
ScottishPower “Power Saver Offer”: Terms & Conditions –

March 2026

Full Terms and Conditions

1. Introduction

These terms and conditions (“**Terms**”) govern an amendment to ScottishPower’s Half Price Weekends Offer and renaming that offer to Power Saver Offer (the “**Offer**”) which is offered by ScottishPower Energy Retail Limited, a company registered in Scotland (Company number: SC190287) and having its registered address at 320 St. Vincent Street, Glasgow, Scotland, G2 5AD (“**ScottishPower**”).

By participating in the Offer, you agree to be bound by these Terms and the decision(s) of ScottishPower, which are final and binding in all matters relating to the Offer.

Participation in any aspect of the Offer constitutes acceptance of these Terms.

Under these Terms, “**Participant**” means a ScottishPower customer who chooses to sign up to the Offer.

2. The Offer Period

The duration of the Offer is for the period between 12:00am on 2nd March 2026 and 11:59pm on 31st August 2026 (the “**Offer Period**”).

ScottishPower may at any time in its sole discretion:

- (a) extend the duration of the Offer upon written notice; or
- (b) modify, withdraw or suspend the Offer following no less than two weeks’ written advance notice.

All times set out in these Terms are either GMT or BST, as applicable from time to time.

3. Offer Details

3.1 Slot Structure

Each day of the week (Monday through Sunday) is divided into twenty-four (24) hourly periods (“**Slots**”). ScottishPower will assign each Slot an off peak or peak rating at its sole discretion and may change these ratings during the term of the Offer with at least two weeks’ written notice.

An off-peak rating provides either a 50% or 20% saving against the Participant’s prevailing electricity kWh price and a peak provides 0% saving against the Participant’s

prevailing electricity kWh price (the 'Appropriate Discount'). The Applicable Appropriate Discount for each Slot will be displayed to the Participant during the Slot selection process; 0% Saving Slots will not be available for selection. ScottishPower reserves the right, at its sole discretion, to review and amend the Appropriate Discount values at any time during the term of the Offer with at least two weeks' written notice.

Default Slots allocated by ScottishPower, together with any Slots or Bonus Slots selected by the Participant, shall each constitute an ('**Event**').

Types of Events shall include but are not limited to:

3.2 Shifting Events

Each month, Participants shall select eight (8) off-peak Slots ('**Eight Slots**') across a Monday–Sunday week. These chosen Slots shall apply to each week of the following calendar month. Participants are encouraged to shift electricity usage away from peak Slot times (16:00 – 20:00) to their selected Event Slot times.

New Participants must opt in through the ScottishPower App or Web service. During the opt-in process, New Participants will select their Eight Slots, which shall apply during their first calendar month. Where a New Participant does not select Slots at opt-in, or is unable to select Slots due to an error, then ScottishPower shall allocate Default Slots (12:00–16:00 on Saturday and Sunday) for the first calendar month. Any subsequent Slot selections offered or submitted after the opt-in journey has been completed will apply from the second calendar month only.

Existing Participants transitioning from the Half Price Weekends version of the Offer shall receive ten (10) Slots (11:00–16:00 Saturday and Sunday) for the first calendar month ('**Ten Slots**'). Eight Slots shall apply for all subsequent months.

Any Slots selected or offered via the App or Web service between the 2nd and 25th day of the first calendar month shall apply from the second calendar month. Ten Slots shall end on the final day of the first calendar month. Participants who do not select Slots for the subsequent month shall revert to Default Slots.

When Slot selections are available, the selection process must be completed by 23:59 on the 25th day of the current calendar month ("**Deadline**") and shall take effect from the 1st of the following calendar month. Amendments submitted after this deadline shall take effect from the 1st of the subsequent calendar month ("**Slot Selection Process**").

Slot selections must be completed by 23:59 on the 25th day of the current month ('Deadline'). Selections made on or before the Deadline shall take effect from the 1st of

the following calendar month; selections submitted thereafter shall take effect from the 1st of the subsequent calendar month.

For example: a change made on 25th March will take effect on 1st April and a change made on 26th March will take effect on 1st May.

If a Participant fails to select Slots for any month (other than during the Ten Slots period), the Slots applied in the previous month shall automatically carry forward.

3.3 Half Price Bonus Events

ScottishPower may, at its sole discretion, offer Participants the opportunity to participate in half price bonus events ('Half Price Hours Bonus Event'), details of which shall be notified in advance. Where a Half Price Bonus Hours Event coincides with a Participant selected or Default Slot and is accepted by the Participant, the Half Price Bonus Hours Event shall replace that Slot, which shall be forfeited with no alternative Slot provided. ScottishPower does not guarantee that any Half Price Bonus Hours Events will be offered and reserves the right to amend or withdraw any Half Price Bonus Hours Events at any time. Participation in Half Price Bonus Hours Events requires the Participant to opt in pursuant to the procedure specified by ScottishPower which may vary from event to event.

