

Tariff name: Co-op Green and Cosy July 2020 ("Tariff"). Additional tariff terms and conditions ("Tariff Terms")

1. These additional terms and conditions are in addition to (and do not replace) the Co-operative Energy: General Terms and Conditions for Domestic Customers (the "General Terms"). However, if there is any conflict between these Tariff Terms and the General Terms, these Tariff Terms will take precedence.
2. Words and expressions defined in the General Terms have the same meaning where used in these Tariff Terms.
3. The Tariff is subject to availability and may be withdrawn at any time.

Tariff Period

4. Under the Tariff, these Tariff Terms for the supply of energy to the Address will apply between the periods of 22 June 2017 to 31 July 2020.

Coming on Supply

5. The Tariff will not apply to the supply of energy to the address unless and until:
 - a) You have requested this Tariff, and
 - b) We have agreed to supply you on this basis.
 - c) And / or if transferring from another supplier, we have become registered as the supplier of Energy to the Address.

Pricing

6. Prices and other information relating to the Tariff are set out in the Tariff Information Labels available at the following locations depending on which delivery provider you are with:
 1. Co-op Energy: Our Products Page/Co-Operative Energy¹ for Co-op Energy products, and
 2. GB Energy Supply: Tariff Terms and Conditions for GB Energy products².

These prices vary according to the area of the address and the type of meter you have and may change if your area or meter type changes.

¹ <https://www.cooperativeenergy.coop/why-us/our-products/>

² <https://www.gbenergysupply.co.uk/tnc-tariff> & <https://www.gbenergysupply.co.uk/prices>

7. Under the Tariff, the unit price you pay for the supply of energy to the address and any normal standing charges will remain unchanged from the period within clause 4 of these Tariff terms.
8. We will honour the prices fixed under the Tariff unless prevented from doing so by the actions or requirements of any governmental or regulatory authority.
9. As VAT is added to our Charges, any increase (or decrease) in the rate of VAT will also change the amount you pay.

Tariff Withdrawal

10. The Tariff is subject to availability and We may withdraw the Tariff at any time.

Cancellation

11. You may cancel the Tariff and/or change supplier without incurring a cancellation charge if you request to leave or switch to another provider on or within 49 days before your fixed term supply contract end date (See Clause 4).

Ineligible customers

12. If you are no longer eligible for the Tariff We may transfer you to our Standard Variable Tariff.

Termination Fees

13. If before 12 June 2020 you change your Tariff or supplier for gas and electricity we may apply a Termination Fee of £50 per fuel. You agree to make payment for any Cancellation / Termination Fee and agree that any Cancellation / Termination Fee can be made via Direct Debit.
14. A Termination Fee on your existing Tariff for existing Domestic Customers on a current fixed term Tariff will be applicable on or within 49 days before your fixed term supply contract end date (See relevant Product term webpages in footer for links³ for terms and conditions of your existing Tariff).

³ <https://www.cooperativeenergy.coop/why-us/our-products/>

³ <https://www.gbenergysupply.co.uk/tnc-tariff> & <https://www.gbenergysupply.co.uk/prices>

Transfer of Tariff

15. Once we have agreed to supply you under the Tariff, it may not be possible for you to switch back to a specific tariff that you previously received from us (or any other supplier). Similarly, if you cancel the Tariff, it may not be possible for you to switch back to this tariff.
16. If you move address, you may not transfer the Tariff but you can choose to switch back to the product once you have moved into your new address if the Tariff remains open.

Provision of meter reads / defaults on payment of Charges / complying with Tariff and General Terms and Conditions

17. If you fail to provide two consecutive meter readings, default on any payments due in relation to your supply or otherwise cease or fail to comply with any of these Tariff Terms or the General Terms and Conditions, we may transfer you to our Standard Variable Tariff rate.

End of your fixed term period

18. We will contact you approximately 6 weeks before 31 July 2020 to inform you of our tariffs that are available after that date and your options in respect of these tariffs. Unless another tariff is agreed with you or you change supplier, you will be moved onto our Standard Variable Tariff rate.

Tariff Specific eligibility criteria

19. In order to take up and remain on the Tariff, you must:
 - a) Pay for your energy Charges by monthly Direct Debit only or Payment on Receipt of Bill
 - b) Sign up to dual fuel services (Gas and Electricity) only.
 - c) Be a domestic customer for the supply of dual fuel services (Gas and Electricity) only from Co-operative Energy.
 - d) Have an electricity meter which is either a single, Smart or two Economy 7 meters (Smart functionality may not be supported with this Tariff).
 - e) Comply with these Tariff Terms and Conditions and our General Terms and Conditions.

Tariff related service offering

20. The Tariff is available with online and / or paper billing only.

21. The Tariff is fixed for the duration of the Tariff Period - See Clause 4 above.
22. The Tariff is available to both new and existing Co-operative Energy Domestic Customers only.
23. You cannot be supplied on the Tariff if you take your supply of energy through a prepayment meter.
24. You may lose Smart functionality if you have a Smart meter.

