

Tariff name: Eastern Power Sept 21 (“Tariff”). Additional tariff terms and conditions (“Tariff Terms”)

1. These additional 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 The Tariff is subject to availability and may be withdrawn at any time.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 Type / Period

4. This Tariff is a Fixed Term tariff and under the Tariff, these Tariff Terms for the supply of energy to the Address will apply between the periods of 24 June 2019 to 30 September 2021.

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 at the following locations depending on your delivery provider:
 - a. Co-op Energy: Our Products Page/Co-operative Energy¹ for Co-op Energy products, and
 - b. GB Energy Supply: Tariff Terms and Conditions for GB Energy products².

These prices vary according to the geographical area and meter type of the address and may change if your area or meter type changes.

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

² <https://www.gbenergysupply.co.uk/tnc-domestic-tariff>

7. Under the Tariff, the unit price you pay for the supply of energy to the address and any normal standing charges will remain unchanged from the period within clause 4 of these Tariff terms.
8. We will honour the prices fixed under the Tariff unless prevented from doing so by the actions or requirements of any governmental or regulatory authority.
9. 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

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

Ineligible customers

11. 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 details below).

Termination Fees

12. If before 12 August 2021 you change your supplier for gas and electricity, we may apply a Termination Fee of £30 per fuel.
13. You may cancel the Tariff and/or change supplier without incurring a Termination Fee if you request to leave or switch to another provider on or within 49 days before your fixed term supply contract end date (See Clause 4).
14. Note: Any Termination Fees for existing Domestic Customers on a current fixed term Co-op Energy contract will be waived if you switch to this tariff.
15. If your current energy supplier will charge you an exit fee for switching to this tariff, we will credit your energy account up to £30 per fuel if you switch via the Co-op Energy website or call centre. We will require proof of the exit fee you have been charged and will credit your account within 30 days of you coming on supply. We will not pay your exit fee if you switch via a price comparison website.

Transfer of Tariff

16. 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.

17. 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 address if the Tariff remains open. Our moving home team will be able to assist you in finding a suitable Tariff.

Provision of meter reads / defaults on payment of Charges / complying with Tariff and General Terms and Conditions

18. You may not be eligible for this Tariff if you fail to provide two consecutive meter readings, default on any payments due in relation to your supply or otherwise cease or fail to comply with any of these Tariff Terms or the General Terms and Conditions.

End of your fixed term period

19. We will contact you approximately 6 weeks before your fixed term supply contract end date (See Clause 4) to inform you of our tariffs that are available after that date and your options in respect of these tariffs. This will include confirmation that unless another tariff is agreed with you or you change supplier, you will be moved onto either our Standard Variable Tariff or one of our Default Fixed Tariff(s).

Tariff Specific eligibility criteria

20. In order to take up and remain on the Tariff, you must:
 - a) Be a new or existing Co-op Energy customer.
 - b) Be a member of the East of England Co-operative Society.
 - c) Paying for your energy Charges by monthly Direct Debit or payment on receipt of bill (Quarterly) only.
 - d) Sign up to dual fuel services (Gas and Electricity) or electricity only.
 - e) Be a domestic customer for the supply of dual fuel services (Gas and Electricity) or electricity services only.
 - f) Have an electricity meter which is either a single, Smart or an Economy 7 meter (Smart functionality may not be supported with this Tariff).
 - g) Comply with these Tariff Terms and Conditions and our General Terms and Conditions.

Tariff related service offering

21. The Tariff is available with paper billing and / or online billing only. (Registration to the web portal is required for online billing).
22. The Tariff is available to new and existing Co-operative Energy Domestic Customers only.

23. You cannot be supplied on the Tariff if you take your supply of energy through a prepayment meter.
24. You may lose Smart functionality if you have a Smart meter.
25. The Tariff is a fixed Tariff for the period identified within Clause 4.
26. Depending on scheme availability, customers can apply for Warm Home Discount (WHD) support as part of this Tariff (Additional WHD eligibility criteria applies).³

Green energy overview

27. Choosing to purchase the Tariff will result in: -

Electricity: -

- a) Co-op Energy / GB Energy purchasing 100% of the required renewable Electricity from renewable generation sources to match your Electricity consumption by purchasing (Subject to availability) the required Renewable Energy Guarantees of Origin (REGO's) from a generator in Region 10 (Eastern) within Co-op Energy's Power Purchase Agreement (PPA) portfolio.
- b) If for any reason sufficient REGO's cannot be sourced through the PPA portfolio, we reserve the right to purchase REGO's sourced from: -
- c) UK community energy projects on the open market, or if sufficient REGO's cannot be obtained through the open market, then
- d) REGO's from UK based onshore wind; hydropower or solar PV projects will be used.
- e) 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 as a result the electricity and / or gas you actually consume may be generated or produced from non-renewable sources.
- f) 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 (0.03 tonnes per month on supply under this Tariff).

Gas: -

- g) If you take this fuel from us as part of your supply contract Co-op Energy / GB Energy will purchase (subject to availability) and retire 25% the required Renewable

³ www.cooperativeenergy.coop/reduce-your-bills/whd/

Gas Guarantees of Origin (RGGO's) certificates in accordance with the rules of the Green Gas Certification Scheme (GGCS), such certificates may relate to different periods from when the renewable gas was produced to when it was used.

- h) 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 as a result the electricity and / or gas you actually consume may be generated or produced from non-renewable sources.
- i) Under these terms the RGGO's certificates will not be transferred to customers / end user.
- j) If for any reason sufficient RGGO's cannot be sourced due to unavailability, no alternative will be sought due to lack of adequate substitute. Co-op Energy are actively exploring methods to expand the green additionality available through the product and will advise customers of any developments in this area accordingly.

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

Fuel sources from which the electricity supplied has been generated		
	Co-op Energy 2017-18 Fuel Mix %	2017-18 Residual Fuel Mix %
Coal	0.00%	7.64%
Gas	0.00%	41.24%
Nuclear	0.00%	20.01%
Renewable	100.00%	29.04%
Other	0.00%	2.07%
Total	100.00%	100.00%

Environmental impact of generating electricity from our fuel sources

Co-op carbon content	0
National average	359.45
Co-op percentage	0.00%
Co-op renewable content	100.00%
Co-op radioactive waste	0.00

General renewable information can be found using the links below

<p>Our Energy Mix</p>	<ul style="list-style-type: none"> • www.cooperativeenergy.coop/why-us/our-energy-sources/ • www.gbenergysupply.co.uk/
<p>Green Gas Certification Scheme (GGCS)</p>	<ul style="list-style-type: none"> • https://www.greengas.org.uk/
<p>Further information regarding energy distribution can be found at:</p>	<ul style="list-style-type: none"> • www.energy-uk.org.uk/energy-industry/the-energy-market.html