



Capped Price Energy

A Guaranteed Deal



Capped Price Energy April 2011 Offer.
Pricing information April 2010



SCOTTISHPOWER
The Energy People

This Capped Price Energy April 2011 Offer is only available to existing Capped Price Energy April 2010 Offer customers. With our Capped Price Energy April 2011 Offer the prices you pay for your energy units will not rise above the cap before April 2011[†]. And what's more, if our standard prices fall below the capped prices, your prices will fall too.

In addition to capped prices until April 2011[†], you could also benefit from:

- Gas & Electricity Offer annual discount* of £16.80 (inc. VAT).
- Online Energy Service annual discount** of £5.25 (inc. VAT) for gas and £10.50 (inc. VAT) for electricity.

We may apply cancellation charges inclusive of VAT of £30 for electricity and £20 for gas if you switch to Capped Price Energy April 2011 but then cancel your supply contract or switch to another of our tariff(s) after 14th May 2010 and before 31st March 2011. This charge will not be applied if the agreement is cancelled due to a home move.

Finding your prices

To help find your own prices for this offer you will need the following information.

ScottishPower Gas and Electricity Prices

For domestic, Capped Price Energy April 2011 Offer customers effective from 1st April 2010.

Standing Charge Options

Pay monthly by Direct Debit

Electricity Prices			excluding VAT			including VAT		
Supply Area Code	Supply Area	Meter Type	Daily Service Charge	All/Day kWh	Night kWh	Daily Service Charge	All/Day kWh	Night kWh
10	Eastern	Single Rate	13.89p	10.793p	n/a	14.58p	11.333p	n/a
10	Eastern	Two Rate	16.20p	11.334p	5.923p	17.01p	11.901p	6.219p
11	East Midlands	Single Rate	16.81p	10.366p	n/a	17.67p	10.884p	n/a
11	East Midlands	Two Rate	17.99p	11.186p	5.434p	18.89p	11.745p	5.706p
12	London	Single Rate	16.52p	10.246p	n/a	17.35p	10.758p	n/a
12	London	Two Rate	19.39p	11.310p	4.834p	20.36p	11.876p	5.076p
13	Manweb	Domestic 5	15.36p	11.223p	n/a	16.13p	11.784p	n/a
13	Manweb	Economy 7	20.08p	12.195p	4.839p	21.08p	12.805p	5.081p
14	Midlands	Single Rate	15.87p	9.333p	n/a	16.66p	9.800p	n/a
14	Midlands	Two Rate	20.89p	10.969p	4.856p	21.84p	16.572p	5.999p
15	Northern	Single Rate	18.27p	9.219p	n/a	19.18p	9.680p	n/a
15	Northern	Two Rate	22.58p	9.876p	4.816p	23.71p	10.370p	5.057p
16	Norweb	Single Rate	15.52p	9.030p	n/a	16.30p	9.482p	n/a

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1 Your local 'Supply Area' for both Gas & Electricity



This can be found on the first page of your electricity bill using the diagram above. Simply match your local area number against the same number in the table.

2 Your Meter Type

You can find this out by checking your bill.

- If two sets of prices are shown in the 'How we calculated your statement' section of your bill under 'your electricity charges' you should refer to the 'Single Rate' prices in the booklet.
- If three sets of prices are shown in the 'How we calculated your statement' section of your bill under 'your electricity charges' you should refer to the 'Two Rate' prices in the booklet.

ScottishPower Gas and Electricity Prices

For domestic, Capped Price Energy April 2011 Offer customers effective from 1st April 2010.

Standing Charge Options

Pay monthly by Direct Debit

Gas Prices		excluding VAT		including VAT	
Supply Area Code	Supply Area	Daily Service Charge	All kWh	Daily Service Charge	All kWh
10	Eastern	17.89p	3.037p	18.78p	3.189p
11	East Midlands	19.40p	3.010p	20.37p	3.161p
12	London	16.25p	3.057p	17.06p	3.210p
13	Manweb	17.35p	3.024p	18.22p	3.175p
14	Midlands	17.21p	3.290p	18.07p	3.455p
15	Northern	17.76p	3.184p	18.65p	3.343p
16	Norweb	18.30p	3.247p	19.22p	3.409p
17	Scottish Hydro	16.25p	2.827p	17.06p	2.968p
18	ScottishPower	16.25p	2.966p	17.06p	3.114p
19	SEEBBOARD	16.25p	3.133p	17.06p	3.290p
20	Southern	17.89p	3.138p	18.78p	3.295p
21	SWALEC	15.25p	2.810p	16.05p	2.959p
22	SWEB	16.25p	3.133p	17.06p	3.290p
23	Yorkshire	18.85p	3.027p	19.75p	3.178p

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3 Are you a 'Standing Charge' or 'No Standing Charge' customer?

You can find this out by checking your bill.

- If you pay a 'Daily Service Charge' you are a 'Standing Charge' customer - this will be stated in the 'How we calculated your statement' section of your bill. If so, please refer to the 'Standing Charge Options' pages in the booklet.
- If you don't pay a 'Daily Service Charge' you are a No Standing Charge' (NSC) customer - this will be stated in the 'How we calculated your statement' section of your bill. If so, please refer to the 'No Standing Charge Options' pages in the booklet.

Are you an IGT customer?

