

Tariff name: Co-op Fix and Fly Jan 2020.v.1 (“Tariff”). Additional tariff terms and conditions (“Tariff Terms”)

1. These additional terms and conditions are in addition to (and do not replace) the Co-operative Energy: General Terms and Conditions for Domestic Customers (the “General Terms”). However, if there is any conflict between these Tariff Terms and the General Terms, these Tariff Terms will take precedence.
2. Words and expressions defined in the General Terms have the same meaning where used in these Tariff Terms.
3. The Tariff is subject to availability and may be withdrawn at any time.

Tariff Period

4. Under the Tariff, these Tariff Terms for the supply of energy to the Address will apply between the periods of 22 December 2017 to 31 January 2020.

Coming on Supply

5. The Tariff will not apply to the supply of energy to the address unless and until:
 - a) You have requested this Tariff, and
 - b) We have agreed to supply you on this basis.
 - c) And / or if transferring from another supplier, we have become registered as the supplier of Energy to the Address.

Pricing

6. Prices and other information relating to the Tariff are set out in the Tariff Information Labels available at the following locations depending on delivery provider:
 - a. Co-op Energy: Our Products Page/Co-Operative Energy¹ for Co-op Energy products, and
 - b. GB Energy Supply: Tariff Terms and Conditions for GB Energy products².

These prices vary according to the area of the address and the type of meter you have and may change if your area or meter type changes.

¹ <https://www.cooperativeenergy.coop/why-us/our-products/>

² <https://www.gbenergysupply.co.uk/tnc-tariff> & <https://www.gbenergysupply.co.uk/prices>

7. Under the Tariff, the unit price you pay for the supply of energy to the address and any normal standing charges will remain unchanged from the period within clause 4 of these Tariff terms.
8. We will honour the prices fixed under the Tariff unless prevented from doing so by the actions or requirements of any governmental or regulatory authority.
9. As VAT is added to our Charges, any increase (or decrease) in the rate of VAT will also change the amount you pay.

Tariff Withdrawal

10. The Tariff is subject to availability and We may withdraw the Tariff at any time.

Ineligible customers

11. If you are no longer eligible for the Tariff We may transfer you on to another Tariff and / or require a Prepayment meter to be installed, this would require payment for your Charges (and any associated debt) to be made in advance (See Tariff Specific eligibility criteria details below).

Termination Fees

12. If before 13 December 2019 you change your Tariff or supplier for gas and electricity we may apply a Termination Fee of £30 per fuel. You agree to make payment for any Cancellation / Termination Fee and agree that any Cancellation / Termination Fee can be made via Direct Debit.
13. You may cancel the Tariff and/or change supplier without incurring a Termination Fee if you request to leave or switch to another provider on or within 49 days before your fixed term supply contract end date (See Clause 4).
14. Note: A Termination Fee for existing Domestic Customers on a current fixed term Co-operative Energy or GB Energy Supply Tariff will be applicable prior to 49 days before your fixed term supply contract end date (See relevant Product term webpages in footer for links³ for terms and conditions of your existing Tariff).

Transfer of Tariff

15. Once we have agreed to supply you under the Tariff, it may not be possible for you to switch back to a specific tariff that you previously received from us (or any other

³ www.cooperativeenergy.coop/why-us/our-products/

³ www.gbenergysupply.co.uk/tnc-tariff & <https://www.gbenergysupply.co.uk/prices>

supplier). Similarly, if you cancel the Tariff, it may not be possible for you to switch back to this tariff.

16. If you move address, you may not transfer the Tariff but you can choose to switch back to the product once you have moved into your new address if the Tariff remains open. Our moving home team will be able to assist you in finding a suitable Tariff.

Provision of meter reads / defaults on payment of Charges / complying with Tariff and General Terms and Conditions

17. You may not be eligible for this Tariff if you fail to provide two consecutive meter readings, default on any payments due in relation to your supply or otherwise cease or fail to comply with any of these Tariff Terms or the General Terms and Conditions.

End of your fixed term period

18. We will contact you approximately 6 weeks before 31 January 2020 to inform you of our tariffs that are available after that date and your options in respect of these tariffs. This will include confirmation that unless another tariff is agreed with you or you change supplier, you will be moved onto either our Standard Variable Tariff or our Default Fixed Tariff(s).

19. Tariff Specific eligibility criteria

In order to take up and remain on the Tariff, you must be eligible for this Tariff by: -

- a) Paying for your energy Charges by monthly Direct Debit only.
- b) Sign up to dual fuel services (Gas and Electricity) or electricity only.
- c) Be a domestic customer for the supply of dual fuel services (Gas and Electricity) or electricity services only.
- d) Have an electricity meter which is either a single, Smart or an Economy 7 meter (Smart functionality may not be supported with this Tariff).
- e) Comply with these Tariff Terms and Conditions and our General Terms and Conditions.

Tariff related service offering

20. The Tariff is available with online billing only (Registration to the web portal is required).
21. The Tariff is available to new and existing Co-operative Energy Domestic Customers only.
22. You cannot be supplied on the Tariff if you take your supply of energy through a prepayment meter.
23. You may lose Smart functionality if you have a Smart meter.
24. The Tariff is a fixed Tariff for the period identified within Clause 4.

25. Customers can apply for Warm Home Discount (WHD) support as part of this Tariff (Additional WHD eligibility criteria applies).⁴

26. Green energy overview

Choosing to purchase the Tariff will result in: -

- a) Co-op Energy / GB Energy purchasing 100% of the required renewable Electricity from renewable generation sources to match the Customers Electricity consumption. And,
- b) Co-op Energy / GB Energy purchasing the required Guarantees of Origin from GB generation (REGO's).
- c) The renewable generation will be delivered to Customers through the UK distribution network; at no point will customers be supplied directly from renewable generation sources.

