

Tariff name: Co-op Safe and Secure (“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 The Tariff is subject to availability and may be withdrawn at any time.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 formally 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 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.

7. Under the Tariff, the unit price you pay for the supply of energy to the address and any normal standing charges are capped and could either be increased or decreased in line with the regulatory tariff price cap change windows of 1st April and 1st October each

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

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

year where applicable. Where any change is required we will provide prior written notice.

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.

Tariff Withdrawal

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

Cancellation

11. You may cancel the Tariff and/or change supplier at any time without incurring a Termination fee.

Ineligible customers

12. 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' for eligibility details).

Termination Fees

13. You may cancel the Tariff and/or change supplier at any time without incurring a Termination fee.
14. 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 supplier). Similarly, if you cancel the Tariff, it may not be possible for you to switch back to this tariff.

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

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

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.

Meter Readings

17. To help us ensure that the Charges are accurate, we ask that you provide us with meter readings at least twice a year. If you have not provided us with a meter reading we may come to your Address (or our Agents) to read your meter. If we do not have an actual reading, we will estimate your usage based on previous usage at the Address and/or average usages patterns in similar premises.

End of your fixed term period

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

Tariff Specific eligibility criteria

19. In order to take up and remain on the Tariff, you must be eligible for this Tariff by: -
 - a) Being identified by Co-op Energy as eligible for a rebate under the Core or Broader group eligibility criteria for Warm Home Discount for scheme year 6 and 7. We may pass your details onto Department Work and Pensions to validate our checks.
 - b) Being currently on supply on either our Standard Variable Tariff(s) or our Default Fixed Tariff(s).
 - c) Paying for your energy Charges by monthly Direct Debit OR Payment on Receipt of Bill only.
 - d) Sign up to dual fuel services (Gas and Electricity) or electricity only.
 - e) Be a domestic customer for the supply of dual fuel services (Gas and Electricity) or electricity only.
 - f) Have an electricity meter which is either a single, Smart or an Economy 7 meter (Smart functionality may not be supported with this Tariff).
 - g) Comply with these Tariff Terms and Conditions and our General Terms and Conditions.

Co-op Energy reserves the right to amend the eligibility criteria at any point.

Tariff related service offering

20. The Tariff is available with online billing and paper billing only (Registration to the web portal is required).
21. The Tariff is available to 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. Customers can apply for Warm Home Discount (WHD) support as part of this Tariff (Additional WHD eligibility criteria applies).⁴

25. 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.

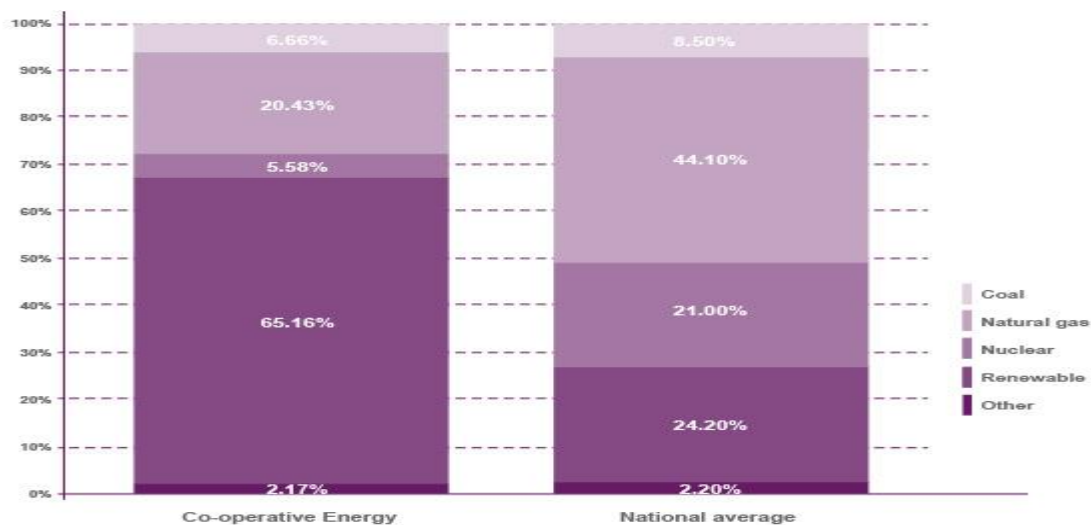
We estimate, based on Ofgem's industry average annual consumption value of 3,100 kwh for electricity per customer and Co-operative Energy's fuel mix disclosed for 2016/17, that switching to the Tariff will result in an estimated CO2 reduction of c. 0.45 tonnes per annum (0.0375 tonnes per month on supply 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