

## Tariff name: Co-op Fixed September 20 v2 (“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 The Tariff is subject to availability and may be withdrawn at any time.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 Type / Period

4. This Tariff is a Fixed Term tariff and under the Tariff, these Tariff Terms for the supply of energy to the Address will apply between the periods of 13 June 2019 to 30 September 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 Energy<sup>1</sup> for Co-op Energy products, and
  - b. GB Energy Supply: Tariff Terms and Conditions for GB Energy products<sup>2</sup>.

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.

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

<sup>2</sup> <https://www.gbenergysupply.co.uk/tnc-domestic-tariff>

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' section for eligibility details).

## Termination Fees

12. If before 12 August 2020 you change your Tariff or supplier for gas and electricity, we may apply a Termination Fee of £30 per fuel.
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-op Energy or GB Energy Supply Tariff will be applicable on or within 49 days before your fixed term supply contract end date (See relevant Product term webpages in footer for links<sup>3</sup> 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 supplier). Similarly, if you cancel the Tariff, it may not be possible for you to switch back to this tariff.

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<sup>3</sup> [www.cooperativeenergy.coop/why-us/our-products/](http://www.cooperativeenergy.coop/why-us/our-products/)

<sup>3</sup> <https://www.gbenergysupply.co.uk/tnc-domestic-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 your fixed term supply contract end date (See Clause 4) 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 one of our Default Fixed Tariff(s).

### Tariff Specific eligibility criteria

19. In order to take up and remain on the Tariff, you must:
  - a) Be a new or existing Co-op Energy customer.
  - b) Pay for your energy Charges by monthly Direct Debit or Payment on Receipt of Bill (Quarterly) only.
  - c) Sign up to dual fuel services (Gas and Electricity) or electricity services only.
  - d) Be a domestic customer for the supply of dual fuel services (Gas and Electricity) or electricity services only.
  - e) Have an electricity meter which is either a single, Smart or an Economy 7 meter (Smart functionality may not be supported with this Tariff).
  - f) Comply with these Tariff Terms and Conditions and our General Terms and Conditions.

### Tariff related service offering

20. The Tariff is available with paper billing and / or online billing only. (Registration to the web portal is required for online billing).
21. The Tariff is available to new and existing Co-operative Energy Domestic Customers only.
22. The Tariff is available with 100% renewable electricity – See Green energy overview for details.

23. You cannot be supplied on the Tariff if you take your supply of energy through a prepayment meter.
24. You may lose Smart functionality if you have a Smart meter.
25. The Tariff is a fixed Tariff for the period identified within Clause 4.
26. Depending on scheme availability, customers can apply for Warm Home Discount (WHD) support as part of this Tariff (Additional WHD eligibility criteria applies).<sup>4</sup>
27. The Midcounties Co-operative £50 food voucher (See clause 28).

## 28. £50 Midcounties Food voucher terms and conditions

To be eligible for this offer you must switch to this tariff between 7 June 2019 and 31 July 2019 to receive £50 in Midcounties Co-operative food vouchers, the following terms apply: -

- a) You must be a new Co-op Energy customer.
- b) You must be a Midcounties Member to take up this offer.
- c) You must have spent £5 or more in any Midcounties Co-operative Food stores between 07/06/2018 & 06/06/2019 (and swiped your card) to take up this offer.
- d) Members will have to present their membership card with the voucher when redeeming.
- e) The vouchers can be used in full or part payment for goods and services at your local Midcounties Co-operative Food Store.
- f) Vouchers will be issued when a customer is on supply and after the 14 days cooling off period.
- g) The Midcounties Co-operative and/or Co-op Energy are not liable for lost vouchers.
- h) The vouchers will be supplied in 5 x denominations of £10.
- i) This voucher is not transferable or refundable and cannot be exchanged for cash. Only original vouchers are valid (no photocopies).
- j) Vouchers cannot be used in conjunction with other offers unless otherwise stated.
- k) Food vouchers are valid in Midcounties Co-operative Food stores only.
- l) Transaction value must be the same or greater value than the face value of the voucher.
- m) Food vouchers will be non-transferable or refundable.
- n) Food vouchers cannot be exchanged for cash.
- o) Food vouchers cannot be redeemed against cigarettes, tobacco, mobile phone top-up cards, saving stamps, postage stamps, non-food items, first stage milk products, lottery, in-store concessions and fuel.

## Green energy overview

29. 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 your Electricity consumption by

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<sup>4</sup> [www.cooperativeenergy.coop/reduce-your-bills/whd/](http://www.cooperativeenergy.coop/reduce-your-bills/whd/)

purchasing (Subject to availability) the required Guarantees of Origin from GB generation (REGO's).

- b) 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.

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 2017-18 Fuel Mix %	2017-18 Residual Fuel Mix %
Coal	0.00%	7.64%
Gas	0.00%	41.24%
Nuclear	0.00%	20.01%
Renewable	100.00%	29.04%
Other	0.00%	2.07%
Total	100.00%	100.00%

### Environmental impact of generating electricity from our fuel sources

Co-op carbon content	0
National average	359.45
Co-op percentage	0.00%
Co-op renewable content	100.00%
Co-op radioactive waste	0.00

General renewable information can be found using the links below	
<b>Our Energy Mix</b>	<ul style="list-style-type: none"> <li>• <a href="http://www.cooperativeenergy.coop/why-us/our-energy-sources/">www.cooperativeenergy.coop/why-us/our-energy-sources/</a></li> <li>• <a href="http://www.gbenergysupply.co.uk/">www.gbenergysupply.co.uk/</a></li> </ul>
<b>Green Gas Certification Scheme (GGCS)</b>	<ul style="list-style-type: none"> <li>• <a href="https://www.greengas.org.uk/">https://www.greengas.org.uk/</a></li> </ul>
<b>Further information regarding energy distribution can be found at:</b>	<ul style="list-style-type: none"> <li>• <a href="http://www.energy-uk.org.uk/energy-industry/the-energy-market.html">www.energy-uk.org.uk/energy-industry/the-energy-market.html</a></li> </ul>