Where your property is connected to a pipe-line system that is not owned and maintained by a large gas transporter, mains gas will be transported to your home by an Independent Gas Transporter (IGT). Prices for gas transported by an IGT are subject to an additional annual charge of £40.00 (excl. VAT), £42.00 (incl. VAT), which will be shown separately on your gas bill.

ScottishPower Gas and Electricity Prices

For domestic Capped Price Energy April 2011 Offer customers effective from 1st April 2010.

Standing Charge Options

Pay monthly by Direct Debit

Electricity Prices			excluding VAT			including VAT		
Supply Area Code	Supply Area	Meter Type	Daily Service Charge	All/Day kWh	Night kWh	Daily Service Charge	All/Day kWh	Night kWh
10	Eastern	Single Rate	13.89p	10.793p	n/a	14.58p	11.333p	n/a
10	Eastern	Two Rate	16.20p	11.334p	5.923p	17.01p	11.901p	6.219p
11	East Midlands	Single Rate	16.83p	10.366p	n/a	17.67p	10.884p	n/a
11	East Midlands	Two Rate	17.99p	11.186p	5.434p	18.89p	11.745p	5.706p
12	London	Single Rate	16.52p	10.246p	n/a	17.35p	10.758p	n/a
12	London	Two Rate	19.39p	11.310p	4.834p	20.36p	11.876p	5.076p
13	Manweb	Domestic 'S'	15.36p	11.223p	n/a	16.13p	11.784p	n/a
13	Manweb	Economy 7	20.08p	12.195p	4.839p	21.08p	12.805p	5.081p
14	Midlands	Single Rate	15.87p	9.333p	n/a	16.66p	9.800p	n/a
14	Midlands	Two Rate	20.80p	10.069p	4.856p	21.84p	10.572p	5.099p
15	Northern	Single Rate	18.27p	9.219p	n/a	19.18p	9.680p	n/a
15	Northern	Two Rate	22.58p	9.876p	4.816p	23.71p	10.370p	5.057p
16	Norweb	Single Rate	15.52p	9.030p	n/a	16.30p	9.482p	n/a
16	Norweb	Two Rate	21.09p	9.687p	4.535p	22.14p	10.171p	4.762p
17	Scottish Hydro	Single Rate	13.04p	11.074p	n/a	13.69p	11.628p	n/a
17	Scottish Hydro	Two Rate	17.58p	12.025p	5.383p	18.46p	12.626p	5.652p
18	ScottishPower	Domestic	14.40p	11.293p	n/a	15.12p	11.858p	n/a
18	ScottishPower	White Meter No.1Y	19.40p	11.613p	5.242p	20.37p	12.194p	5.504p
19	SEEBBOARD	Single Rate	12.31p	10.346p	n/a	12.93p	10.863p	n/a
19	SEEBBOARD	Two Rate	17.53p	10.396p	4.953p	18.41p	10.916p	5.201p
20	Southern	Single Rate	16.01p	10.575p	n/a	16.81p	11.104p	n/a
20	Southern	Two Rate	19.01p	11.229p	5.159p	19.96p	11.790p	5.417p
21	SWALEC	Single Rate	18.26p	10.693p	n/a	19.17p	11.228p	n/a
21	SWALEC	Two Rate	22.01p	11.700p	4.898p	23.11p	12.285p	5.143p
22	SWEB	Single Rate	16.39p	10.367p	n/a	17.21p	10.885p	n/a
22	SWEB	Two Rate	18.91p	11.046p	4.937p	19.86p	11.598p	5.184p
23	Yorkshire	Single Rate	16.47p	10.251p	n/a	17.29p	10.764p	n/a
23	Yorkshire	Two Rate	17.13p	9.591p	4.513p	17.99p	10.071p	4.739p

The Gas & Electricity Offer annual discount* and the Online Energy Service annual discount** may apply.

ScottishPower Gas and Electricity Prices

For domestic Capped Price Energy April 2011 Offer customers effective from 1st April 2010.

