

# Principal terms and conditions

Set out below are the Terms and Conditions specific to your tariff together with a summary of the key parts of the Terms and Conditions applicable to all tariffs. The all tariffs Terms and Conditions are available at [shellenergy.co.uk](https://www.shellenergy.co.uk).

## Cooling off period

You have the right to cancel your contract within 14 days of the date you entered into it. This is known as a cooling off period. To do this, you may use the cancellation form on our website but you don't have to so long as you inform us of your customer number and your decision to cancel in a clear statement by telephone on **0330 094 5800**, e-mail to [cancelmyregistration@shellenergy.co.uk](mailto:cancelmyregistration@shellenergy.co.uk) or letter to Customer Services, Shell Energy, PO Box 6363, Coventry, CV3 9LR.

## Credit Checking

We may use the information you have given us to make checks with our credit checking agency to confirm your identity as part of our registration process or, where this is not possible, after the Contract is already in force. In certain circumstances we may require a security deposit as a condition of supplying you. In the event that we do request a security deposit, we may contact you to offer an alternative payment method or service, which may then remove the need for a security deposit.

## Switching over from your current supplier

When we transfer your electricity and gas to Shell Energy, if you have applied for a dual fuel tariff, we will move your electricity first, and then your gas once we have confirmation of the electricity transfer. If your current supplier subsequently objects to the transfer of your gas and this cannot be resolved we will supply you with electricity only. Should this happen you can choose either to take an electricity only service or leave Shell Energy.

## Changes to the Terms and Conditions

Where we make any variations to the Terms and Conditions which are to your disadvantage we will notify you at least 30 calendar days in advance of the change taking place.

If the change to the Terms and Conditions is to your disadvantage you may terminate the Contract without the changes taking effect provided that: (a) the variation to the Contract is not due to misleading information you have provided to us regarding your status; and (b) we hear from your new supplier within 20 working days of the changes taking effect and the switch takes place within a reasonable period of time.

## Billing

You will receive a bill every three months or more frequently if we notify you otherwise. Payments will be collected as a fixed amount direct debit 'Fixed Direct Debit', a variable amount direct debit 'Variable Direct Debit' or you can choose to 'Pay on Receipt of Bill' via cash, cheque, card or online payment. 'Fixed Direct Debit' means Shell Energy will deduct a fixed amount from your account each month. When you are paying by Fixed Direct Debit each month this amount may be varied after any reassessment of your payments if they are not in line with your actual or projected energy usage. This will be communicated to you prior to any changes taking effect. 'Variable Direct Debit' means Shell Energy will deduct from your account the amount that is shown on your electricity and gas bill. This means that your full balance will be paid following the issue of each bill. 'Pay on Receipt of Bill' means that you will need to pay the amount shown on your electricity and gas bill in full via cash, cheque, card or online payment. You may choose to receive your bills in paper or electronic form (including accessing your bills online). To change your billing preferences please log in to your online account or telephone us on **0330 094 5800**.

## Possible additional charges & discounts

Where you do not pay us by Direct Debit we will make an administration charge. All bills will be electronic and accessible via your online account.

## Leaving Shell Energy

You can leave at any time but you will be required to pay any outstanding debt before doing so. If there is a debt outstanding on your account we may object to your transfer. You can resolve this by repaying us the debt within 30 days of us advising you of this requirement.

## Discounts

n/a

## Additional Charges

Not applicable.

## Bundles

There are currently no bundled products available with this tariff.

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## Rewards

Once you have passed the supply start date you will be eligible to receive a Shell Energy fuel saving of 3% off the cost of Shell fuel up to a maximum of 60 litres per month, which can only be redeemed at participating UK Shell service stations against Shell fuel (V Power and main grade petrol and diesel) and LPG. In order to receive this fuel saving you will need to register with Shell Go+.

Only one Shell Energy fuel saving is available per property, even if you are both an energy and a broadband customer. Your allowance will be refreshed on the 1st of each calendar month. If you do not use your Shell Energy fuel saving in any given month then it will be lost and cannot be rolled over and used in another month.

A summary of charges relevant to you is available on our website in the "Help and Advice" section

A full version of our Terms and Conditions can be downloaded from [shellenergy.co.uk](https://www.shellenergy.co.uk).

Alternatively you can contact Customer Services

Telephone: **0330 094 5800**

Email: [customer.service@shellenergy.co.uk](mailto:customer.service@shellenergy.co.uk)

## How to make a complaint

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 [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy) for up to date information or contact the Citizens Advice consumer service on **03454 04 05 06**. If you do need to make a complaint, you should contact our Customer Services Team in the first instance on **0330 094 5800**. They will do their best to resolve your complaint, but if you feel your complaint has not been handled to your satisfaction, you may then speak to our Customer Contact Specialist Team.

If you remain unhappy with our resolution of your complaint, or if your complaint has not been resolved within 8 weeks of the date you told us about it, you may refer the matter to the Ombudsman Services: Energy on **0330 440 1624** or at [ombudsman-services.org/sectors/energy](https://ombudsman-services.org/sectors/energy). They are free and independent, and we are bound by their decision.

## Our fuel mix

All energy companies are required to tell their customers about the mix of fuels they use to generate the electricity and the impact this has on the environment.

The table below shows how we produced electricity from 01/04/2017 – 31/03/2018.

We keep the figures on this page updated in line with the publishing dates of the Government's fuel mix data disclosure data table, as defined in the Electricity (Fuel Mix Disclosure) Regulations 2005.

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## Shell Energy fuel mix disclosure label

Every energy company needs to provide a fuel mix disclosure which shows the breakdown of electricity generation historically. The charts below show this for the period April 2017 to March 2018 when we were trading under the First Utility name.

| Energy source                | Our fuel mix % | UK fuel mix % | Carbon dioxide |
|------------------------------|----------------|---------------|----------------|
| Coal                         | 11.7           | 7.7           | 918            |
| Natural gas                  | 61.9           | 41.2          | 357            |
| Nuclear                      | 18.88          | 20.0          | 0              |
| Renewables                   | 3.7            | 29.0          | 0              |
| Other                        | 4.0            | 2.1           | 691            |
| High-level radioactive waste | -              | -             | 0.007          |

### Our current fuel mix

All our electricity now comes from renewable sources such as wind, solar and biomass. This is certified by Renewable Energy Guarantees of Origin (REGOs), which guarantees that for every unit of electricity you use, a unit of renewable electricity is put into the grid by renewable generators in the UK.

Please visit [shellenenergy.co.uk](https://www.shellenenergy.co.uk) for more information.

For more information on the environmental impact of your electricity supply write to us at Shell Energy, PO Box 6363, Coventry, CV3 9LR.