GEO Cosy offering

By using the unique transaction code on the GEO website you agree that Co-op Energy / GB Energy can share your data with GEO.

25. What is the Co-op Energy / GEO Cosy offer?

The GEO Cosy offering is a customer opt-in offer from GEO whereby Co-op Energy upon successfully bringing your domestic property address onto supply for this Tariff will issue a unique transaction code to enable you to get your free GEO Cosy thermostat worth an RRP of £249.95 (Inclusive of installation). (Price correct at time of publication).

All sales through the Web Store shall be between GEO and the customer, in order to claim your free GEO Cosy thermostat you will need to follow the link provided to the GEO Cosy Webstore where you can enter your unique transaction code to claim your free GEO Cosy.

- a) The free GEO Cosy is limited to one unit per customer.
- b) The name, address and Postcode specified when ordering the GEO Cosy must be the same as on the Co-op Energy account.
- c) The offer is non-transferable and no cash equivalent is available.

26. What is GEO Cosy?

Cosy is a smart heating system that lets you control your heating and hot water from a mobile thermostat and from mobile devices (smart phones, tablets etc.) particularly when away from home.

- a) Cosy works in parallel with your current heating system – no need to replace or destroy anything you have and you can override it at any time
- b) Cosy controls the temperature of your home using three flexible heating modes - all controlled from the Cosy app.
- c) Cosy is more efficient: if you're late home or change plans you can turn off the heating from your smartphone.
- d) Use the Cosy display to change the heating mode: it is mobile so keep it with you around the house for instant changes.
- e) For those of you with hot water tanks, Cosy can also control your hot water (on or off only, not temperature).

The Cosy display is a key feature

- a) The temperature of your home is controlled by the Cosy display, so you can have the thermostat where you want (and not where the builder thought was a good idea!).
- b) Keep the Cosy display with you, so you can always make quick changes to the heating to suit your mood/lifestyle whether you're watching TV, working or going to sleep.
- c) When you don't have it with you it sits on a charging station somewhere central and away from drafts and/or heat (radiators/sunlight).

The Cosy app is your programmer

- a) Use the Cosy app to set up all your heating events, including: temperatures, profiles, extra users etc.
- b) And to see what everyone has been up to, check the Activities page to see actions by user – as well as heating events that are coming up next.
- c) All this plus a 'Welcome Home' feature
- d) Welcome Home is about coming home to a house that isn't just warm, but well lit.

In order to use the Welcome Home feature, you'll need Smart Plugs. These can be used to switch on lamps and side lights when the Welcome Home feature is activated.

27. How do you order your free GEO Cosy?

After Coming on Supply Co-op Energy will email/or post you your unique transaction code. (Usually within 35 days of supply start date). The unique transaction code will be valid until 22 November 2017.

Follow the link below to the GEO WebStore and enter your unique transaction code to arrange a suitable installation date with GEO: -

<https://cooperativeenergy.geotogether.com/>

28. How will my GEO Cosy order be delivered?

- a) All orders will be dispatched via GEO through Royal Mail; customers will be notified of the dispatch details along with tracking details via email.
- b) Your GEO product is expected between 3-7 working days once the order is completed and should arrive prior to your installation date.
- c) **PLEASE NOTE:** Your GEO delivery should **not** be opened prior to installation; failure to comply will void any warranty.

29. What happens if my order doesn't arrive?

- a) Contact GEO through the WebStore or the contact details provided below.

30. How is the GEO Cosy installed?

- a) Installation is free as part of this Tariff offer.
- b) GEO's terms of sale shall apply and installation is through their preferred contractors.
- c) GEO shall be responsible for arranging the installation of the Cosy.
- d) Any issues / questions relating to installation should be directed through the GEO Webstore.

Please allow a window of half a day for installation to be completed.

31. What happens if my GEO Cosy is faulty?

Please call the Co-op Energy on 0800 0937549 for the following options: -

- 1. Technical support
- 2. Co-op account issues
- 3. Rearrange Homeserve appointment

Additional information can be found in section 35 below.

32. What is the Warranty on the GEO Cosy?

All GEO Cosy products come with a 12 month GEO warranty. Details of which will be provided through the GEO Terms of Sales.

33. Customer data

- a) By using the unique transaction code on the GEO website you agree that Co-op Energy / GB Energy can share your data with GEO.
- b) All sales through the GEO WebStore shall be between GEO and the customer.
- c) All data provided on the GEO Webstore is based on the GEO Terms and Conditions of supply for the GEO Cosy product and shall be between You and GEO.
- d) All right, title and interest in and to the Customer Information shall belong to GEO.

