

Price Change 20 August 2018 - External FAQs

Why have you increased your energy prices?

Since April 2017 we have seen wholesale power prices increase by 32% – more than half of this increase coming since the start of April 2018. It is with regret it is now necessary for us to increase our electricity charges by an average of 5.2% and our gas charges by an average of 5.2%.

The Big 6 have already increased their charges and we have been able to absorb these costs to date. However, it is not a position we can maintain any longer. This increase ensures we are operating at a sustainable level and can continue to provide you with the service that you deserve.

How much are you increasing our gas and electricity prices by?

Our Green Pioneer Variable gas and electricity prices have increased by an average of 5.2%*. The increase for gas is 5.2%** and 5.2%* for electric.

When will the price increase come into effect?

The price rise will come into effect on 20 August 2018. We are informing customers of the change well in advance of this so they have time to review the changes and make any changes they feel necessary before the price increases takes effect.

What is the annual average price of Pioneer Variable tariff now?

On average, Co-op Energy dual fuel customers on the Pioneer Variable tariff will increase from £1,158 to £1,218 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.

Are all Green Pioneer Variable customers affected by the price increase?

All credit customers on our Green Pioneer Variable tariff will incur a price change. Prepayment customers are not affected by this price increase.

What are the increases you have faced?

Since April 2017 we have seen wholesale power prices increase by 32% – more than half of this increase coming since the start of April 2018.

This increase ensures we are operating at a sustainable level and continue to provide you with the service that you deserve.

When did you tell customers about the price rise?

We began informing customers from 16 July 2018. Your communication will have clearly highlight your new personal projection on your current tariff with the new prices. The communication will have also informed you of the price you could be paying on our cheapest similar tariff (our cheapest tariff with the same T&Cs) and our cheapest alternative tariff (our cheapest overall tariff which may have different T&Cs to your current tariff).

What options do I now have?

You now have three options:

1. Do nothing and remain on our Green Pioneer Variable tariff. Your increased prices will come into effect on 20 August 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 they leave.

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

To switch to one of our online tariffs, you can visit our website to see our full list of tariffs and your terms and conditions and to conduct a comparison to see if you could save on another of our products.

We offer a range of competitive fixed tariffs to suit all needs. Our online tariffs offer cheaper rates by passing on the saving of an online only tariff to the customer.

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

No, the terms and conditions of our Green Pioneer Variable tariff will remain the same.

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

It's easy to get free, independent advice so that you "know your rights" as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills.

To "know your rights" visit www.citizensadvice.org.uk/energy for up to date information or contact the Citizens Advice consumer service on **03454 04 05 06**.

If you're having difficulties paying your energy bill, the first thing to do is give us a call on Freephone: **0800 093 0693** and we'll do everything we can to help things work out for you.

*The price increase/decrease is the average increase/decrease based on Ofgem's national average energy consumption of 12,000 kWh for gas and 3,100 kWh for electricity.