

Tariff name: Co-op Festive Fix December 2017 tariff ("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 The Tariff is subject to availability and may be withdrawn at any time. The Tariff will not apply to the supply of energy to the address unless and until:
 - a) you have requested this Tariff;
 - b) we have agreed to supply you on this basis and,
 - c) if you are transferring from another supplier; we have become registered as the supplier of energy to the address.
4. In order to take up and remain on the Tariff, you must:
 - a) pay for our Charges by monthly Direct Debit;
 - b) sign up to dual fuel or single fuel services (electricity only)
 - c) provide us with a valid email address upon sign up through which we will issue all online communication
 - d) register your personal online account and accept all communications via email. (large print / braille print available upon request)
 - e) be a domestic customer for the supply of electricity and gas or electricity only from Co-operative Energy;
 - f) have an electricity meter which is either a single, and Smart or two Economy 7 meters.
 - g) provide your own quarterly meter readings through your online account
 - h) the Domestic Premise must be within region 14 and 20 only
5. Under the Tariff, the unit price you pay for the supply of energy to the address and any normal standing charges will, subject to paragraphs 9, 10 and 11 below, remain unchanged from the 17 November 2016 to 31 December 2017.
6. Prices and other information relating to the Tariff are set out in the Tariff Information Labels available at Our Products Page/Co-Operative Energy¹. 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. 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. As VAT is added to our Charges, any increase (or decrease) in the rate of VAT will also change the amount you pay.

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

8. You may cancel the Tariff and/or change supplier without incurring a cancellation charge 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 5).

If before 12 November 2017 you change your Tariff or supplier for gas and electricity or electricity only we may apply a Termination Fee of £30 per fuel. You agree to make payment for any Termination Fee and agree that any Termination Fee can be made via Direct Debit.

9. Once we have agreed to supply you under the Tariff, it may not be possible for you to switch back to a special 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.
10. 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.
11. 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, we may transfer you to our standard variable rate tariff.
12. We will contact you approximately 6 weeks before 31 December 2017 to inform you of our tariffs that are available after that date and your options in respect of these tariffs. Unless another tariff is agreed with you or you change supplier, you will be moved onto our standard variable rate tariff.

13. Tariff Specific eligibility criteria: -

- a. The Tariff is not available with paper billing
- b. The Tariff is available to new and existing Co-operative Energy Domestic Customers. For existing Domestic Customers on a current fixed term Tariff a Termination fees on your existing Tariff will be applicable on or within 49 days before your fixed term supply contract end date (See <https://www.cooperativeenergy.coop/termsandconditions/> for terms and conditions of your existing Tariff)
- c. You cannot be supplied on the Tariff if you take your supply of energy through a prepayment meter.
- d. The domestic premise must be within region 14 and 20 only.
- e. You will lose Smart functionality if you have a Smart meter.

14. Voucher specific terms: -

- a) The Tariff offers a discount in the form of a voucher that will be issued once the customer has come onto supply. (approximately 35 days from sign up)
- b) The Midcounties Co-operative Gift Voucher is redeemable at all societies who are participating in the scheme. It can be used in full or part payment for goods and services offered at your local Co-operative Food Store as well as Co-operative Travel holidays excluding travel money, Co-operative Energy, Co-operative Childcare, Co-operative Funeralcare and in branches of Co-operative Healthcare excluding Healthcare online and online doctor where applicable. Check with societies prior to redeeming.

- c) This voucher cannot be exchanged for cash nor will it be accepted by banks. The Midcounties Co-operative and/or Co-operative Energy cannot be liable for lost, damaged or stolen vouchers.
- d) The front of this voucher must be cancelled on redemption.
- e) Return cancelled vouchers to:

Midcounties Co-operative
Co-operative House
Warwick Technology Park
Warwick
CV34 6DA

- f) Voucher postage – The voucher will be issued via Recorded Delivery to the registered customer name address on the Co-operative Energy account. Midcounties co-operative and/or Co-operative Energy cannot be liable for any time and/or costs associated with the collection of the recorded delivery.
- g) If a single fuel (electric only) tariff option is chosen, a nomination of £30 vouchers will be issued. If a dual fuel tariff option is chosen, a £30 voucher will be issued.
- h) Only one £30 voucher will be issued per Co-operative Energy account
- i) The voucher is non-transferable in the event of cancellation and no cash equivalent is available.