

Co-op Safe and Secure Price Change 1 October 2018 - Internal FAQs

Why have you increased your energy prices?

As you are aware Ofgem, the energy regulator, introduced a price cap for customers in receipt of the Warm Home Discount payment and we moved you to our Co-op Safe and Secure tariff. Ofgem adjusts the level of the price cap on 1 April and 1 October each year to reflect any changes in energy supplier's costs.

On 1 October 2018 Ofgem are raising the price cap to reflect rising wholesale energy costs. It is with regret, it is necessary for us to increase our charges to ensure we are operating at a sustainable level and can continue to provide you with the service you deserve.

When will the price increase come into effect?

The price rise will come into effect on 1 October 2018. We are informing customers of the change well in advance so you have time to review the changes and make any changes you feel necessary before the price increases takes effect.

What is the annual average price of the Co-op Safe and Secure tariff now?

On average, Co-op Energy dual fuel customers on the Co-op Safe and Secure tariff will increase from £1,088 to £1,129 per annum. The average cost is calculated using the Ofgem average consumption figures of electric 3,100 kWh and gas 12,000 kWh per annum.

What options do I have now?

You have three options:

1. Do nothing and remain on our Co-op Safe and Secure tariff. Your increased prices will come into effect on 1 October 2018.
2. Select one of our latest fixed-term contracts. You can do this now by visiting: www.cooperativeenergy.coop/compare/existing-customers/ or calling on Freephone: **0800 093 7511**.
3. Switch to another supplier. All we ask is that you settle any outstanding bills with us before you leave.

How do I switch to another Co-op Energy tariff?

To switch to another tariff, visit www.cooperativeenergy.coop/products to see our full list of tariffs and their terms and conditions and to conduct a comparison to see if you could save on another of our products.

Will the terms and conditions of the tariff be affected by the price increase?

No, the terms and conditions of our Co-op Safe and Secure tariff will remain the same.

Where can I go for free, impartial advice about my energy?

For impartial advice on switching tariff or supplier, you can visit: www.citizensadvice.org.uk/energy or call the Citizens Advice consumer helpline on: **03454 04 05 06**.

You can also save money on your energy bill by following a range of energy-saving tips. For simple, practical advice, you can contact our trained Energy Saving Advisers on Freephone: **0800 093 7537**.