

Co-op Exclusive Fixed Sept 20

Frequently Asked Questions

Is the tariff open to all customers?

No. If you are on one of the tariffs listed, you will automatically rollover on to this tariff when your July 19 tariff expires.

- Co-op Fixed Green Energy July 19
- Co-op Price Protect July 2019
- MARS renewable energy July 19
- My Co-op Lite Online July 19
- My Co-op Lite Online July 19 v2
- My Co-op Lite Online July 19 v3
- My Co-op Lite Single Elec July 19 v2

What payment methods are available on the tariff?

Customers on the tariff are required to pay via Direct Debit (DD) or POROB.

Are there regional differences in the new tariff?

Yes, please visit the ['Our Products Page'](#) on our website for full regional variations. The Tariff Information Label (TILs) will also outline Economy 7 rates.

Is the tariff available to both Direct Debit (DD) and Payment on Receipt of Bill (PoRoB) customers?

Yes, the tariff is available for Direct Debit or Payment on Receipt of Bill customers.

I'm a prepayment meter customer. Can I switch to the tariff?

No. The tariff is not available to prepayment meter customers.

How competitive is this new tariff?

On average, Co-op Energy dual fuel customers on the tariff will pay £1,001 per annum.

The average cost is for a customer paying by Direct Debit, calculated using the Ofgem average consumption figures of Electric 3,100kWh and Gas 12,000kWh per annum.

Will there be any exit penalties on this tariff?

If you choose to switch tariff or supplier, you will **not** be charged exit penalties.

How do I provide meter readings on my tariff?

You can provide meter readings through your personal online account: <https://account.cooperativeenergy.coop/>.

It is important to provide regular meter reads to ensure your account is up-to-date and ensure you are only paying for the energy you use. Failure to provide regular meter readings could result in you reverting onto our Standard Variable Tariff.

If I move house, can I take this deal with me?

Unfortunately not as we supply the site not the individual. You won't get an exit penalty though and can choose to switch back to us in your new home, providing the tariff is still open.

Is there anything else I need to be aware of?

Yes, if your account should fall into arrears, we may move you onto our Standard Variable tariff.

How can I switch to the tariff?

No. The tariff will not be available for customers to switch to. Customers who are eligible for the tariff will be automatically moved to the tariff.