No Standing Charge Options

Pay monthly by Direct Debit

Electricity Prices			excluding VAT			including VAT		
Supply Area Code	Supply Area	Meter Type	First 225kWh used each quarter	All/Day remaining kWh	Night kWh	First 225kWh used each quarter	All/Day remaining kWh	Night kWh
10	Eastern	Single Rate	16.426p	10.793p	n/a	17.247p	11.333p	n/a
10	Eastern	Two Rate	17.904p	11.334p	5.923p	18.799p	11.901p	6.219p
11	East Midlands	Single Rate	17.192p	10.366p	n/a	18.052p	10.884p	n/a
11	East Midlands	Two Rate	18.483p	11.186p	5.434p	19.407p	11.745p	5.706p
12	London	Single Rate	16.946p	10.246p	n/a	17.793p	10.758p	n/a
12	London	Two Rate	19.174p	11.310p	4.834p	20.133p	11.876p	5.076p
13	Manweb	Domestic 'S'	17.453p	11.223p	n/a	18.326p	11.784p	n/a
13	Manweb	Economy 7	20.339p	12.195p	4.839p	21.356p	12.805p	5.081p
14	Midlands	Single Rate	15.770p	9.333p	n/a	16.559p	9.800p	n/a
14	Midlands	Two Rate	18.505p	10.069p	4.856p	19.430p	10.572p	5.099p
15	Northern	Single Rate	16.629p	9.219p	n/a	17.460p	9.680p	n/a
15	Northern	Two Rate	19.034p	9.876p	4.816p	19.986p	10.370p	5.057p
16	Norweb	Single Rate	15.324p	9.030p	n/a	16.090p	9.482p	n/a
16	Norweb	Two Rate	18.241p	9.687p	4.535p	19.153p	10.171p	4.762p
17	Scottish Hydro	Single Rate	16.363p	11.074p	n/a	17.181p	11.628p	n/a
17	Scottish Hydro	Two Rate	19.156p	12.025p	5.383p	20.114p	12.626p	5.652p
18	ScottishPower	Domestic	17.133p	11.293p	n/a	17.990p	11.858p	n/a
18	ScottishPower	White Meter No.1Y	19.482p	11.613p	5.242p	20.456p	12.194p	5.504p
19	SEEBOARD	Single Rate	15.339p	10.346p	n/a	16.106p	10.863p	n/a
19	SEEBOARD	Two Rate	17.506p	10.396p	4.953p	18.381p	10.916p	5.201p
20	Southern	Single Rate	17.069p	10.575p	n/a	17.922p	11.104p	n/a
20	Southern	Two Rate	18.939p	11.229p	5.159p	19.886p	11.790p	5.417p
21	SWALEC	Single Rate	18.099p	10.693p	n/a	19.004p	11.228p	n/a
21	SWALEC	Two Rate	20.627p	11.700p	4.898p	21.658p	12.285p	5.143p
22	SWEB	Single Rate	17.015p	10.367p	n/a	17.866p	10.885p	n/a
22	SWEB	Two Rate	18.716p	11.046p	4.937p	19.652p	11.598p	5.184p
23	Yorkshire	Single Rate	16.930p	10.251p	n/a	17.777p	10.764p	n/a
23	Yorkshire	Two Rate	16.539p	9.591p	4.513p	17.366p	10.071p	4.739p

The Gas & Electricity Offer annual discount* and the Online Energy Service annual discount** may apply.

ScottishPower Gas and Electricity Prices

For domestic Capped Price Energy April 2011 Offer customers effective from 1st April 2010.

Standing Charge Options

Pay monthly by Direct Debit

Gas Prices		excluding VAT		including VAT	
Supply Area Code	Supply Area	Daily Service Charge	All kWh	Daily Service Charge	All kWh
10	Eastern	17.89p	3.037p	18.78p	3.189p
11	East Midlands	19.40p	3.010p	20.37p	3.161p
12	London	16.25p	3.057p	17.06p	3.210p
13	Manweb	17.35p	3.024p	18.22p	3.175p
14	Midlands	17.21p	3.290p	18.07p	3.455p
15	Northern	17.76p	3.184p	18.65p	3.343p
16	Norweb	18.30p	3.247p	19.22p	3.409p
17	Scottish Hydro	16.25p	2.827p	17.06p	2.968p
18	ScottishPower	16.25p	2.966p	17.06p	3.114p
19	SEEBOARD	16.25p	3.133p	17.06p	3.290p
20	Southern	17.89p	3.138p	18.78p	3.295p
21	SWALEC	15.29p	2.818p	16.05p	2.959p
22	SWEB	16.25p	3.133p	17.06p	3.290p
23	Yorkshire	18.85p	3.027p	19.79p	3.178p

The Gas & Electricity Offer annual discount* and the Online Energy Service annual discount** may apply.

For domestic Capped Price Energy April 2011 Offer customers effective from 1st April 2010.

No Standing Charge Options

Pay monthly by Direct Debit

Gas Prices		excluding VAT		including VAT	
Supply Area Code	Supply Area	First 670kWh used each quarter	All remaining kWh	First 670kWh used each quarter	All kWh kWh
10	Eastern	5.473p	3.037p	5.747p	3.189p
11	East Midlands	5.652p	3.010p	5.935p	3.161p
12	London	5.270p	3.057p	5.534p	3.210p
13	Manweb	5.387p	3.024p	5.656p	3.175p
14	Midlands	5.634p	3.290p	5.916p	3.455p
15	Northern	5.602p	3.184p	5.882p	3.343p
16	Norweb	5.739p	3.247p	6.026p	3.409p
17	Scottish Hydro	5.040p	2.827p	5.292p	2.968p
18	ScottishPower	5.179p	2.966p	5.438p	3.114p
19	SEEBOARD	5.346p	3.133p	5.613p	3.290p
20	Southern	5.574p	3.138p	5.853p	3.295p
21	SWALEC	4.900p	2.818p	5.145p	2.959p
22	SWEB	5.346p	3.133p	5.613p	3.290p
23	Yorkshire	5.594p	3.027p	5.874p	3.178p

The Gas & Electricity Offer annual discount* and the Online Energy Service annual discount** may apply.

ScottishPower Gas and Electricity Prices

For domestic Capped Price Energy April 2011 Offer customers effective from 1st April 2010.

