

## Tariff name: Co-op Green Prepayment (“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 The Tariff is subject to availability and may be withdrawn at any time.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 from Contract Start Date until the Contract is formerly ended.

### 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 on ‘Our Products Page/Co-Operative Energy’<sup>1</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.
7. If we increase the unit price or Standing Charge under the Tariff, we will provide you with 30 days’ notice of your new Charges.
8. We will honour the prices 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.

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

## Tariff Withdrawal

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

## Cancellation / Termination Fees

11. You may cancel the Tariff and/or change supplier without incurring a Termination Fee.
12. A Termination Fee on your current Tariff for existing Domestic Customers on a current fixed term Tariff may be applicable prior to 49 days before your fixed term supply contract end date (See relevant Product term webpages in footer for links<sup>2</sup> for terms and conditions of your existing Tariff).

## Transfer of Tariff

13. 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.
14. You may no longer be eligible for this tariff if you need to change payment method (Credit to Prepayment or Prepayment to Credit). See 'Tariff Specific eligibility criteria' below for eligibility criteria for this tariff.
15. 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.

## Meter Readings

16. Meter readings are provided when you top up your energy on the meter. We require regular tops ups throughout the year (Including summer for Gas) to cover your Charges, this will include where applicable, unit rate, standing charges, Green Deal charges and any outstanding debt.

## End date of your Tariff

17. This Tariff is a Variable product and has no end date.

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<sup>2</sup> <https://www.cooperativeenergy.coop/why-us/our-products/>

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

## Tariff Specific eligibility criteria

18. In order to take up and remain on the Tariff, you must:
- a) Be a Prepayment customer.
  - b) Pay for your energy Charges in advance by PayPoint / Payzone and Post Office through the use of your Co-op Energy branded electricity and / or gas card / key.
  - c) Sign up to dual fuel services (Gas and Electricity) or electricity only.
  - d) Be a domestic customer for the supply of dual fuel services (Gas and Electricity) or Electricity only from Co-operative Energy.
  - e) Have an electricity meter which is either a single, Smart or Economy 7 meter (Smart functionality may not be supported with this Tariff).<sup>3</sup>
  - f) Comply with these Tariff Terms and Conditions and our General Terms and Conditions.

## Tariff related service offering

19. The Tariff is available with paper billing only.
20. This tariff is not available with online portal functionality
21. You will receive paper annual statements
22. The Tariff is available to new and existing Co-operative Energy Domestic Customers.
23. You cannot be supplied on this Tariff if you take your supply of energy through a credit meter.
24. You may lose Smart functionality if you have a Smart meter.

## 25. Voucher specific Terms and Conditions

The Tariff offers a discount in the form of a voucher that can only be used at Midcounties Co-operative Food stores once a customer comes on supply (typically posted within 35 days from sign-up).

### Voucher value

- Single Fuel - If a single fuel (electricity only) tariff option is chosen, a £10 voucher will be issued
- Dual Fuel - If a dual fuel tariff option is chosen, 2 x £10 vouchers will be issued.

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<sup>3</sup> Economy 7 is a tariff that offers you lower cost electricity for a 7 hour period during the night. Any electricity you use during the 7-hour night period will cost less than any electricity used during the day. Any electricity you use during the day is charged at a higher rate than the equivalent single rate tariff. For more information please visit <https://www.cooperativeenergy.coop/customer-service/frequently-asked-questions>.

### Voucher redemption

- a) This voucher is not transferable or refundable and cannot be exchanged for cash. Only original vouchers are valid (no photocopies).
- b) The voucher can only be redeemed in Midcounties Co-operative Food Stores. Visit [www.midcounties.coop/stores/](http://www.midcounties.coop/stores/) to find your local 'Food' store.
- c) The voucher is valid until 30 April 2018.
- d) If you do not have a Midcounties Co-operative Food Store, you can choose to credit your voucher against your Co-op Energy Account. To credit your voucher against your account, post or email your voucher to the address below, quoting your name, address and account numbers. Where we will process your request within 30 calendar days.

Prepayment team,  
Co-op Energy  
135a Bloxwich Road  
Walsall  
West Midlands  
WS2 8BS

[ppm@cooperativeenergy.coop](mailto:ppm@cooperativeenergy.coop)

- e) This offer excludes cigarettes, tobacco, Paypoint/E-top up, savings stamps, postage stamps, gift cards, first stage baby milk products, lottery, in-store concessions and fuel.
- f) The original voucher must be handed into a Midcounties Co-operative Food store; no copies of the voucher will be accepted.
- g) Midcounties Co-operative, Midcounties Co-operative Food or Co-op Energy will not be held responsible for lost, stolen or damaged vouchers.

## 26. Green energy overview

Choosing to purchase the Tariff will result in: -

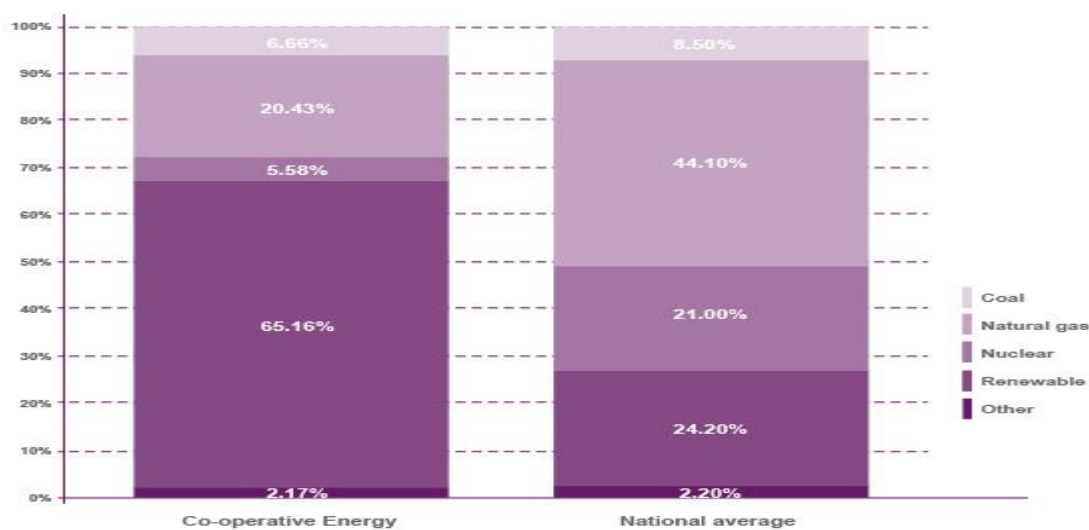
- a) Co-op Energy / GB Energy purchasing 100% of the required renewable Electricity from renewable generation sources to match the Customers Electricity consumption. And,
- b) Co-op Energy / GB Energy purchasing the required Guarantees of Origin from GB generation (REGO's).
- c) The renewable generation 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 (0.037 tonnes per month on supply under this Tariff).

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

	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%

### 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/](http://www.cooperativeenergy.coop/why-us/our-energy-sources/)
- [www.gbenergysupply.co.uk/](http://www.gbenergysupply.co.uk/)

Further information regarding energy distribution can be found at:

- [www.energy-uk.org.uk/energy-industry/the-energy-market.html](http://www.energy-uk.org.uk/energy-industry/the-energy-market.html)