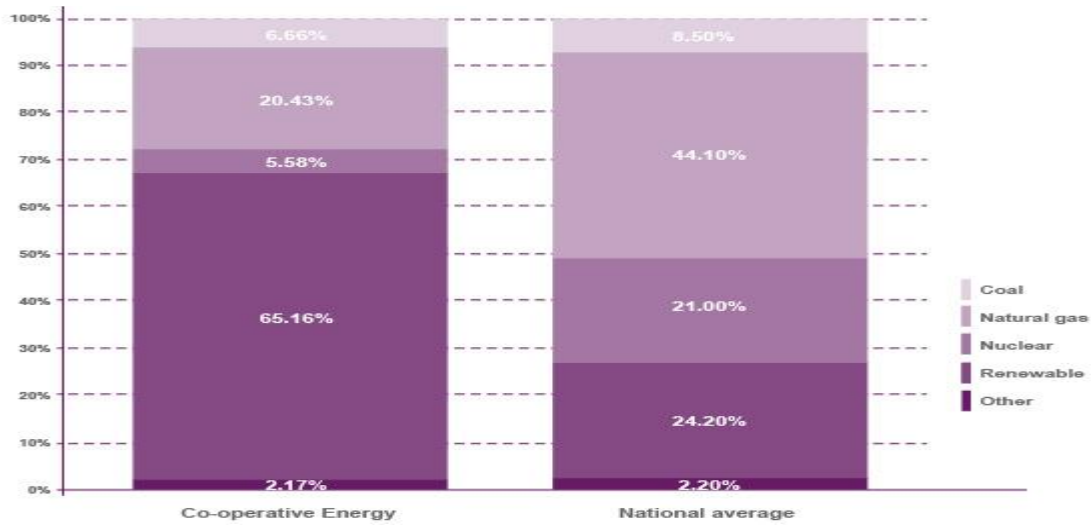
We estimate, based on Ofgem's industry average annual consumption value of 3,100 kwh for electricity per customer and Co-operative Energy's fuel mix disclosed for 2016/17, that switching to the Tariff will result in an estimated CO2 reduction of c. 0.45 tonnes per annum (0.017 tonnes per month on supply under this Tariff).

Detail of our Fuel mix disclosure can be found in the below table and charts:

Fuel sources from which the electricity supplied has been generated		
	Co-op Energy 2016-17 Fuel Mix %	2016-17 Residual Fuel Mix %
Coal	6.66%	8.50%
Gas	20.43%	44.10%
Nuclear	5.58%	21.00%
Renewable	65.16%	24.20%
Other	2.17%	2.20%
Total	100%	100%

⁴ www.cooperativeenergy.coop/reduce-your-bills/whd/

Environmental impact of generating electricity from our fuel sources



Co-op carbon content	147.12
National average	249.29
Co-op percentage	59.02%
Co-op renewable content	65.16%

Further information regarding our energy mix can be found at:

- www.cooperativeenergy.coop/why-us/our-energy-sources/
- www.gbenergysupply.co.uk/

Further information regarding energy distribution can be found at:

- www.energy-uk.org.uk/energy-industry/the-energy-market.html

27. Voucher specific terms: -

The Tariff offers a discount in the form of a voucher that can only be used at Midcounties Co-operative Travel once a customer comes on supply (typically 35 days from sign-up). The voucher can be redeemed against any new booking.

The voucher will be posted Second Class by Co-op Energy approximately 30 days after coming on supply.

If a single fuel (electric only) tariff option is chosen, a £50 voucher will be issued*, the £50 voucher for single fuel customers can be redeemed against any new booking with a minimum spend of £500 per booking.

If a dual fuel tariff option is chosen, a £100 voucher will be issued, the £100 voucher for dual fuel customers can be redeemed against any new booking with a minimum spend of £1,000

per booking. (We will issue £50 per fuel where there is a delay in both fuels coming on supply each voucher will be issued in accordance with these terms)

The booking must be made with Midcounties Co-operative Travel and is not accepted by any other society. The name and address on the voucher must match that of the lead name on the booking to qualify.

The value of the voucher is per booking and not per person and is limited to one voucher per booking. The voucher cannot be redeemed against any foreign currency or currency card services offered in-store. The voucher is non-transferable in the event of cancellation and no cash equivalent is available. The voucher cannot be combined with any other discount or price match.

The original voucher must be presented in a Midcounties Co-operative Travel branch; no copies of the voucher will be accepted. Alternatively, for bookings made via our call centre or website the voucher can be posted to Administration Department Midcounties Co-operative Travel, 62 Wolverhampton Street, Walsall, WS2 8DD.

The voucher will be applied to either the outstanding balance or where the balance has already been paid in full a refund for the amount will be processed.

Your booking reference, lead name and departure date must be provided in order for us to verify the voucher and apply it to your booking. The voucher cannot be used towards a deposit and can only be used against the holiday balance.

Midcounties Co-operative, Midcounties Co-operative Travel or Co-operative Energy will not be held responsible for lost, stolen or damaged vouchers and therefore customers are recommended that where posting a voucher to us this be sent by recorded delivery.

The voucher is valid for bookings made by 31 December 2018.

See relevant Product term webpages in footer for links⁵ for full terms and conditions - Alternatively ask your travel advisor for details.

⁵ www.cooperativeenergy.coop/why-us/our-products/

⁵ www.gbenergysupply.co.uk/tnc-tariff & <https://www.gbenergysupply.co.uk/prices>