Pay monthly by Direct Debit

Electricity Heating – ScottishPower Area – Supply Area code 18

Electricity Prices	excluding VAT				including VAT			
	Meter Type	Daily Service Charge	All/Day kWh	Night/Off-Peak kWh	Control kWh	Daily Service Charge	All/Day kWh	Night/Off-Peak kWh
Comfortplus Control	29.84p	11.293p	n/a	5.192p	31.33p	11.858p	n/a	5.452p
ComfortPlus White Meter	20.47p	11.613p	5.242p	4.630p	21.49p	12.194p	5.504p	4.862p
Domestic & Economy 2000	17.28p	11.293p	5.836p	n/a	18.14p	11.858p	6.128p	n/a
Domestic & Off-Peak C	17.28p	11.293p	6.707p	n/a	18.14p	11.858p	7.042p	n/a
Domestic & Off-Peak 2#	17.28p	11.293p	9.123p	n/a	18.14p	11.858p	9.579p	n/a
Domestic & Off-Peak A#	17.28p	11.293p	5.456p	n/a	18.14p	11.858p	5.729p	n/a
Domestic & Off-Peak D#	17.28p	11.293p	8.026p	n/a	18.14p	11.858p	8.427p	n/a

The Gas & Electricity Offer annual discount* and the Online Energy Service annual discount** may apply.

Pay monthly by Direct Debit

Electricity Heating – Manweb – Supply Area code 13

Electricity Prices	excluding VAT				including VAT			
	Meter Type	Daily Service Charge	All/Day kWh	Night/Low Off-Peak Units	Control Units	Daily Service Charge	All/Day kWh	Night/Low Off-Peak Units
Option 14	22.15p	14.331p	5.452p	n/a	23.26p	15.048p	5.725p	n/a
Twinheat A and B	20.08p	12.187p	5.488p	n/a	21.08p	12.796p	5.762p	n/a
Economy 7 Plus	21.40p	12.195p	4.839p	4.346p	22.47p	12.805p	5.081p	4.563p
White Meter 8#	20.08p	13.247p	5.548p	n/a	21.08p	13.909p	5.825p	n/a
Domestic 'S' & Off-Peak A#	19.02p	11.223p	6.166p	n/a	19.97p	11.784p	6.474p	n/a
Domestic 'S' & Off-Peak C#	19.02p	11.223p	4.833p	n/a	19.97p	11.784p	5.075p	n/a
Domestic 'S' & Off-Peak D#	19.02p	11.223p	5.811p	n/a	19.97p	11.784p	6.102p	n/a
Domestic 'S' & Off-Peak E#	19.02p	11.223p	4.158p	n/a	19.97p	11.784p	4.366p	n/a

The Gas & Electricity Offer annual discount* and the Online Energy Service annual discount** may apply.

Domestic Capped Price Energy April 2011 Offer customers (ScottishPower Area):

Descriptions and Recommended Applications

These descriptions cover general principles. Actual prices charged vary from time to time, depend on choice of payment method, and are listed separately.

Domestic

This tariff has a Daily Service Charge which applies regardless of usage and a single kWh rate for all electricity used. The Domestic tariff is intended for customers who make use of electricity for general domestic purposes only. It is also suitable for most customers who use direct acting electric heating (i.e. non-storage based systems). For customers who are supplied on the "No Standing Charge" option, there is a primary block rate which is applied to the first 900 kWh used per annum. The "No Standing Charge" option will be of financial benefit to customers who use up to the primary block limit per annum.

White Meter No. 1 (WM1)^Y

This tariff has a Daily Service Charge which applies regardless of usage and two different kWh rates: these apply to all electricity used during Day and Night times respectively. 'Night' is formally defined as any period of 8.5 hours at ScottishPower's discretion between 2200 and 0830 GMT, but in practice should be one of the following:

2300 to 0730 GMT

(i.e. 0000 to 0830 BST in summer),

2345 to 0815 Local Time

(i.e. same clock time all year), or

0000 to 0830 Local Time at the choice of ScottishPower

'Day' means at all other times. Compared to Domestic tariff, the WM1 Daily Service Charge and the Day kWh rate are slightly higher. The Night kWh rate is, however, significantly lower. WM1 is intended for customers who make substantial use of electricity at Night. About 35% of the electricity used by continuously operating appliances such as freezers is automatically taken at night. Early morning use of lighting, heating and cooking is also likely to occur in the Night period, and other appliances such as washing machines and dishwashers can be deliberately operated at Night to take advantage of the low price.

Prior to 1991 customers could choose WM1 for operation of storage heaters, which were normally arranged to only use electricity at Night. Customers who choose WM1 following its re-introduction in 2004 may not use it for storage heating. WM1 customers who did use storage heaters prior to this may continue to do so, but a better option would be to request a transfer to ScottishPower's ComfortPlus White Meter tariff (CPWM) - described below. CPWM gives enhanced heater performance combined with a lower kWh price. For customers who are supplied on the "No Standing Charge" option, there is a primary block rate which is applied to the first 900 'day' kWh used per annum. The "No Standing Charge" option will be of financial benefit to customers who use up to the primary block limit per annum.

ComfortPlus White Meter (CPWM)

This tariff has a Daily Service Charge which applies regardless of usage and three different kWh rates. These are the 'Day', 'Night' and 'Controlled Circuit' rates and are applied as follows:

- Day and Night rates apply to electricity used for general purposes, excluding storage space heating, during Day and Night times respectively.
- Night is formally defined as any period of 8.5 hours at ScottishPower's discretion between 2200 and 0830 Local Time, but in practice would normally be 0000 to 0830 Local Time.
- Day means at all other times
- The Controlled Circuit kWh price applies to electricity supplied via a separate controlled circuit to storage space heating. The controlled circuit operates in one of two ways according to customer's choice as described below.

