

The **co-operative** energy

Terms and Conditions of Joining Incentives for Domestic Customers

These are the general terms and conditions of Joining Incentives offered by Co-operative Energy Limited to you, the Customer. Other specific terms and conditions may also apply to your specific Joining Incentive – these additional terms and conditions are set out in the relevant incentive description published at the time.

If you have any questions on these terms and conditions, please contact us at info@cooperativeenergy.coop or in writing at Co-operative Energy, Co-operative House, Warwick Technology Park, Warwick CV34 6DA.

1. “Joining Incentive” means a time-limited special offer to sign up an energy supply to Co-operative Energy.
2. Joining Incentives are limited to one per Customer per annum.
3. “Customer” means the person who is responsible (whether as owner, occupier or otherwise) for the Energy supplied or to be supplied to the address as a result of the Customer accepting our general terms and conditions. “Energy” means gas and/or electricity (as appropriate).
4. Joining Incentives cannot be claimed by a Customer for additional fuel sign-ups or for additional supply addresses if they have already qualified for a Joining Incentive in the last 12 months.
5. Except as stated in clause 6 below, Joining Incentives are awarded when Customers have received at least three months of uninterrupted energy supply from Co-operative Energy and will be given as a credit to the energy charges on a Customer’s first energy bill after that period.
6. Where Joining Incentives are in the form of shopping vouchers for signing up in specified locations on specified dates, these will be an optional alternative to (at the Customer’s option) and not in addition to the standard Joining Incentive prevailing at that time. Vouchers will be sent to the Customer after the seven day cooling off period. The terms and conditions for redeeming the vouchers will be printed on the vouchers.
7. Where Joining Incentives are in the form of a rebate of the exit penalty charged by the outgoing supplier to the Customer for cancelling a fixed price contract before full term as a result of the Customer switching to Co-operative Energy, the Customer is responsible for paying the outgoing supplier’s exit penalty and should provide Co-operative Energy with written or email proof of payment, such proof to be in the form of a copy of the outgoing supplier’s final statement showing the exit penalty. This offer does not extend to any arrears which the Customer has with the outgoing supplier.
8. Joining Incentives are not valid for Customers who re-join Co-operative Energy, for the same supply or supplies within 12 months of leaving.
9. If a Joining Incentive is stated as relating to “dual fuel”, a Customer must have transferred at least one gas supply and at least one electricity supply to Co-operative Energy.

Co-operative Energy Limited is a limited liability company registered in England and Wales with company number 06993470. We are a 100% subsidiary of The Midcounties Co-operative Limited and our registered address is Co-operative Energy, Co-operative House, Warwick Technology Park, Warwick CV34 6DA. We are licensed by Ofgem, the Office of Gas and Electricity Markets, to supply gas and electricity in England, Scotland and Wales.

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