

Principal terms and conditions

These are the Terms and Conditions specific to your tariff and a summary of the key Terms and Conditions applicable to all tariffs. The full Terms and Conditions for all tariffs are available at [shellenergy.co.uk](https://www.shellenergy.co.uk).

Cancellation Rights

You can cancel your contract within 14 days of the date you entered into it, by using the cancellation form on our website or by emailing cancelmyregistration@shellenergy.co.uk, phoning **0330 094 5800** or writing to Customer Services, Shell Energy, PO Box 6363, Coventry, CV3 9LR with your customer number and a clear statement of your decision to cancel.

Credit Checking

We may use your information to carry out a credit check. In certain circumstances we may require a security deposit as a condition of supplying you, if so we may contact you to offer an alternative payment method or service, which may remove the need for a security deposit.

Switching over from your current supplier

If you have applied for a dual fuel tariff and your current supplier subsequently objects to the transfer of one fuel and this cannot be resolved, we may choose to supply you with the other fuel only.

Fixed Prices for the Initial Contract Period

This Contract has fixed prices until 31 August 2022. 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. After 31 August 2022, 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 your remaining supply to a different tariff if you ask us to, we fit a prepayment meter, or, for dual fuel tariffs, if you switch your gas and/or electricity to another supplier. If you or we end this Contract before 13 July 2022 we may charge an early exit fee of £50 per fuel.

Billing

You will receive a bill every three months or more frequently if we notify you otherwise. Payments will be collected by:

- 'Monthly Direct Debit' - Shell Energy will deduct a set amount from your account each month, this amount may vary after any reassessment if your payments aren't in line with your actual or projected energy usage. Any change will be communicated to you prior to taking effect;
- 'Variable Direct Debit' - Shell Energy will deduct from your account the full amount shown on your electricity and gas bill; or
- 'Pay on Receipt of Bill' - you will need to pay the full amount shown on your electricity and gas bill by cash, cheque, card or online payment.

If you have opted to 'Pay on Receipt of Bill' your standing charges 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

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, as long as you are not supplied by a prepayment meter, you will be required to pay any outstanding debt before doing so. If you are supplied by a prepayment meter, you may switch supplier if 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 13 July 2022 we may charge an early exit fee of £50 per fuel. If there is a debt outstanding on your account we may object to your transfer, this can be resolved either (i) by you paying the debt within 30 days of us advising you of this requirement; or (ii) if you are supplied by a prepayment meter and your debt is less than £500 and your new supplier agrees to take on the debt.

Discounts

n/a

Additional Charges

This tariff has an exit fee of £50 per fuel if you end your contract before 13 July 2022.

Bundles

Includes Fuel Rewards and Account Credit

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Rewards

Once you have passed the supply start date, registered with Shell Go+ and linked Shell Go+ to your Shell Energy account you will be eligible to receive 3% off the cost of Shell fuel (VPower, main grade petrol and diesel and LPG) up to a maximum of 60 litres per month, at participating UK Shell service stations. Only one Shell Energy fuel saving is available per household, even if you are both an energy and a broadband customer. Your allowance will be refreshed on the 1st of each calendar month and if not used in that calendar month will be lost and cannot be rolled over to another month.

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

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. Citizens Advice are the official source of free and independent energy advice and support. Go to [citizensadvice.org.uk/energy](https://www.citizensadvice.org.uk/energy) or call them 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](https://www.ombudsman-services.org/sectors/energy). They are free and independent, and we are bound by their decision.

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 table below shows this for the period 01/04/2018 - 31/03/2019 including the time when we were trading under the First Utility name up until 25/03/2019.

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.

Energy source	Our fuel mix %	UK fuel mix %	Carbon dioxide
Coal	8.74	5.2	920
Natural gas	59.22	41.4	349
Nuclear	17.78	18.7	0
Renewables	10.53	42.8	0
Other	3.73	1.9	871

Shell Energy Retail Limited total emissions are 319.6 (g/kWh). Nuclear waste is 0.001244262 (g/kWh).

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 [shellenergy.co.uk](https://www.shellenergy.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.

Energy August 2022 plus Rewards - Terms & Conditions

By signing up for Energy August 2022 plus Rewards, remaining on this tariff with Shell Energy and being up to date with all payments on the rewards date, you will be eligible to receive up to four fuel rewards via your Shell Go+ App, each worth £15 and one account credit of £30 per fuel. There is no cash or credit alternative available.

You must register with the Shell Go+ App and link your Shell Go+ account with your Shell Energy account via the My Rewards area online www.shellenergy.co.uk/my/loyalty in order to receive your fuel rewards. Linking of accounts must be completed by the 1st day of the fulfillment month in order to receive that month's fuel reward. You will not be able to use fuel rewards in conjunction with any other fuel offer. You can only use one fuel reward per transaction and no change will be given for part used fuel rewards.

Your first fuel reward will be made available by 30 September 2020 and subsequent fuel rewards will be made available by 31 December 2020, 31 March 2021 and 30 June 2021. These fuel rewards will be valid for 90 days from being made available and can be redeemed at any qualifying Shell service station for the purchase of fuel. The account credit will be applied to your Shell Energy account by 30 September 2020.

If you leave this tariff before the tariff end date or are not up to date with all payments, you will lose your right to any outstanding or unclaimed Fuel Rewards and account credit. In signing up to this tariff you agree to us sharing your data with selected partners for the purposes of the fulfilment of these arrangements.