ComfortPlus White Meter with Weathercall Option

The Controlled Circuit is energised for periods having an aggregate daily duration between 0 and 14 hours chosen by ScottishPower on the basis of forecast weather conditions. The intention is that the customer should be able to leave all storage heaters switched on with their charge controllers set to maximum and obtain a substantially constant daily average indoor temperature in each heated room throughout the year. For this temperature to provide acceptable comfort conditions it is essential that the heating system is correctly sized. The Weathercall Option is therefore recommended for houses with correctly sized heating systems using high capacity storage heaters.

ComfortPlus White Meter without Weathercall

The Controlled Circuit is energised for two or more periods with an aggregate daily duration of 8.5 hours. The customer must control the storage heating manually by varying the setting of individual heaters' charge controllers. As an alternative, some form of automatic controller can be installed.

CPWM without Weathercall is recommended for houses having partial or inadequately sized heating systems using high capacity storage heaters.

Compared to WM1, the CPWM Daily Service Charge is slightly higher but Day and Night kWh rates are essentially unchanged. The Controlled Circuit kWh rate, which applies to the storage heating usage, is however some 10% lower than Night rate.

CPWM is intended for customers who use storage heating - and indeed is only made available to customers who do - but it also offers the same benefits as WM1 for those customers who make substantial other use of electricity at Night. About 35% of the electricity used by continuously operating appliances such as freezers is automatically taken at night. Early morning use of lighting, heating and cooking is also likely to occur in the Night period, and other appliances such as washing machines and dishwashers

can be deliberately operated at Night to take advantage of the low price. Storage water heating would normally be wired to take most or all energy at Night using either the water heating control incorporated in the metering equipment or some other time control system.

ComfortPlus Control (CPC)

This tariff has a Daily Service Charge which applies regardless of usage and two different kWh rates. These are Heating kWh rate and the Other rate and are applied as follows:

Heating rate applies to all electricity supplied by the heating meter and is made available on three circuits which operate as follows:

- (a) The controlled circuit supplies storage space heating and is energised for periods having an aggregate daily duration between 0 and 14 hours chosen by ScottishPower on the basis of forecast weather conditions. The intention is that the customer should be able to leave all storage heaters switched on with their charge controllers set to maximum and obtain a substantially constant daily average indoor temperature in each heated room throughout the year. For this temperature to provide acceptable comfort conditions it is essential that the heating system is correctly sized. CPC is only permitted where the system provides whole house heating and storage heating forms at least 60% of the total installed heating load.
- (b) The storage water heating circuit supplies storage water heating and is energised for periods formally defined as being at ScottishPower's discretion totalling 4 hours per day, but in practice would normally be 0400 to 0830 Local Time.
- (c) The direct space and water heating circuit supplies direct acting space and water heating and is energised 24 hours per day.

The "Other" rate applies to electricity used for all other purposes. This will include any space or water heating not supplied by the appropriate heating circuit.

CPC has an advantage over CPWM in that all heating is supplied at the same low kWh price but, on the other hand, the Daily Service Charge is higher and the Heating rate is higher than CPWM's Controlled Circuit rate. With a well sized and properly operated heating system it should be possible to achieve a lower annual cost with CPWM (with Weathercall) than CPC.

Economy 2000

This tariff is intended for medium capacity storage boilers providing space heating or both space and water heating. Electricity for all other purposes must be taken on Domestic tariff and a combined Daily Service Charge applies. The Economy 2000 supply is made available for periods at ScottishPower's discretion totalling 18 hours per day, but with the proviso that no interruption will exceed 2 hours. It is important, therefore, that the boiler stores sufficient energy to supply space (and possibly water) heating requirements for 2 hours. Direct acting boilers without storage capacity are not permitted to make use of Economy 2000.

Off-Peak C

This tariff was originally designed for medium capacity storage heating equipment that has now been obsolete for more than 20 years. Modern high capacity storage heating can always be operated more economically on CPWM or CPC. Some systems however, e.g. underfloor storage heating, require longer availability and Off-Peak C may be suitable.

The Off-Peak C supply is made available for 24 hours per day on Saturday and Sunday and for periods at ScottishPower's discretion totalling 12 hours per day on Monday to Friday. Electricity for all other purposes must be taken on Domestic tariff and a combined Daily Service Charge applies.

Preserved Off-Peak Tariffs

Preserved tariffs are not available to new customers, but a customer with a preserved tariff may continue to use it. A transfer to a more modern tariff might be financially beneficial. It is important to note, however, that the heating equipment currently supplied on the off-peak tariff may not operate satisfactorily on a different tariff. More guidance on this is given below. If the original heating system has been replaced using adequately sized modern high capacity storage heaters a transfer to ScottishPower's ComfortPlus White Meter tariff (CPWM) would normally be preferable.

Off-Peak A

This tariff was originally designed for high capacity storage heating systems. The Off-Peak A supply is made available for 24 hours per day on Saturday and Sunday and for 8 hours at ScottishPower's discretion on Monday to Friday. Electricity for all other purposes must be taken on Domestic Tariff and a combined Daily Service Charge applies. Unless the weekend availability is of some particular benefit, a better option would be to request a transfer to CPWM. CPWM gives enhanced heater performance combined with a lower kWh price.

