

Welcome Pack Amendment Letter (“WPAL”) – Smart Meter Trial Terms.v.1.3

1. These Smart Meter Trial Terms are in addition to (and do not replace) the Co-operative Energy: General Terms and Conditions for Domestic Customers (the “General Terms”), the Tariff Terms and Conditions associated with your supply Tariff and the Welcome Letter provided at Tariff start date.
2. Words and expressions defined in the General Terms have the same meaning where used in these Smart Tariff Terms.
3. The Smart Meter Trial is subject to availability and may be withdrawn at any time.

Tariff Type / Period

4. For the purpose of the Smart Meter Trial your Tariff detailed within your original Welcome Letter remains the product that you are on unless you have reached the end of any fixed term notice and been provided with renewal terms for a new Tariff / Default Fixed Tariff.

Billing

5. In participating in the Smart Meter Trial you allow us to collect information from your smart meter(s) whilst you remain on supply with us and / or remain within the Smart Meter Trial (Whichever is the longest).
6. For the purpose of the Smart Meter Trial we will send you bills and annual statements based on the readings from your smart meter(s). Under some circumstances we may have to use estimated meter reads to produce your bill(s).
7. At the start of the trial there may be circumstances where the In Home Display unit (IHD) does not reflect actual usage / rates.
8. Your IHD will show you the cost of the gas and electricity that you are using (excluding the VAT). But it might not always match up exactly with your bill; this is because it will not take into account things like additional charges and discounts that might be applied to your account(s).

Your data

We will only use the information from your smart meter to do certain things – e.g. -

9. To send you a bill
10. Take part in any government trial(s).
11. We will normally collect readings from your smart meter once a month.
12. We will collect information about your smart meter to ensure it is working correctly this may include alerts if the meter is tampered with.

We won't use it to sell you products or services from, unless you've given us permission to do so.

Asset ownership / maintenance

13. The smart meter and the IHD will remain the property of Co-op Energy.
14. To ensure that the smart meter works correctly you must tell us if the smart meter or IHD unit gets damaged or stops working.
15. You must take reasonable care not to damage or interfere with the display unit, as you could be charged for any repairs or replacements as a result of us having to visit your property.

In Home Display – (IHD)

16. After your smart meter installation we will provide a demonstration on how your IHD unit operates.
17. We may, in certain instances, be unable to locate the IHD at the customer's preferred location within your premises.
18. Where you advise that your IHD is not functioning, we will carry out some over-the-phone diagnosis, for example checking that there is power to the device and carrying out a reset. If this activity does not remedy the situation, we will replace the IHD unless the damage has been caused by customer negligence. Where customer negligence has occurred we reserve the right to charge an appropriate fee for a replacement. In most cases the new IHD will be sent to the customer by post, with a return envelope for the faulty device.
19. Co-op Energy reserves the right to only replace faulty IHDs for the first 12 months following installation.
20. Where there is evidence of tampering / customer damage we reserve the right to limit the number of devices provided, including within the first 12 months following installation of your smart meter by Co-op Energy, or levy a charge for each additional device.

Smart service / functionality

21. The smart meter technology allows us to make changes to your supply of energy without having to visit your property. This may include:
 - a. Updating the software within the meter,
 - b. Repairing any faults,
 - c. Changing your payment method from credit to pay as you go
 - d. Disconnecting your supplies which may include a remote disconnection (See your General Terms and Conditions and Tariff Terms of conditions for further details)
 - e. Switching your smart meter between both credit and Pay As You Go.
22. If you have a smart meter installed by another supplier you should tell us this before you transfer to us as you may not be able to use all the smart functions provided by your previous supplier. We may need to exchange your smart meter for one that is compatible with our smart service.
23. If you change energy suppliers then you may not be able to use all or any of the smart meter functions that we provide.

Termination Fees

24. See your original tariff terms and conditions regarding Termination Fees

Tampering

25. You must let us know immediately if there is any reason why we could not get information from your smart meter(s) and / or your IHD unit or if you think it has been tampered with.

Opt-out

26. If you later wish to withdraw from the smart meter trial please contact us on the following details:
 - a) E-mailing - smocustomerservice@midcounties.coop
 - b) Tell: - 0800 954 0693