3.4 Bonus Slot Events

Bonus Slot Events may increase the number of Slots available to a Participant in a given calendar month ('**Bonus Slot Events**'). ScottishPower may, at its sole discretion, offer Bonus Slot Events to certain Participants ('**Bonus Slot Eligible Customers**').

Where a Bonus Slot Event is made available, Bonus Slot Eligible Customers will be notified by email and required to select the applicable Bonus Slots via the Slot Selection Process in the ScottishPower App or Web service. All Bonus Slots must be selected before the Deadline. Failure to select Bonus Slots before the Deadline shall result in no Bonus Slots being applied for that month.

Where a Bonus Slot Event continues for more than one consecutive calendar month, the Bonus Slots selected at the start of the Bonus Slot Event will apply to each subsequent month unless amended by the Bonus Slot Eligible Customer through the Standard Selection Process or until the Bonus Slot Event ends.

Upon the expiry of a Bonus Slot Event, all Bonus Slots selected by the Bonus Slot Eligible Customer shall cease to apply.

ScottishPower does not guarantee that any Bonus Slot Events will be offered and reserves the right to amend or withdraw any Bonus Slot Event at any time.

Bonus Slot Events may be offered to, but are not limited to, My ScottishPower customers.

For example, ScottishPower chooses to offer My ScottishPower customers two (2) Bonus Slots for one month as part of their rewards. These customers would then become Bonus Slot Eligible Customers, increasing their weekly Slots for that month from eight (8) to ten (10). When the Bonus Slot Event ends, the two (2) Bonus Slots will be removed and the number of weekly Slots will revert to eight (8) for future months.

For the avoidance of doubt, the above is provided as an illustrative example only and does not represent a guaranteed or ongoing reward.

3.5 Power Saver Plus

Participants may also register separately for Power Saver Plus events, which are organised by the Distribution Network Operators ('DNOs') and facilitated by ScottishPower. Further terms and conditions applicable to Power Saver+ events are available on the ScottishPower website.

Participants who are enrolled in Power Saver Plus remain eligible to participate in such events when they occur. Upon notification, Participants may opt in to a Power Saver Plus event in order to receive the associated reward. If a Power Saver Plus event coincides with one of the Participant's selected or Default Slots, it shall be the Participant's responsibility to determine whether they want to opt in. No alternative Power Saver Offer Slot will be provided in the event of such a conflict. Rewards for successful participation in Power Saver Plus events will be issued in accordance with the applicable Power Saver Plus terms. <https://www.scottishpower.co.uk/power-saver-plus-tc>

ScottishPower may withdraw or suspend this Service at any time, acting reasonably, upon providing not less than two weeks' prior written notice.

4. Offer Eligibility

Subject to the Exclusions in Section 6, the Service and the Offer are only available to ScottishPower customers who:

- (a)** are legal residents of Great Britain (excluding Northern Ireland) and aged 18 years;
- (b)** receive their electricity supply from ScottishPower;

(c) have a “Communicating” electricity smart meter, meaning any electricity smart meter which is sending accurate half hourly meter readings on a regular basis without any persistent issues;

(d) have an online account with ScottishPower; and

(e) consent to the collection of half hourly electricity smart meter data by ScottishPower.

Following sign-up to the Service, ScottishPower may take up to fourteen (14) days to assess eligibility and to confirm when the Participant may commence participation in Events. Electricity consumed prior to such confirmation shall not be included in the Offer.

If a Participant is found to be ineligible for the Service, ScottishPower shall notify the Participant within twenty-eight (28) days of signup.

5. Exclusions

Neither the Service nor the Offer is available to ScottishPower customers who:

(a) are enrolled in any ScottishPower “Heat Pump or Solar” tariffs;

(b) are enrolled in “EV Optimise”;

(c) have two or more Meter Point Administration Numbers associated to their property or electricity meter (“related MPANs” or “Related Metering Points”);

(d) have outstanding, unpaid, or overdue charges payable to ScottishPower and do not have an agreed debt repayment plan; or

(e) have a prepayment meter and have received ScottishPower credit top ups within the previous ninety (90) days.

A Participant shall cease to be eligible for the Service or the Offer if, at any time:

(a) the Participant switches energy supplier in accordance with the applicable terms;

(b) the Participant moves home, unless the Participant signs up again at the new address (subject to eligibility); or

(c) ScottishPower determines, at its sole discretion, that the Participant’s smart meter is “noncommunicating”, meaning it:

(i) is not sending accurate half-hourly meter readings on a regular basis or during event times;

(ii) has no communication with ScottishPower for ten (10) consecutive working days;

(iii) has lost smart functionality; or

(iv) ceases to communicate with ScottishPower entirely.