Off-Peak D

This tariff was originally designed for low capacity storage heating equipment that has now been obsolete for more than 30 years. The Off-Peak D supply is made available for 24 hours per day on Saturday and Sunday and for periods at ScottishPower's discretion totalling 16 hours on Monday to Friday. Electricity for all other purposes must be taken on Domestic tariff and a combined Daily Service Charge applies.

Some systems, e.g. under-floor storage heating, require long daily availability and if such a heating system is retained there may not be any realistic alternative to Off-Peak D. An exception to this is where substantially improved insulation has been fitted to a property since the Off-Peak D heating system was designed: in these circumstances a transfer to Off-Peak C might be justified and would reduce the kWh price. Off-Peak D was occasionally used to supply medium capacity storage boilers: in such cases a transfer to Economy 2000 would give improved heating performance and a lower kWh price.

Off-Peak 2

This tariff was originally designed for low capacity storage heating equipment that has now been obsolete for more than 40 years. The Off-Peak 2 supply is made available for 24 hours per day on Saturday and Sunday and for periods at ScottishPower's discretion totalling 20 hours on Monday to Friday. Electricity for all other purposes must be taken on Domestic Tariff and a combined Daily Service Charge applies.

Low capacity storage heating equipment designed to operate with Off-Peak 2 will not operate satisfactorily on a more modern tariff.

These details are correct at time of publication but may be varied or withdrawn without notice.

These descriptions cover general principles. Actual prices charged vary from time to time, depend on choice of payment method, and are listed separately.

Domestic Capped Price Energy April 2011 Offer customers (Manweb Area):

Descriptions and Recommended Applications

Domestic 'S'

This tariff has a Daily Service Charge, which applies regardless of usage and a single kWh rate for all electricity used. The Domestic tariff is intended for customers who make use of electricity for general domestic purposes only. It is also suitable for most customers who use direct acting electric heating (i.e. non-storage based systems).

For customers who are supplied on the "No Standing Charge" option, there is a primary block rate which is applied to the first 900 kWh used per annum. The "No Standing Charge" option will be of financial benefit to customers who use up to the primary block limit per annum.

Economy 7

This is a two-rate tariff and designed for customers who can make use of a period of off peak electricity during the night. Typically (but not exclusively) for customers with storage heating and/or electric water heating. Compared with Domestic 'S', daily service charge and day rate units are charged at a higher price with Night unit significantly lower than the Day rate prices.

Night is formally defined, as any continuous period of 7 hrs at Scottish Power's discretion between the hours of 24.00hrs and 08.00 hrs, but in practice should be one of the following.

24.00hrs to 07.00hrs GMT
(i.e. 01.00hrs to 08.00hrs BST in summer)

24.30hrs to 07.30hrs GMT
(i.e. 01.30hrs to 08.30hrs BST in summer)

"Day" means at all other times.

Customers with old style mechanical timeswitches may experience variation from the above times depending on clock accuracy and settings.

Economy 7 although principally designed for use with electrical heating can be to any customers benefit if they can transfer a reasonable percentage of their daily average consumption to the night rate. Typically the break-even figure has been around 15% however this is dependant on the prevailing prices. About 30% of the electricity used by continuously operating appliances such as freezers is automatically taken at night. Early morning use of lighting, heating and cooking is also likely to occur in the Night period and other appliances such as washing machines and dishwashers can be deliberately operated at Night to take advantage of the lower price rate. Storage water heating would normally be wired to take most or all energy at Night using either the water heating control incorporated in the metering equipment or some other time control system.

For customers who are supplied on the "No Standing Charge" option, there is a primary block rate which is applied to the first 900 kWh used per annum. The "No Standing Charge" option will be of financial benefit to customers who use up to the primary block limit per annum.

Economy 7 Plus Weathercall

This tariff has a Daily Service Charge which applies regardless of usage and three different kWh rates. These are the 'Day', 'Night' and 'Controlled Circuit' rates and are applied as follows:

- Day and Night rates apply to electricity used for general purposes, excluding storage space heating, during Day and Night times respectively.
- Night is formally defined as any period of 7 hours at ScottishPower's discretion between 0000 and 0830 GMT, but in practice would normally be 0030 to 0730 Local Time.
- Day means at all other times
- The Controlled Circuit kWh price applies to all electricity supplied on two special circuits which operate as follows:

(a) The storage space heating circuit supplies storage space heating and is energised for periods having an aggregate daily duration between 0 and 14 hours chosen by ScottishPower on the basis of forecast weather conditions. The intention is that the customer should be able to leave all storage heaters switched on with their charge controllers set to maximum and obtain a substantially constant daily average indoor temperature in each heated room throughout the year. For this temperature to provide acceptable comfort conditions it is essential that the heating system is correctly sized.

(b) The storage water heating circuit supplies storage water heating and is energised for periods formally defined as being at ScottishPower's discretion totalling 4 hours per day, but in practice would normally be 0330 to 0800 Local Time.

Compared to Economy 7, the Economy 7 Plus Weathercall Daily Service Charge is slightly higher, but Day and Night kWh rates are essentially unchanged. The Controlled Circuit kWh rate, which applies to the storage space and water heating usage, is however some 10% lower than Night rate.

Economy 7 Plus Weathercall is intended for customers who use storage heating - and indeed is only made available to customers who do - but it also offers the same benefits as Economy 7 for those customers who make substantial other use of electricity at Night. About 29% of the electricity used by continuously operating appliances such as freezers is automatically taken at night. Early morning use of lighting, heating and cooking is also likely to occur in the Night period, and other appliances such as washing machines and dishwashers can be deliberately operated at Night to take advantage of the low price.

