

# LUMO GRID REWARDS TERMS v2.0

*Effective from 5 October 2026.*

These terms set out how Lumo Grid Rewards ("Grid Rewards") works. They are an agreement between you and Lumo Energy Limited ("Lumo", "we", "us"), and they form part of our Terms of Service once you join. If these terms and the Terms of Service conflict about rewards, these terms apply. Words defined in the Terms of Service have the same meaning here.

## 1. SUMMARY

This summary is for convenience. The full terms below are what apply.

- Lumo Grid Rewards pays you a reward for letting Lumo use your battery's spare capacity. Your annual rate is set by the size of your battery, and you earn one 365th of it for each day your battery is active.
- Your reward does not depend on the weather, your tariff, how much electricity you use, energy prices or how much we earn from trading. You earn for each day your battery is active, as described in section 6.
- We check within 10 days whether your battery can take part. Your reward starts building up from the day we confirm.
- We pay you automatically every three months, straight into your bank account. There is no minimum payment.
- We may change your rate at any time, for the reasons set out in section 8. If we ever reduce your rate, we give you at least 15 days' notice and you can leave free of charge. If we increase it, the increase applies straight away.
- By joining, you also agree that we may sell your battery's flexibility on electricity markets, as described in section 4 of the Terms of Service.
- You can leave at any time. If you do, we pay you what you have earned.

## 2. WHO CAN JOIN

2.1 To join and earn rewards you must:

- have a Lumo account and have accepted our Terms of Service;
- have a supported home battery connected to Lumo; and
- not have signed your battery or electricity meter up to any other flexibility, trading or grid services scheme.

2.2 One reward is paid per home, and one account covers one home. If your home has more than one battery connected to Lumo, your band is set by their combined size.

2.3 You join by ticking the box in the app to accept these terms.

## 3. THE ELIGIBILITY CHECK

3.1 Before we can trade your battery's flexibility, your battery and meter must be registered and accepted as eligible under the rules of the electricity market. We arrange this through our trading partner. We will tell you the outcome, by email and in the app, within 10 days of you joining.

3.2 If your battery is eligible, your reward starts building up from the day we confirm your eligibility.

3.3 If your battery is not eligible because it is signed up with another flexibility provider, no reward is payable. We will ask you to move it to us, and tell you how long we can keep your place while you arrange it. Once it has moved and we have confirmed it is eligible, your reward builds up from the date we confirm. Section 9.2 of the Terms of Service explains when we may end your agreement.

3.4 If your battery is not eligible because of your equipment or metering, no reward is payable. Tariff Optimisation carries on. If your equipment or metering changes, tell us and we will check again. Section 9.2 of the Terms of Service explains when we may end your agreement.

3.5 If your battery stops being eligible later for reasons that are not to do with you, we will keep paying your reward for those days, as set out in section 6.2. If that lasts for more than 30 days, we may end your Grid Rewards on 30 days' notice.

3.6 Whatever the outcome, you can leave Grid Rewards, or Lumo altogether, at any time and free of charge.

## **4. HOW MUCH YOU EARN**

4.1 Your annual rate is set by your battery size. Our current annual rates are published at [www.lumoenergy.co.uk](http://www.lumoenergy.co.uk), showing the date each rate took effect, and earlier rates remain available there. We will confirm your own annual rate before you join, and it is always shown in the app. Your rate is the one confirmed to you when you joined, or the one most recently notified to you under section 8.

4.2 For each day your battery is active (section 6), you earn one 365th of your annual rate, including in a leap year. A day means a calendar day in UK time, and the day we confirm your eligibility is the first day. We total what you have earned each month.

4.3 What "fixed" means. We describe the reward as fixed because, for each day your battery is active, we pay one 365th of the annual rate in force for your battery size on that day, whatever happens to the weather, your tariff, your usage, energy prices or our trading income. It does not mean your rate cannot change (section 8), or that you earn for days when your battery is not active as described in section 6, or is not eligible (section 3).

4.4 Subject to sections 5.4 and 9.5, a change to your rate never reduces what you have already earned.

## **5. YOUR BATTERY SIZE**

5.1 Your band is set by your battery's nameplate capacity. We use a size that has been confirmed, either reported by your battery through our device connectivity provider or checked by Lumo. A size we have only estimated does not count.

5.2 Your reward starts once we have confirmed both your battery size and your eligibility under section 3.

5.3 If you add, remove or replace a battery, tell us. Your new rate applies from the day after the new size is confirmed. Days already earned keep the rate they were earned at.

5.4 If your reward was wrong because of information you gave us that you knew was wrong, we may correct it, including by reducing future payments.

## **6. ACTIVE DAYS**

6.1 What "active" means. Your battery is active on a day if, for at least 12 hours of that day, Tariff Optimisation was switched on and your battery was connected to Lumo and responding to our instructions, and your battery and meter were eligible under section 3. A day means a calendar day in UK time.

6.2 Days that count as active. A day counts as active, even if your battery was not connected and responding for 12 hours or was not eligible, where Tariff Optimisation was switched on and:

- we could not use your battery because of something on Lumo's side, or on the side of our trading partner, our device connectivity provider or the market systems we rely on;
- we chose not to send your battery any instructions;
- our records cannot show whether your battery was connected and responding because of a problem on our side or our provider's; and
- there was a fault with your device manufacturer or your installer that you cannot fix yourself, but only for the first 7 days of the fault. After that, the days do not count until the fault is fixed, and we will tell you in the app when this happens.

