

Tariff name: FuelGood Simplicity.v.1 (“Tariff”).  
Additional tariff terms and conditions (“Tariff Terms”)

1. These tariff 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 The Tariff is subject to availability and may be withdrawn at any time.

### Tariff Period

4. Under the Tariff, these Tariff Terms for the supply of energy to the Address will apply from between the periods 9 January 2018 until the Contract is formerly ended.

### Coming on Supply

5. The Tariff will not apply to the supply of energy to the address unless and until:
  - a) You have requested this Tariff, and
  - b) We have agreed to supply you on this basis.
  - c) And / or if transferring from another supplier, we have become registered as the supplier of Energy to the Address.

### Pricing

6. Prices and other information relating to the Tariff are set out in the Tariff Information Labels available on ‘Our Products Page/Co-Operative Energy’<sup>1</sup>. 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.

Under the Tariff, the unit price you pay for the supply of energy to the address and any standing charges will remain unchanged until at least 1st April and 1st October each year from Tariff start date as indicated within clause 4 of these Tariff terms where Co-operative Energy will complete a review of the charges and may change the Regular Charges (Unit Rate and / or the Standing Charge) associated with the Tariff. We will provide prior notification of any changes to you.

7. Excluding Clause 6 we will honour the prices under the Tariff unless prevented from doing so by the actions or requirements of any governmental or regulatory authority.

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

8. As VAT is added to our Charges, any increase (or decrease) in the rate of VAT will also change the amount you pay.

## Tariff Withdrawal

9. The Tariff is subject to availability and We may withdraw the Tariff at any time.

## Cancellation / Termination Fees

10. You may cancel the Tariff and/or change supplier without incurring a Termination Fee.
11. A Termination Fee on your current Tariff for existing Domestic Customers on a current fixed term Tariff may be applicable prior to 49 days before your fixed term supply contract end date (See relevant Product term webpages in footer for links<sup>2</sup> for terms and conditions of your existing Tariff).

## Ineligible customers

12. If you are no longer eligible for the Tariff We may transfer you on to another Tariff and / or require a Prepayment meter to be installed, this would require payment for your Charges (and any associated debt) to be made in advance (See 'Tariff specific eligibility criteria' for eligibility details).

## Transfer of Tariff

13. Once we have agreed to supply you under the Tariff, it may not be possible for you to switch back to a specific 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.
14. 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 Walsall Housing Group address if the Tariff remains open.  
Our moving home team will be able to assist you in finding a suitable Tariff.

## Meter Readings

15. To help us ensure that the Charges are accurate, we ask that you provide us with meter readings at least twice a year. If you have not provided us with a meter reading we may come to your Address (or our Agents) to read your meter. If we do not have an

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<sup>2</sup> [www.cooperativeenergy.coop/why-us/our-products/](http://www.cooperativeenergy.coop/why-us/our-products/)

<sup>2</sup> [www.gbenergysupply.co.uk/tnc-tariff](http://www.gbenergysupply.co.uk/tnc-tariff) & [www.gbenergysupply.co.uk/prices](http://www.gbenergysupply.co.uk/prices)

actual reading, we will estimate your usage based on previous usage at the Address and/or average usages patterns in similar premises.

Meter readings can be submitted through your online account or through our telephone service for meter reading submissions.

General Enquiries: 0800 954 0693

Website: [www.cooperativeenergy.coop/customer-service/providing-a-meter-reading/](http://www.cooperativeenergy.coop/customer-service/providing-a-meter-reading/)

## Ending your contract

16. As described in Clause 4 this Tariff has no end date, therefore if for whatever reason you are no longer eligible for this Tariff, unless another tariff is agreed with you or you change supplier, you will be moved onto either our Standard Variable Tariff or our Default Fixed Tariff(s). We will provide prior confirmation of which tariff you will be moved onto.

## Tariff specific eligibility criteria

17. In order to take up and remain on the Tariff, you must be eligible for this Tariff by: -
- a) Holding a tenancy agreement in place with Walsall Housing Group (WHG) and / or any other Authorised Partner associated with this agreement; and currently reside in said property at the time of application to this Tariff.
  - b) reside in one of the regions to which the tariff is applicable. Co-op Energy has the right to limit the Tariff to certain Regions, which can be found on our Products page<sup>3</sup> under this Tariff
  - c) For Direct Debit and Payment on Receipt of bill customers pay our Charges by monthly Direct Debit or quarterly through cash, cheque, credit and debit cards.
  - d) Sign up to dual fuel (Gas and Electricity) or electricity only services.
  - e) Be a domestic customer for the supply of dual fuel (Gas and Electricity) or electricity only services.
  - f) Have a gas and / or electricity meter which is either a single rate, Smart, or Economy 7 meter (Smart functionality may not be supported with this Tariff).<sup>4</sup>
  - g) Providing your own monthly and / or quarterly meter readings through your online account or through our telephone service for meter reading submissions.
  - h) Comply with these Tariff Terms and Conditions and our General Terms and Conditions.

