

Co-op Fixed February 20

Frequently Asked Questions

Is the tariff open to all customers?

Yes, the tariff is available for new and existing customers, provided you are not currently in debt to us.

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 new fixed tariff is available for existing 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.

I'm an existing customer and have switched to the tariff. What is the start date of my new tariff?

We will get to work straight away switching your tariff, but it can take up to 28 days to complete. You will need to provide meter readings when the switch takes place to ensure you are billed properly.

If you are coming to the end of your current Co-op Energy tariff, we will make sure you are switched to your new tariff by your current tariff end date.

I've recently switched to Co-op Energy. Can I now transfer to the tariff?

Existing customers are welcome to join our new tariff. You may be charged an exit fee for transferring to another tariff. If you are within the final 49 calendar days of your current product end date, no exit fees will be applied.

You can switch to the tariff through the Existing Customer Switch Form which can be found on our website: www.cooperativeenergy.coop/compare/existing-customers/.

How competitive is this new tariff?

On average, Co-op Energy dual fuel customers on the tariff will pay £1,132 per annum.

The average cost is 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 be charged a £30 per fuel cancellation fee.

You can request to leave or switch to another provider **without incurring a cancellation charge** on or within 49 days before your fixed term supply contract end date.

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 or Default Tariff.

How can I switch to the tariff?

[Click here](#) to get an instant price comparison and see how much we can save you.