6.3 Days that do not count as active:

- days when Tariff Optimisation was switched off for more than 12 hours;
- days when your devices had stopped working with Lumo because of something you can fix, such as an expired manufacturer login. We will tell you in the app and by email when this happens;
- days when your battery was set to a mode that stops us using it for more than 12 hours; and
- any day after your agreement with us has ended.

6.4 You can see which days counted as active and your reward building up in the app.

## **7. HOW WE PAY YOU**

7.1 Your reward builds up day by day. We total it at the end of each month and pay it in three-month blocks, which we call payment periods.

7.2 Your first payment period starts on the day your reward starts and ends on the last day of the second full calendar month after that. Each later payment period covers the next three calendar months. For example, if your reward starts on 20 March, your first payment period runs from 20 March to 31 May, and your next from 1 June to 31 August.

7.3 We pay everything you have earned in a payment period into your bank account within 10 working days of the end of that period.

7.4 There is no minimum payment. We pay whatever you have earned, however small.

7.5 When you leave, or your agreement ends for any other reason, we pay you everything you have earned within 10 working days, rather than waiting for the end of your payment period.

7.6 The reward shown in the app is an estimate of what you have earned so far in your current payment period. The amount we pay is the amount we calculate at the end of each month under section 4. It is not a bank account, a deposit or a savings product, and you cannot withdraw it early or spend it. It does not earn interest, and it is not protected by the Financial Services Compensation

Scheme.

7.7 You cannot transfer your reward to anyone else.

7.8 Before your first payment, we will send you a secure link from our payment provider to give us the details of a UK bank account in your name. We will only ask for your bank details in this way. If we do not have valid bank details when a payment is due, or a payment fails, we will contact you. We will keep what you are owed until you give us correct details, and pay you within 10 working days of receiving them. You will not lose anything you have earned.

7.9 If you think your reward is wrong, email [hello@lumoenergy.co.uk](mailto:hello@lumoenergy.co.uk). A person will review it and tell you the outcome.

## **8. CHANGES TO YOUR RATE**

8.1 When we may change rates. We may change our rates at any time, where one of the reasons in section 8.2 applies.

8.2 Why we may change a rate. We may increase or decrease the rate for your band only where the change is a reasonable response to:

- a change in the prices paid in the electricity flexibility markets in which we take part;
- a change to the rules, terms or availability of the flexibility programmes we take part in, or to our arrangements with our trading partner;
- a change in law, regulation or industry codes affecting Grid Rewards; or
- a change in the costs we reasonably incur in providing Grid Rewards.

8.3 If we increase your rate, the increase applies to you straight away. We will tell you by email and in the app.

8.4 If we reduce your rate, the reduction takes effect only from the date we tell you, which will be at least 15 days after we send you the notice. We will tell you by email and in the app, and tell you the new rate, when it starts and why it is changing. A reduction applies only to days on or after that date.

8.5 If you do not want to accept a reduced rate, you can leave at any time before it takes effect, free of charge, and we will pay you everything you have earned under section 7.5. If you do not leave, the new rate applies from the date we gave you.

8.6 A change to your rate does not change anything else in these terms and does not create a new version of them. We keep a record of every rate we notify to you and the date it took effect, and you can ask us for it at any time.

8.7 We publish our rates, including any future rate and the date it takes effect, at [www.lumoenergy.co.uk](http://www.lumoenergy.co.uk). Published rates apply from the date they take effect to customers who join on or after that date. If you joined before that date, your rate is the one most recently notified to you under this section, or the rate you joined at if we have not notified you of a change. Publishing a new rate does not change your own rate until we notify you of it.

## **9. LEAVING, AND WHEN WE END GRID REWARDS**

9.1 You can leave Grid Rewards at any time by emailing [hello@lumoenergy.co.uk](mailto:hello@lumoenergy.co.uk), or by closing your Lumo account. When you leave we stop selling your battery's flexibility and withdraw your meter from trading.

9.2 When you leave, or your agreement with us ends for any other reason, we pay you everything you have earned under section 7.5.

9.3 We may stop offering Grid Rewards by giving you at least 30 days' notice by email and in the app. If we do, we will pay you everything you have earned. Changes to these terms, other than to your rate, are made in the same way as changes to the Terms of Service, under section 10 of the Terms of Service. If your service is paused under section 10.2 of the Terms of Service because you have not accepted a change, no reward builds up while it is paused, and the rewards you have already earned are not affected.

9.4 We may end your Grid Rewards on 30 days' notice if your battery was active on fewer than half of the days in any period of 60 consecutive days. We will contact you first to see whether the problem can be fixed. If your Grid Rewards end, section 9.2 of the Terms of Service may apply.

9.5 If we end your agreement because you seriously broke our Terms of Service or because of fraud, we may withhold any part of your reward that was earned through that breach or fraud. We will pay you the rest.

## **10. GENERAL**

10.1 Sections 13 (General) and 14 (Contact) of the Terms of Service also apply to these terms.

10.2 These terms are governed by the law of England and Wales. If you live in Scotland, you keep the protection of Scottish consumer law, and you can bring proceedings in the courts of Scotland or of England and Wales.