These details are correct at time of publication but may be varied or withdrawn without notice.

Twinheat

This tariff has a Daily Service Charge, which applies regardless of usage. It is a two-rate tariff designed for customers who use electricity during the night and afternoon. This tariff provides 7 hrs of off peak electricity (defined as low rate) and 17 hrs on peak electricity (defined as peak rate) in each 24 hr period. The off peak (low) period is split into two segments, the timings dependant on which option is favoured by the customer.

Twinheat A

Low rate, 4hrs between 03.00hrs and 07.00hrs & 3hrs between 13.30hrs and 16.30hrs

Peak means at all other times.

Twinheat B

Low rate, 4hrs between 21.00hrs and 01.00hrs & 3hrs between 12.00hrs and 15.00hrs

Peak means at all other times.

Twinheat was principally designed for use with electric storage heating, enabling new and existing customers to benefit from two off peak charging periods in each 24 hrs. This allows storage heaters to charge more evenly whilst also allowing the customer to heat hot water on the off peak rate. It is also possible for other high cost cooking and laundry appliances to be deliberately operated on the low rate during the day. The choice of times is fixed for each option, the customer having to decide which regime is best suited to their requirements.

Compared with Economy 7 off peak unit prices are slightly higher with peak and service charges remaining the same. Existing customers switching from Economy 7 would have no difficulty with off peak heating as the off peak circuits controlled via the teleswitch would continue to function in the same way as before. However customers who control heaters via a separate contactor or whose water heating is activated via a separate timeswitch would have to ensure these devices were adjusted to reflect the new time regime.

Option 14

This tariff has a Daily Service Charge, which applies regardless of usage. It is a two-rate tariff designed for customers who use electricity during the night and afternoon and is designed specifically for use with electric storage heating. The customer is charged at two rates defined as low and peak. This tariff provides 14 hrs of off peak electricity (defined as low rate) and 10 hrs on peak electricity (defined as peak rate) in each 24 hr period. The off peak (low) period is split into two segments, one overnight and the other during the afternoon. At ScottishPower's discretion the times are defined as: 3hrs between 1300hrs and 1600hrs (GMT) 11hrs between 2100hrs and 0800hrs (GMT).

Peak is defined as being at all other times.

The Tariff is controlled via meter equipment with an electronic timeswitch and should be consistent across all sites.

The Daily Service Charge and unit prices are significantly higher than Economy 7.

The tariff was designed specifically for use in conjunction with specially designed storage heaters equipped with half rated elements. The principle being that the heaters would charge for twice the normal period (compared with Economy 7) but with the half rated element would only consume the same number of units.

Under normal circumstances this tariff would only be made available to customers with the appropriate heating system designed for a 14 hr charge. Customers with high capacity storage heaters will obtain more economical operating on Economy 7 or Economy 7 Plus Weathercall.

In addition there are a small number of domestic customers with particularly high-energy requirements who may benefit from this tariff. Typically customers who have high underlying consumption (such as swimming pools) can benefit by maximising the use of such installations during the 14 hours of the low rate.

Preserved Tariffs

The following tariffs are preserved and not available to new customers.

White Meter 8

This tariff has a Daily Service Charge, which applies regardless of usage. It is a two-rate tariff similar to Economy 7 tariff but offers an 8 hr Night period.

Night is formally defined, as any continuous period of 8 hrs at ScottishPower's discretion between the hours of 23.00hrs and 08.00 hrs (GMT).

Off-Peak A

For supplies of electricity at off peak rates made available for approximately 10hrs at ScottishPower's discretion between 1900 hrs and 0700hrs (GMT) and for a further 2 hrs between 1330hrs and 1530hrs (GMT).

The off peak rate applies for storage heating and water heating. There is a charge for each kWh unit supplied and also a Daily Service Charge. This tariff is taken in conjunction with Domestic 'S' and therefore will require separate metering for the Off-Peak and Domestic 'S' supplies.

Off-Peak C

For supplies of electricity at off peak rates made available for approximately 8hrs at ScottishPower's discretion between 2200 hrs and 0930hrs (GMT).

The off peak rate applies for storage heating and water heating. There is a charge for each kWh unit supplied and also a Daily Service Charge. This tariff is taken in conjunction with Domestic 'S' and therefore will require separate metering for the Off-Peak and Domestic 'S' supplies.

Off-Peak D

For supplies of electricity at off peak rates made available for approximately 7hrs or 8hrs at night and 3hrs during the day according to the following criteria

Either

a) 8 hrs 2300hrs to 0700hrs (GMT) or b) 7 hrs 0130hrs to 0830hrs (GMT)

And in addition

Either c) 3 hrs 1930hrs to 1630hrs (GMT) or d) 3hrs split 1130hrs to 1300hrs (GMT) and 1500hrs to 1630hrs (GMT)

The off peak rate applies for storage heating and water heating. There is a unit charge for each kWh and also a Daily Service Charge. This tariff is taken in conjunction with Domestic 'S' and therefore will require separate metering for the Off-Peak and Domestic 'S' supplies.

Off-Peak E

For supplies of electricity at off peak rates made available for approximately 7hrs at ScottishPower's discretion between 2200 hrs and 0930hrs (GMT).

