

# 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 services" 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. Alternatively you can inform us of your customer number and your decision to cancel in a clear statement by telephone on: **0330 094 5802**, e-mail to: **[prepayment@shellenergy.co.uk](mailto:prepayment@shellenergy.co.uk)** or letter to: Customer Services, Shell Energy, PO Box 6363, Coventry, CV3 9LR.

## Switching over from your current supplier

When we transfer your electricity and gas to Shell Energy, if you've applied for a dual fuel tariff, we'll 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'll supply you with electricity only. Should this happen you can choose either to take an electricity only service or leave Shell Energy.

## Paying charges for the supply of electricity or gas through a prepayment meter

Where we ask you to pay through a prepayment meter this will normally be because: (a) we have reached an agreement with you for you to repay any outstanding debt by means of a prepayment meter; (b) we can avoid disconnecting your gas or electricity (or both) by installing a prepayment meter; or (c) you prefer this option as opposed to paying a security deposit.

## Factors which we'll consider before installing a prepayment meter

We'll only install a prepayment meter to help you pay for your electricity or gas (or both) if it is safe and reasonably practicable for us to do so. You should inform us (you can do this at any time) if your circumstances change and you no longer find it safe or reasonably practicable to pay using a prepayment meter.

## Switching to a credit meter

There may be ways for you to pay for your energy other than through a prepayment meter, for example, you may ask us to install a credit meter. Changing to a credit meter is dependent on your circumstances, so please call us to discuss the options available to you. Please note that we won't exchange a prepayment meter for a credit meter if it was fitted to recover a debt and that debt is still outstanding.

## Relocation of your prepayment meter

If you're having trouble easily accessing your meter, we can arrange for an engineer to visit your home to move the meter to a more convenient location for you. If you're of pensionable age, disabled or chronically ill, we may not charge for this. If you're not eligible for this work to be carried out free of charge, we'll inform you of this and provide you with a quotation. You can then decide whether or not you wish to proceed with the work.

## Possible additional charges & discounts

If you're paying through a prepayment meter we may also charge you for replacement cards, visits to your home, fitting, exchanging or relocation of a prepayment meter. A summary of charges relevant to you is available on the 'Our policies' page of [shellenergy.co.uk](https://www.shellenergy.co.uk).

## Leaving Shell Energy

Flexible Prepayment 5 (Single Rate) is a variable rate tariff with no fixed period or exit fee, so you're able to leave Shell Energy at any time. However, if you're using your prepayment meter to repay a debt to us, you have the right to switch supplier as long as the debt that you are repaying is less than £500 per fuel and your new supplier agrees to take on this debt. If your debt is more than £500 per fuel it may still be possible to switch supplier, if your new supplier agrees to take on the debt, however they aren't obliged to.

## Emergency credit

Prepayment meters have an emergency credit facility. We recommend that you only use this as a last resort to make sure that your supply stays on until you can top up. If you do have to use emergency credit you must arrange to buy more credit as soon as possible. If you use all of the emergency credit without topping up, your supply for that meter will be disconnected. To get your supply reconnected, you'll need to buy enough credit to cover the value of any emergency credit used, plus at least £1. Please note that to stop any new debt accruing or existing debt getting bigger, your meter will still collect standing charges and your agreed debt repayment amount while using emergency credit.

## Friendly credit

If you have a smart Prepayment meter fitted by Shell Energy, if your emergency credit runs out during the week after 8pm\*, the supply will NOT disconnect until 9am\* the following day. This will give you enough time to buy more electricity or gas. If your emergency credit runs out after 8pm\* on a Friday, the supply will NOT go off until 9am\* the following Monday (or the day after, if it's a Bank Holiday). If

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you have any other meter type please refer to the user guide that came with your meter or new top up cards.

\* subject to change

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 5802**

Email: [prepayment@shellenergy.co.uk](mailto:prepayment@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](https://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 5802**. 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://www.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.