ScottishPower reserves the right to verify eligibility at any time. If ScottishPower deems that a Participant is no longer eligible, it may remove the Participant from the Service and/or the Offer. ScottishPower may also remove any Participant whom it reasonably believes has abused the Service or the Offer, breached these Terms, or fraudulently claimed rewards.

In cases of suspected fraud, abuse, misuse, or breach of these Terms, ScottishPower may:

(a) cancel, withdraw, or reclaim any rewards issued to Participants under the Service and/or the Offer;

(b) suspend or terminate the Service and/or the Offer; and/or

(c) prohibit the Participant from further participation in the Service and/or the Offer.

ScottishPower may use any digital method it deems appropriate to communicate information relating to the Service, including communications via the ScottishPower App.

For the avoidance of doubt, the Offer applies only to electricity supply and does not apply to gas. Additional eligibility criteria and exclusions may be communicated to Participants in relation to specific offers or Events.

6. Offer Limits

For all Events, each Participant is subject to an electricity consumption limit of 2 kWh per Slot (**'Event Limit'**). Participants shall receive Credit only for electricity consumed during Event times up to the Event Limit. Any electricity consumed in excess of the Event Limit shall be charged at the Participant's standard electricity rate. ScottishPower reserves the right to amend the Event Limit at its reasonable discretion. All electricity supplied under the Offer must be used solely for the Participant's own use.

7. Event Payments

Electricity used by all Participants during Events shall be charged at the normal unit rate and such Participants shall later receive a credit ("**Credit**") for electricity used per Slot during Events up to the Slot Limit.

Electricity consumed by Participants during an Event shall be charged at their current applicable tariff rates. Participants shall subsequently receive a credit ("Credit") for

electricity consumed during each Event up to the Slot Limit. Credit shall be calculated by applying the Appropriate discount to the Participant's primary electricity kWh unit rate (excluding VAT) and then multiplying that against the electricity consumed during the Event. The daily standing charge is unaffected by the Offer.

For non-Pay-As-You-Go Participants, once calculated Credit will be itemised as "Power Saver credit" on the Participant's bill or statement for the billing period in which the Event occurred, unless;

(a) the Event occurs close to the start or end of the billing period and

(b) ScottishPower has not yet received Smart meter data, in which case the Credit will appear on the next available bill.

For Pay-As-You-Go Participants, Credit will be calculated and accumulated throughout each calendar month and applied to the relevant meter at the end of that month. Where an Event occurs near the end of a calendar month, ScottishPower may apply the Credit in the following month at its sole discretion.

Where a Prepayment meter is replaced with a Credit meter, any outstanding Credit shall be applied to the Participant's new Credit meter account and reflected in the next available bill.

It may take up to one week for electricity usage during an Event to be calculated. Where Smart meter data is unavailable for all or part of an Event period, ScottishPower may estimate usage using historical data. ScottishPower does not guarantee the issuance of any Credit and reserves the right to amend its estimation methodology at any time.

Credit cannot be exchanged for any other compensation including cash or being transferred to any other account.

8. General

8.1 The Offer is separate from the Participant's energy tariff and does not affect any other contract or energy supply arrangement between the Participant and ScottishPower. Any Credit earned under the Offer is separate from the applicable electricity tariff and will be itemised on the relevant electricity bill. Full terms and conditions for ScottishPower's tariffs (the "**General Terms**") are available at <https://www.scottishpower.co.uk/legal/terms-and-conditions> and may be amended from time to time. These Terms apply in addition to the terms governing use of the Power Saver App (the "**Power Saver App Terms**"). In the event of any inconsistency, these Terms shall take precedence.

8.2 ScottishPower will process each Participant's personal data for the purpose of administering the Service and the Offer, including providing updates and information relating to the Service and the Offer. Further details on how ScottishPower manages personal data, including Participants' data protection rights, are available in ScottishPower's privacy notice at <https://www.scottishpower.co.uk/privacy>.

8.3 ScottishPower, its agents or distributors will not in any circumstances be responsible or liable to compensate any Participant or customer or accept any responsibility or liability for any damage, loss, liability, personal injury, or disappointment incurred or suffered by any Participant or customer in connection with the Service and/or the Offer except to the extent which any applicable law prohibits any exclusion of liability or responsibility.

8.4 ScottishPower reserves the right to amend these Terms at any point following advance written notice and the decision of ScottishPower will be final in the event of any dispute regarding any aspect of these Terms.

8.5 ScottishPower reserves the right to refuse participation in the Service and/or the Offer or refuse to reward anyone that is in breach of these Terms.

8.6 ScottishPower accepts no responsibility for technical issues or delays that may affect participation in the Service or the Offer.

8.7 In cases of fraud, abuse, misuse, or breach of these Terms, ScottishPower may take any appropriate action, including revoking Credits / Rewards and reporting the matter to relevant authorities.

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