The off peak rate applies for storage heating and water heating. There is a unit charge for each kWh and also a Daily Service Charge.

This tariff is taken in conjunction with Domestic 'S' and therefore will require separate metering for the Off-Peak and Domestic 'S' supplies.

General Notes

All prices shown apply to (i) domestic electricity customers and (ii) domestic mains gas customers with annual usage not exceeding 73,268kWh, with eligible postcodes.

Two Rate Meter and Economy 7 and White Meter No. 1 Ψ means that units used at night are charged at a lower rate than those used during the day.

'Night' means 7 hours that the local distribution company in your area chooses (8 hours in Scottish Hydro Electric area and 8 $\frac{1}{2}$ in ScottishPower area) between 10pm and 10am. 'Day' means at all other times.

Our Two Rate Meter prices are best suited to customers who are currently supplied on Domestic Economy 7 Rate (Domestic Economy in Scottish Hydro Electric area and White Meter No. 1 Ψ in ScottishPower area). Advice for customers who are currently supplied on other electricity rates is available free by calling 0800 400 200.

*The Gas & Electricity Offer annual discount of £16.00 (excl. VAT), £16.80 (incl. VAT) is available for Dual Fuel customers paying monthly by Direct Debit. All other customers who qualify for the Gas & Electricity Offer discount, will receive an annual discount of £10.00 (excl. VAT), £10.50 (incl. VAT).

**The Online Energy Service discount is only available to customers with up to three meters & three registers (ScottishPower and Manweb supply areas), or with either a single or two rate meter (all other supply areas). Annual discounts are £5.00 (excl. VAT), £5.25 (incl. VAT) for gas and £10.00 (excl. VAT), £10.50 (incl. VAT) for electricity. The annual discount is shown on your bill as a daily amount of 1.369p (excl. VAT), 1.437 (incl. VAT) for gas and 2.740p (excl. VAT), 2.877p (incl. VAT) for electricity.

These electricity rates are preserved and are not available to new customers.

VAT inclusive prices are shown for illustrative purposes only. Your bill will show prices excluding VAT then VAT is added to the total charges to calculate the total amount payable.

Capped Price Energy April 2011 Offer Notes

†The prices shown in this leaflet will be the maximum prices you pay, guaranteed until 31st March 2011 (extended from 1st April 2010). These prices are higher than our monthly Direct Debit prices effective 31st March 2010 by an equivalent of £1.00 (incl. VAT) for gas and £1.00 (incl. VAT) for electricity per month. For customers who take (i) electricity or (ii) gas and electricity paying monthly by Direct Debit and is not available to customers who use more than 73,268kWh of mains gas per annum.

A gas only product is not available. Prices correct at 1st April 2010. Figures shown are inclusive of VAT at the applicable rate of 5%.

Terms and Conditions

- Supplies of (i) electricity (the 'Electricity offer Product') or (ii) both mains gas and electricity (the 'Gas & Electricity Offer Products') from ScottishPower under these Capped Price Energy April 2011 Offers (together the 'Offer Products') are available only to existing ScottishPower customers receiving either electricity only, or both mains gas and electricity under ScottishPower's Capped Price Energy April 2010 Offer due to expire on 31st March 2010. All applicants must be aged 18 years or over and must contract to pay, and continue to pay, for the energy supply under the Offer Products by monthly Direct Debit.
- ScottishPower guarantees that the capped prices quoted in this leaflet for the Offer Products will be the maximum prices payable until 31st March 2011.
- If you cancel your Capped Price Energy April 2011 Offer agreement either by switching to another gas and/or electricity supplier or requesting to change your gas and/or electricity to another of our tariff(s) after 14th May 2010 and before 31st March 2011, we may apply a cancellation charge (inclusive of VAT). The cancellation charges are £30 for electricity and £20 for gas. Please also see condition 9 below. This charge will not be applied if the agreement is cancelled due to a home move.
- ScottishPower reserves the right, on providing you with written notice to transfer your supplies to (i) the closest equivalent offer we have available when that notice is issued, or (ii) to our standard electricity prices or standard combined mains gas and electricity offer when the Offer comes to an end.
- The prices given in this leaflet are those you pay as an Electricity Offer Product or a Gas & Electricity Offer Product contract customer and replace any electricity or mains gas and electricity prices which you may currently pay.
- The obligations on ScottishPower under the Offer Products and these terms and conditions will not come into effect until we have been registered as the supplier of electricity or mains gas and electricity to the property.
- If an applicant leaves the property to which an Offer Product applied, that customer will not be able to transfer that Offer Product to another property. However, such a customer will be entitled to apply for the version (if any) of the Offer Product on offer from ScottishPower for that other property.
- ScottishPower will meet the Capped Price Energy April 2011 Offer price cap guarantee unless it is prevented from doing so by the actions or requirements of any governmental, statutory or licensing authority.
- Your payment method under this Offer Product is by monthly Direct Debit. If at any time or from time to time any payment due is not made via monthly Direct Debit, you agree that we shall be entitled to transfer your account to a standard non Capped Price Energy April 2011 Offer service package. A cancellation charge, as detailed in condition 3 above may be applied if we receive a cancellation notice for your Direct Debit instruction.
- These terms and conditions are in addition to the ScottishPower Gas and Electricity General Terms and Conditions for Domestic Customers.



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