

FuelGood Simplicity

Frequently Asked Questions

Is the tariff open to all customers?

No, it's only available to residents who hold a tenancy agreement with Walsall Housing Group (WHG).

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 the tariff are required to pay via Direct Debit (DD) or POROB.

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.

Is the tariff available to both Direct Debit (DD) and Payment on Receipt of Bill (PoRoB) customers?

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 a prepayment meter customer. Can I switch to the tariff?

No. This tariff is not available to prepayment meter customers. There is a new FuelGood Simplicity Prepayment tariff available, full product details can be on found on [‘Our Products Page’](#).

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?

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/.

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 there be any exit penalties on this tariff?

If you choose to switch tariff or supplier, you will not be charged a cancellation fee.

How do I provide meter readings on my tariff?

You can provide meter readings through your personal online account: <https://account.cooperativeenergy.coop/>.

Alternatively, meter readings can be submitted through our telephone service on 0800 954 0693 and via the website www.cooperativeenergy.coop/customer-service/providing-a-meter-reading.

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 or our Default Fixed Tariff(s).

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 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.