

# 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](mailto: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 December 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 December 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 12 November 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 12 November 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 12 November 2022.

## Bundles

Includes a Google Nest Audio

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## Additional Terms and Conditions

### 1. General

These terms are in addition to and do not replace Shell Energy's terms and conditions for supplying electricity and gas services to domestic customers and the tariff guide relating to the Energy December 2022 plus Nest Audio ("Standard Terms"). Terms defined in the Standard Terms shall have the same meaning in these additional terms. If there is any conflict between these terms and the Standard Terms, these terms will prevail.

### 2. Our charges

The Nest Audio is provided to you at no additional cost.

### 3. About the Nest Audio

3.1. The Nest Audio requires a Wi-Fi network, a nearby electrical outlet, and a compatible mobile device. Shell Energy will not provide a cash option instead of the Nest Audio if your equipment is not compatible with it.

3.2. If your Nest Audio develops a fault or you have any technical queries about the product you should contact Google via <https://support.google.com>.

### 4. Delivery

4.1. Within 30 days of your tariff switch date, we will send you an email containing a link for you to claim your Nest Audio to your registered Shell Energy email address. You must claim your Nest Audio within 90 days of receiving the claim email. After this, the link will expire and you will no longer be able to claim your Nest Audio.

4.2. Once you have claimed your Nest Audio, it will be dispatched to the supply address on your Shell Energy energy account within 14 days.

4.3. The customer will be sent an SMS message on the day of delivery detailing an estimated delivery time.

4.4. If you receive a damaged item or have received the wrong item/ missing an item you must report this to Shell Energy within 48 hours from the time of delivery.

4.4.1. Photographs and images will be required of any damaged or wrongly received items, these can be emailed to [shipping@shellenergy.co.uk](mailto:shipping@shellenergy.co.uk)

### 5. General Requirements

5.1. To take advantage of the Energy December 2022 plus Nest Audio offer you must:

5.1.1. have a valid email address and mobile number attached to your Shell Energy account prior to switching to the Energy December 2022 plus Nest Audio.

5.1.2. register for a Google user account and agree to the terms of service. Copies of Google's terms and conditions including product warranty can be viewed at <https://support.google.com>

5.2. 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.

### 6. Warranty and Limitation of liability

6.1. The Nest Audio comes with a warranty the terms of which can be viewed at <https://support.google.com>

6.2. Shell Energy is responsible for loss or damage you suffer that is a foreseeable result of its negligence, but Shell Energy is not responsible for any loss or damage that is not foreseeable.

6.3. Loss or damage is foreseeable if it is an obvious consequence of Shell Energy's breach or if it was contemplated by you and Shell Energy.

6.4. Shell Energy does not exclude or limit in any way its liability for:

6.4.1. death or personal injury caused by its negligence or the negligence of its employees, agents or subcontractors;

6.4.2. fraud or fraudulent misrepresentation; or

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6.4.3. anything else which it cannot by law exclude or limit its liability

### 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://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)

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. They're the official source of free and independent energy advice and support.

Go to: [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy) or call their consumer service on **0808 223 1133**. Calls are free.

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.

## Shell Energy Fuel Mix Disclosure Label

### 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.

The table below shows this for the period 01/04/2019 - 31/03/2020.

Energy source	Our fuel mix %	UK fuel mix %
Coal	0	3.9
Natural gas	0	39.4
Nuclear	0	16.6
Renewables	100	37.9
Other	0	2.2

Shell Energy Retail Limited total emissions are 0 (g/kWh). Nuclear waste is 0 (g/kWh).

Please visit [shellenergy.co.uk/info/energy/fuel-mix](https://shellenergy.co.uk/info/energy/fuel-mix) 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.