiPay Plan <b>or</b> Direct Debit</p> <p><b>and</b></p> <p style="padding-left: 40px;">Paperless Billing</p>
(iv) Bronze Discount Bundle	<p><b>Either:</b> EasiPay Plan</p> <p><b>or</b></p> <p style="padding-left: 40px;">Direct Debit</p> <p><b>or</b></p> <p style="padding-left: 40px;">Automatic Top-Up</p> <p><b>or</b></p> <p style="padding-left: 40px;">Paperless Billing</p>

- (f) To take account of market conditions, variation in Gas prices and the non-gas element of the price of Gas, the price of Gas and the Annual Standing Charge may vary in accordance with the Supply Agreement. Any such variation will not affect the discount amount applicable to the various discount bundles. Nothing in this paragraph (f) affects any right the Domestic Customer may have to terminate the Supply Agreement in accordance with its terms.
- (g) If a Domestic Customer fails to maintain the applicable requirements of their discount bundle (as set out in the table above) for any reason, Calor will withdraw any such discount amounts as relevant and such Domestic Customer will be moved, if applicable, to another appropriate discount bundle. For the avoidance of doubt, where a Domestic Customer does not acquire and maintain the applicable requirements for any discount bundle, no discount amount will be available to such Domestic Customer.

*For example, where a Domestic Customer chooses the “Bronze Discount Bundle” and such Domestic Customer elects to receive paperless bills from Calor, the applicable discount amount will be applied to their Calor gas account and shown on their bill. If at a later stage, the Domestic Customer elects not to receive paperless bills but requires paper bills from Calor, the Domestic Customer will no longer be eligible to avail of the “Bronze Discount Bundle” and the relevant discount withdrawn.*

- (h) Once a discount bundle is withdrawn or a Domestic Customer is no longer eligible to avail of any discount bundle, no discount will apply.
- (i) The discount bundles applicable to Domestic Customers:
  - (i) are non-transferable and cannot be refunded or exchanged;
  - (ii) cannot be used in conjunction with any other discounts for EasiPay Plan, Direct Debit, Automatic Top-Up or Paperless Billing;
  - (iii) are not available to Calor’s metered estate customers; and
  - (iv) are not available to Domestic Customers on cash with orders, with the exception of the discount for paperless billing.
  - (v) are not available to a Calor employee and/or a Calor third party contractor and/or any member of a Calor employee’s immediate and or extended family and/or a Calor third party contractor’s immediate and or extended family at any time.
- (j) In these supplemental terms and conditions for discount bundles:
  - (i) **“EasiPay Plan”** means where the Domestic Customer agrees to pay their Calor bill in equal monthly instalments over the year and the instalments are based on the Domestic Customer’s Gas usage (in volume), plus the standing charge, over the last 12 month period. Over the course of the year a Domestic Customer’s gas consumption will be reviewed by Calor and Calor will notify the Domestic Customer if the monthly instalment needs to be increased or decreased in line with their consumption pattern;
  - (ii) **“Direct Debit”** means where the Domestic Customer agrees to have their Calor bill deducted automatically from their bank account after delivery of their Gas;
  - (iii) **“Automatic Top-Up”** means the Domestic Customer does not order gas directly with Calor but instead agree to allow Calor to monitor the Gas levels within the Domestic Customer’s Tank and to top-up the Tank with Gas at a time Calor determines; and .

- (iv) **"Paperless Billing"** means where the Domestic Customer agrees to receive electronic bills from Calor via their online Calor account at [www.mycalorgas.com](http://www.mycalorgas.com) rather than paper bills by post.
  
- (k) Calor are entitled to vary or withdraw these supplemental terms and conditions for discount bundles from time to time and Calor will notify the Domestic Customer in advance by giving not less than 2 weeks prior notice in the appropriate form of any such variation or withdrawal.