

# 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 30 November 2024. 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 30 November 2024, 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 October 2024 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 October 2024 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 October 2024.

## Bundles

Up to £100 to use in the Shell Energy shop

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Your gas and electricity supplied by Shell Energy on this tariff will be carbon neutral. The electricity you consume is certified by Renewable Energy Guarantees of Origin (REGOs), which means that all of the electricity you buy from us is matched with the equivalent amount of units from 100% renewable sources in the UK. Remaining carbon dioxide emissions of the lifecycle of your gas and electricity are offset with verified nature-based carbon credits. "Carbon neutral" indicates that Shell has engaged in a transaction where an amount of carbon dioxide equivalent (CO<sub>2</sub>e) associated with the raw material extraction and transport, production, distribution and usage of the gas and electricity has been removed from the atmosphere through a nature-based process or emissions saved through avoided degradation of natural ecosystems.

You will be sent one redemption email to the email address registered to your Shell Energy, Energy account within 60 days of your supply start date / tariff switch date. The email will contain a single voucher code (the Voucher Code) to the value of £50 per fuel, up to the maximum value of £100 if you are a dual fuel customer.

The Voucher code may only be redeemed in the Shell Energy shop against products within the Smart energy category in accordance with these terms and conditions. All other Shell Energy shop products are excluded from this offer and the Voucher Code may not be redeemed against those products. The full list of smart energy products against which the Voucher Code may be redeemed can be found at [shop.shellenergy.co.uk/smart-energy](http://shop.shellenergy.co.uk/smart-energy).

There is no cash or credit alternative available. No change or refunds will be given for any non redeemed, unused or partly used Voucher Codes.

You must redeem your Voucher code within 30 days of receiving your redemption email, after which the Voucher Code will expire.

If you leave this tariff before the redemption email is sent, you will lose your right to receive and use the Voucher Code.

Full terms and conditions for the voucher code can be found on [shop.shellenergy.co.uk/terms-conditions](http://shop.shellenergy.co.uk/terms-conditions)

## 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](http://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](http://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](http://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.

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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.