

## Eastern Power Sept 20 v4 Tariff - External FAQs

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Is the tariff open to all customers?

No, the tariff is only available to members of the East of England Co-op.

What is different in this tariff?

The Eastern Power tariff is 13 months long and summarises what Co-ops do best in providing members with access to locally sourced sustainable products.

The Eastern Power upgrade includes 100% renewable energy sourced locally from a wind farm in the Eastern region within which they reside. In addition to this, the upgrade includes 25% Green Gas sourced from biomethane, to ensure both domestic fuel types are as sustainable as possible.

Full terms and conditions apply and can be found on the '**Our Products Page**' of our website.

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.

What payment methods are available on the tariff?

Customers on the tariff can pay by Direct Debit (DD) or PoRoB.

How competitive is this new tariff?

On average, Co-op Energy dual fuel customers on the Eastern Power Sept 20 v4 tariff will pay **£1,061** per annum.

This is only an extra £5 per month, (£60 a year) for Eastern Power on top of our current fixed products.

The average cost is for a customer paying by Direct Debit, calculated using the Ofgem average consumption figures of Electric 3,100kWh and Gas 12,000kWh per annum.

How long is the tariff available, as I have exit fees with my current supplier?

The tariff is open for the foreseeable future, so customers can switch today. We will pay the exit fee of an existing supplier if you will be charged an exit fee for leaving. We will credit your energy account up to £30 per fuel if you switch via the Co-op Energy website or call



centre. We will require proof of the exit fee you have been charged and will credit your account within 30 days of coming on supply.

### Will there be any exit penalties on this tariff?

If you choose to switch to a different supplier, then you will be charged a £30 per fuel cancellation fee.

### Are there regional differences in the new tariff?

Yes. You can view the TILs for each region by searching the first part of the postcode on the Midcounties intranet and selecting the tariff. The Tariff Information Label (TILs) will also outline Economy 7 rates.

### What are the benefits of this tariff?

Eastern Power's key features are:

- 100% locally sourced generation
- 25% Green Gas
- Only £5 per month (Dual Fuel customer) extra on top of our current fixed products

### Can a prepayment meter customer switch to the tariff?

No. The tariff is not available to prepayment meter customers.

If the customer has been on a prepayment meter with us for more than three months they can switch to the new fixed tariff after their meter has been changed to a credit meter and the following assessments have been completed. No charges for non-warrant installation / removal of meters should be applied.

Advisers should be making an assessment of the customer on the following prior to making progressing with their meter exchange: -

Vulnerability assessment

Debt / ability to pay assessment

Check to see if customer has been through the warrant process

Customers can speak with an adviser who will talk them through the process to change their meter type on Freephone: 0800 954 0693.

### 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?

All existing customers can switch to this tariff without occurring an exit fee.

You can switch to the tariff through the Eastern Power via the following link;

[www.cooperativeenergy.coop/easternpower](http://www.cooperativeenergy.coop/easternpower).

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.

