

## FuelGood Simplicity Prepayment Frequently Asked Questions

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### **Is the tariff open to all customers?**

No, this tariff is only available to customers with a Prepayment meter. This tariff is not available with a Smart Meter.

### **What is different about the tariff?**

The new FuelGood Simplicity tariff is an exclusive offer open to Walsall Housing Group (WHG) residents whose meters are supplied within Region 14. Full terms and conditions apply and can be found on the [‘Our Products Page’](#) of our website.

### **What payment methods are available on the tariff?**

Customers on this tariff are required to pay via Prepayment only.

Payment is made using the Co-op Energy branded electricity key and gas card. Top-up of the meters can be made through Paypoint, Payzone and Post Office outlets. These outlets can be found in most Midcounties food stores.

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

No, this tariff is only available to customers whose meters are supplied within the Region 14 area and hold a tenancy agreement with Walsall Housing Group (WHG). For all other products available please visit the [‘Our Products Page’](#) on our website

### **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. Once the switch to the new tariff is complete, we will be in touch with you as we will need up-to-date meter readings from you to close the credit account and set up the prepayment account. This is to make sure we can bill you correctly.

### **I’ve recently switched to Co-op Energy. Can I now transfer to the tariff?**

Existing Walsall housing group tenants / customers are welcome to join our new tariff. You may be charged an exit fee for transferring to another tariff. If you are within the final 49 calendar days of your current product end date, no exit fees will be applied.

You can switch to the tariff through the Existing Customer Switch Form which can be found on our website: [www.cooperativeenergy.coop/compare/existing-customers/](http://www.cooperativeenergy.coop/compare/existing-customers/).

### **How competitive is this new tariff?**

On average, Co-op Energy dual fuel customers on the tariff will pay £971 per annum.

The average cost is calculated using the Ofgem average consumption figures of Electric 3,100kWh and Gas 12,000kWh per annum.

### **Will I receive a bill on this tariff?**

On this tariff and as a prepayment customer you will receive a statement showing your charges and payments once a year, this is for information purposes only to enable you to keep track of your energy account. You will also receive



an annual statement which is a summary of your usage over the past 12 months and a projection of your charges for the next 12 months.

**Am I required to provide meter readings?**

As a prepayment customer you are not required to provide meter readings, we will receive details of usage when you vend (top-up) your meter.

**If I move house, can I take this deal with me?**

Unfortunately this is not possible as we supply the property not the individual. There will not be an exit penalty and you can choose to switch back to us in your new home to the existing tariff providing it is still open or alternatively one of our other attractive tariffs.

**How can I switch to the tariff?**

[Click here](#) to get an instant price comparison and see how much we can save you.