

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 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.

Fixed Prices for the Initial Contract Period

This Contract has a fixed price during the fixed term period which is up until 28 February 2021. We may not change the Terms and Conditions of this Contract prior to that date, unless: the change is not to your disadvantage, the information you have given us is incomplete or incorrect, we have to install a prepayment meter, or there is an increase in VAT payable. At the end of the fixed price term, unless you choose to do otherwise, you will be moved on to our cheapest variable price tariff (one without a fixed term); we will contact you in advance to tell you your new prices. We may end this Contract or move you on to a different tariff if you ask to move to another tariff, we fit a prepayment meter, or, as this is a dual fuel tariff you switch your gas and/or electricity to another supplier. If you or we end this Contract before 10 January 2021 we may charge an early exit fee of £30 per fuel.

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. If you have opted to 'Pay on Receipt of Bill' your standing charges, shown on the front of this tariff guide, will include an administration charge of up to £48 per year per fuel. 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 of up to £48 per year per fuel. All bills will be electronic and accessible via your online account. A summary of charges relevant to you is available on our website in the "Help and Advice" section.

Leaving Shell Energy

You can leave at any time but you will be required to pay any outstanding debt before doing so. If you are repaying a debt to us by means of a prepayment meter, you have the right to switch supplier as long as the debt that you are repaying is less than £500 and your new supplier agrees to take on this debt. Please bear in mind that if you do leave before 10 January 2021 we may charge an early exit fee of £30 per fuel. If there is a debt outstanding on your account we may object to your transfer. You can resolve this by either (i) repaying us the debt within 30 days of us advising you of this requirement; or (ii) where you are paying for your energy using a prepayment meter, if the debt you are repaying is less than £500, your new supplier agreeing to take on the debt.

Discounts

n/a

Principal terms and conditions

Additional Charges

This tariff has an exit fee of £30 per fuel if you end your contract before 10 January 2021.

Bundles

There are currently no bundled products available with this tariff.

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

Get help with an energy problem

Contact Citizens Advice if you need help with an energy problem - for example with your bills or meters, or if you're struggling to pay for the energy you use. We're the official source of free and independent energy advice and support.

Go to citizensadvice.org.uk/energy or call us on **03454 04 05 06**. Calls are charged at your normal rate.

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. 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.

Principal terms and conditions

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.

Fixed February 2021 plus Smart - Terms & Conditions

Overview

With this tariff you are entitled to a £30 per fuel account credit if you have a smart meter(s) installed by us. Your installation appointment must be booked before 1st January 2020 and your new smart meter(s) installed before 1st April 2020. There is no cash alternative available. The credit will be automatically applied to your account at the end of this tariff, as long as you are still on supply with us 49 days before your tariff end date.

Smart meter and account credit eligibility

You are eligible to book a smart meter appointment if you currently have standard (not smart), single rate meters installed at your property. Customers with one or more smart meters (fitted by any supplier), or a multi-rate meter (e.g economy 7), or a "large" supply meter including U16 gas meters and three phase electricity meters, will not be invited to book an installation appointment and are not eligible for the account credit.

Smart meter installation appointment availability

Appointment dates will be available in 2019 and 2020 and will vary depending on region. We'll contact you by email with details of how to book an appointment when the booking window for your region opens. You will only receive the smart meter account credit for meters successfully installed. If we can only install a smart meter for one fuel, you are only eligible for one £30 account credit.

On the day of the installation you must accommodate our engineer visiting your property to install the new smart meter(s). You must have clear access to your meters and the area around them as per our Appointment Criteria, on our policies page.

If the engineer is not able to fit a smart meter due to poor signal strength or another technical reason outside of your control which you were not previously aware of, we may exercise our discretion to pay the account credit.

Installation appointment

Smart meter installation appointments are available in four hour windows Monday to Friday. You, or another adult over the age of 18, will need to be at home for your appointment window and the time it takes to complete your installation which should take about 90 minutes. As part of the installation, your gas and electricity will need to be turned off for a short time, including unplugging any sensitive

Principal terms and conditions

electrical equipment. You are not eligible for a smart meter(s) or the smart meter account credit if you are unable to support this requirement.

Half hourly meter readings

In order to get the most from your new smart meter(s) you will be asked to give your consent to us receiving your energy consumption data in 'Half Hourly' intervals. You can view and change your data frequency options at any time by logging onto My Account.