



Shell
ENERGY

Tariff Launch
Briefing Document

Confidential

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Purpose of document

This document is issued to ensure our product suite is consistent when presented to the customer. It outlines the details of our new launched tariffs and any that are no longer for sale.

Tariff overview

We are pleased to announce the launch of the following tariff:
Fixed May 2021 plus Cashback (product code v460) [FOR COMPARISON ONLY]

Average bill value:

Medium Dual Fuel ("MDF") is defined as the OFGEM medium typical domestic consumption values of 12,000kWh for Gas and 3,100kWh for Electricity.

Please use the product features below ONLY when promoting *Fixed Products*. Please do not describe exclusions or specific terms as "Sales Features".

- 100% renewable electricity
 - Price rise protection until month year
 - Exclusive rewards with Shell Go+
 - Includes up to £50 account credit.
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Tariff end date and channel availability

Fixed May 2021 plus Cashback [FOR COMPARISON ONLY]
Has an end date of 31st May 2021. If a customer leaves after SSD and prior to the tariff end date minus 49 calendar days, exit fees may apply.

Fixed May 2021 plus Cashback [FOR COMPARISON ONLY]
Is available through Face to Face channels only.

Tariff details

Product codes

- ISDFXV460 (Dual Fuel)
- ISEOFXV460 (Elec Only)

Important Information:

- **Submit monthly meter reads online:** Customers will receive one email to prompt them to submit a meter reading each month. When Shell Energy receives the meter readings, they will be submitted to the industry for validation. In most cases the readings will be validated and used to produce an accurate statement. The customer will be prompted to view this statement via their online account rather than being sent directly. If Shell Energy are unable to use the readings that have been



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Tariff details

submitted then the bill will be based on estimated usage for the period. Shell Energy will however amend the next statement and reconcile it against the read that was submitted. Customers will receive a bill every six months or more frequently if we notify them otherwise.

- **Fixed Monthly Direct Debit payment:** The preferred method of payment for this tariff is **fixed monthly direct debit**. Customers must accept to pay by this method at the point of registration. Customers may change their payment method for an additional charge.
- **Paperless billing:** Statements will be viewable online through their online account. No documentation will be sent via post or via an email attachment with this tariff. An email will be received by the customer when statements or bills have been uploaded to the online portal.

Specific Terms & Conditions

Standard terms and conditions are available on the Shell Energy website and available upon request from customer services. These Products are not suitable for the following customer groups:

- Gas only customers
- Economy 10 meter types.
- Pre payment customers
- De energised MPAN / MPRN

Payment methods other than monthly Direct Debit (**Cheque / Cash Payment**) are available at an equivalent value of £4 per month per fuel. The published rates already include the discounts applied for non DD payment methods through this sales channel.

The customer will need to contact us post registration to fulfil alternative billing / payment methods. Tariff Information Labels for these products where this discount does not apply should be annotated as such.

Cooling off period for this product is 14 calendar days.

We may use the information you have given us to make checks with our credit checking agency to confirm the customers identity as part of our registration process.

Shell Energy reserves the right to withdraw this product at any time. There are no changes to the standard terms and conditions advertised on the Shell Energy website.

Key terms and conditions will be outlined to the customer in a PDF document to meet legal requirements.