

General Terms and Conditions: Changes Explained

Topic	Change
Changing the Contract	Minor update to help customers identify when we would update the contract.
Climate Change Levy	Definition added to clarify what Climate Change Levy is and added to 'Our Prices and Charges' to clarify when it is applied in relation to our charges.
Contact Us Section	Dedicated area added to capture the contact details of both Co-op Energy and GB Energy Supply to assist you making contact with us.
Contents Page	Added to help you navigate the contract.
Credit Check	Additional information has been added to the contract to clarify when and how we will apply and use a security deposit, this includes where we will provide information to credit reference and fraud prevention agencies.
Debt Assignment Protocol (DAP)	Included within the contract to explain how we will manage the DAP with our prepayment (Payment in advance) customers.
Deemed Contract	We have added additional deemed contract options that affect which deemed product customers can be on. Customers will be notified within their Welcome Letter which deemed tariff is being applied.
Deemed Rate definition	Added to the contract.
Default Fixed Tariff	With the recent regulatory changes imposed on suppliers we are now able to offer a Default Fixed Tariff that customers can be moved onto at the end of their existing fixed term agreement.
Exit Fee	Added within the contract for clarity and consistency with other communications.
Force Majeure Definition	Added to contract.
Green Deal	Additional information included within the contract to support Green deal customers payment plans associated with their electricity charges.
Making a Complaint, Ombudsman Services and Independent Advice	Dedicated section updated to make it easier for customers to get the correct contact information.

Topic	Change
Metering Equipment	Updated to include: <ul style="list-style-type: none"> • Meter read requirements for both Direct Debit, Payment on receipt of bill and prepayment customers. • Smart Meter Set - consent for us obtaining and using your data for the purposes of settlement and forecasting, energy efficiency saving, potential suitable products and theft.
Network Operator(s) – national terms of connection	Adaptation of previous information, including a dedicated section for terms of connection included.
Non-Domestic Premises	Definition added for clarity.
Notices	Updated to include email acceptance of Notices from customers.
Prepayment Meter	Additional information on prepayment, including: <ul style="list-style-type: none"> • Where you can find prepayment information on our website. • That we will not provide bills for prepayment but statements for Prepayment customers.
Prepayment Meter Definition	Added within contract to provide clarity regarding a smart meter operating as prepayment / payment in advance.
Regular Charges	General update to the description and make up that forms our Regular Charges.
Safety and Emergencies	Dedicated section within the 'Contact us' section to enable customers to find emergency information easier.
Smart Meter Definition	Added from Smart Energy GB website to provide clarity on what is a smart meter.
Standard Variable Definition	Amended as per section 17 of Contract.
Standard Variable Tariffs	Clarification added to explain what a Standard Variable Tariff is, including the payment terms and contract end date.
Warrant Cost Recovery	Added clarity that reasonable costs associated with a warrant will be recovered as Additional Charges.
Your Information	Updated link to our Privacy Policy where customers can find information on and additional theft requirement added that we may share your data where required to do so in relation to theft.