



TrojanEnergy

Power Up
For Less!

Terms & Conditions



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Power Up for Less! - 25p /kWh & 35p /kWh

Introduction:

This document outlines the full Terms and Conditions of the Power Up for Less! introductory rates, including how the discounted charging rates work, who is eligible, and the rules of participation. Please read carefully to ensure you fully understand the terms.

Campaign Period:

Start: Once the installation is completed in the new area

End: 3 months after the first live installation in that area

Campaign duration, 3 months.

Eligibility:

This campaign is exclusively available to customers charging at Trojan Energy charge points in newly installed areas.

To qualify for the reduced charging rates under this campaign, customers must:

- Have an active Trojan Energy account
- Be in the eligible new installation area
- Use Trojan Energy charge points located in that area

No registration or opt-in is required. The reduced rate will be applied automatically to qualifying sessions at eligible locations during the campaign period.

How the campaign works:

Eligible customers and charging sessions will automatically benefit from **reduced rates** during the campaign period, as follows:

New Area Introduction Discount

- **Peak:** 35p/kWh (previous standard rate 55p)
- **Off-peak:** 25p/kWh (previous standard rate 45p)
- Discount applies from the first day of installation go-live.

Promotional rates:

- **Peak:** 35p/kWh (applied from the installation go-live date, 06:30 – 23:30)
- **Off-peak:** 25p/kWh (applied from the installation go-live date, 23:30 – 06:30)

After the completion of this promotion, the standard rates will automatically be applied.

Standard rates:

- **Peak:** 55p/kWh (06:30 – 23:30)
- **Off-peak:** 45p/kWh (23:30 – 06:30)

Key Notes:

- Standard tariffs do not apply during the campaign period.
- Trojan Energy customers are eligible for this discount if located in the newly installed area.
- Only sessions at Trojan Energy charge points in the new installation areas are eligible for discounted pricing.
- Discounts are automatically applied at the point of charge – no voucher codes or manual steps required.
- There is no cap on the number of discounted sessions per user during the campaign.

Conditions of Participation:

- Offer is **valid only at Trojan Energy charge points in new installation areas.**
- Offer is **valid only for customers in these areas.**
- This offer cannot be combined with other promotional offers or discounts.

Trojan Energy reserves the right to:

- Monitor and audit usage to detect irregular or fraudulent behaviour.
- Disqualify any sessions not aligned with typical usage patterns.
- Modify, pause, or cancel this campaign at any time without prior notice.

Tracking Your Discount:

- Discounts are applied in real-time at the point of charge — no tracking or claiming required.
- Users can view their session details, rates, and locations through the **Trojan Energy app.**
- Customers who do not qualify will not receive an email notification.

Customer Support:

If you believe a session was incorrectly charged or if you encounter technical issues:

- Contact our support team at **info@trojan.energy**
- Submit your request within **48 hours** of the session taking place for review.

Privacy & Data:

Trojan Energy will use your charging data only for:

- Determining campaign eligibility
- Applying the correct promotional tariff

All personal data will be processed in accordance with the **Trojan Energy Privacy Policy**, available on our website.

Amendments and Cancellations:

Trojan Energy reserves the right to:

- Modify, suspend, or cancel this campaign at any time
- Update these Terms and Conditions without prior notice

Any significant changes will be communicated via email to affected customers.

Trojan Energy created the **Power Up for Less!** campaign to provide new customers with affordable, accessible EV charging. We look forward to powering your journeys.



Trojan Energy Limited

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Trojan Energy Limited is a company registered in Scotland with company registration number SC547728
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