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<sup>3</sup> [www.cooperativeenergy.coop/why-us/our-products/](http://www.cooperativeenergy.coop/why-us/our-products/)

<sup>4</sup> Economy 7 is a tariff that offers you lower cost electricity for a 7 hour period during the night. Any electricity you use during the 7-hour night period will cost less than any electricity used during the day. Any electricity you use during the day is charged at a higher rate than the equivalent single rate tariff. For more information please visit [www.cooperativeenergy.coop/customer-service/frequently-asked-questions](http://www.cooperativeenergy.coop/customer-service/frequently-asked-questions).

## Tariff related service offering

- a) The Tariff is available with online billing and paper billing only. Registration to the web portal is required for online account management.
- b) The Tariff is available to new and existing Co-op Energy Domestic Customers only.
- c) You cannot be supplied on the Tariff if you take your supply of energy through a prepayment meter.
- d) You may lose Smart functionality if you have a Smart meter.
- e) The Tariff is a fixed Tariff for the period identified within Clause 4.
- f) Customers can apply for Warm Home Discount (WHD) support as part of this Tariff (Additional WHD eligibility criteria applies).<sup>5</sup>

### i) Green energy overview

Choosing to purchase the Tariff will result in: -

- a) Co-op Energy purchasing 100% of the required renewable Electricity from renewable generation sources to match the Customers Electricity consumption. And,
- b) Co-op Energy purchasing the required Guarantees of Origin from GB generation (REGO's).
- c) The renewable generation will be delivered to Customers through the UK distribution network; at no point will customers be supplied directly from renewable generation sources.

We estimate, based on Ofgem's industry average annual consumption value of 3,100 kwh for electricity per customer and Co-operative Energy's fuel mix disclosed for 2016/17, that switching to the Tariff will result in an estimated CO2 reduction of c. 0.45 tonnes per annum (0.0375 tonnes per month on supply under this Tariff).

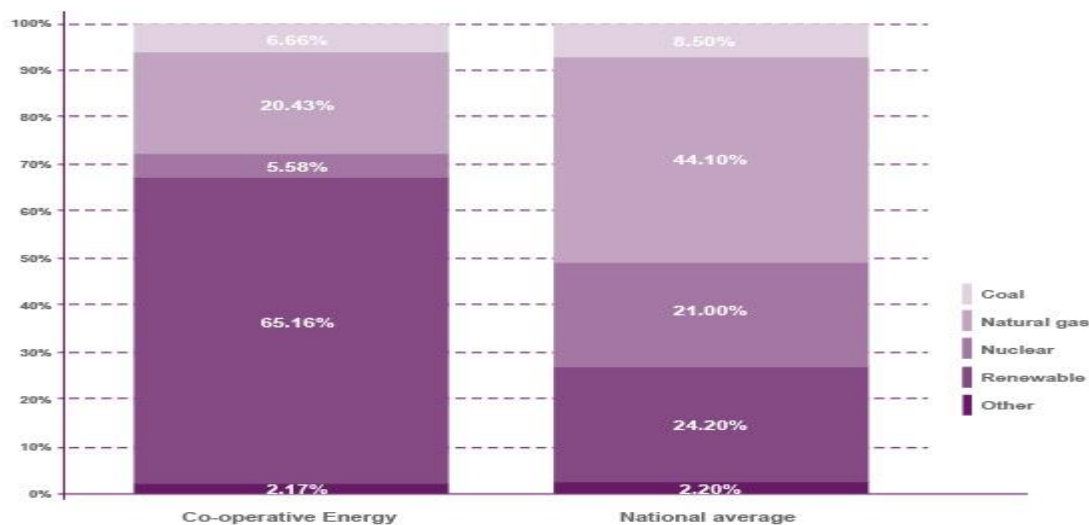
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<sup>5</sup> [www.cooperativeenergy.coop/reduce-your-bills/whd/](http://www.cooperativeenergy.coop/reduce-your-bills/whd/)

Detail of our Fuel mix disclosure can be found in the below table and charts:

Fuel sources from which the electricity supplied has been generated		
	Co-op Energy 2016-17 Fuel Mix %	2016-17 Residual Fuel Mix %
Coal	6.66%	8.50%
Gas	20.43%	44.10%
Nuclear	5.58%	21.00%
Renewable	65.16%	24.20%
Other	2.17%	2.20%
Total	100%	100%

### Environmental impact of generating electricity from our fuel sources



Co-op carbon content	147.12
National average	249.29
Co-op percentage	59.02%
Co-op renewable content	65.16%

Further information regarding our energy mix can be found at:

- [www.cooperativeenergy.coop/why-us/our-energy-sources/](http://www.cooperativeenergy.coop/why-us/our-energy-sources/)

Further information regarding energy distribution can be found at:

- [www.energy-uk.org.uk/energy-industry/the-energy-market.html](http://www.energy-uk.org.uk/energy-industry/the-energy-market.html)