34. The Technical bit - Overall Compatibility

Cosy (Heating only)

To use Cosy you will need to have:

- a) a single or twin zone central heating system.
- b) access to a mobile device.
- c) a home broadband router (not a mobile broadband service).
- d) adequate space to locate the Cosy switch, which has the following approximate dimensions: (W) 95mm X (H) 85mm X (D) 37mm. It is recommended that there is adequate clearance in front of the switch to allow for easy installation and access.

Cosy will work with the following:

- a) heating systems that are controlled, or designed to be controlled, by a room thermostat. This includes gas, oil, LPG, electric and biomass systems.
- b) an existing wireless thermostat: Cosy is installed alongside existing thermostats.
- c) a system where hot water and central heating are controlled by a common timer – but see the “Understanding hot water” article under the “About Cosy?” topic.
- d) under-floor heating systems are also supported, however additional consideration should be given to the scheduling of the heating due to the thermal lag in such systems

Cosy with additional Hot Water control

For controlling your hot water in addition to your heating, a Cosy **Hot Water Switch** is required - this is an add-on to the original Cosy package.

In addition to the above, you will need:

- a) A separate hot water tank (not compatible with Combi boilers)
- b) An 'S' or 'Y' plan system. See article 'What Type of Hot Water System Do I Have?'

Please note, the Cosy Hot Water Switch is **not compatible** with:

- a) Gravity based systems
- b) Immersion heaters

35. Where to get more information from?

The following links to GEO website provide more information about the GEO Cosy product.

Information	Link
About Cosy	www.cosy2.uservoice.com/knowledgebase/topics/109659-about-cosy
Introducing Cosy	www.cosy2.uservoice.com/knowledgebase/articles/493929-introducing-cosy
Installer Datasheet	www.cosy2.uservoice.com/knowledgebase/articles/757920-installer-datasheet-pdf
Overall Compatibility	www.cosy2.uservoice.com/knowledgebase/articles/493937-overall-compatibility
Product Support pages (About Cosy, Installation, Troubleshooting, Cosy Guides)	www.geotogether.com/support/cosy/

36. Liability

- 1.1 All sales of Products through the WebStore shall be between GEO and the Customer. Such sales shall be on GEO's Standard Terms of Sale.
- 1.2 Co-op Energy, GB Energy and / or Mid Counties Co-operative accept no liability for the sale of goods and installation of any GEO products between GEO and the Customer.
- 1.3 Co-op Energy, GB Energy and / or Mid Counties Co-operative accept no liability for refunds of any funds transferred between you and GEO. Any refunds for GEO products are to be applied to GEO through their WebStore.

37. GEO gives no warranty or representation that the WebStore will be wholly free from such defects, errors, and / or bugs or available, accessible.

38. Green energy overview

- a) Choosing to purchase the Tariff will result in Co-operative Energy purchasing 100% of the required renewable energy from renewable generation sources to match the Customers consumption.
- b) Co-operative Energy will purchase the required Guarantees of Origin from GB generation (REGO's).

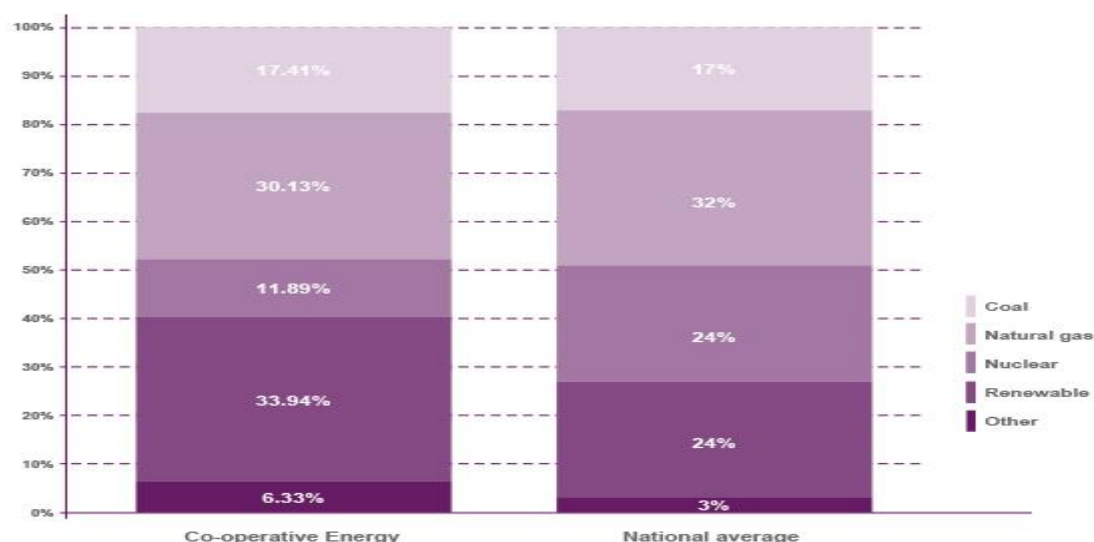
- c) The renewable generation will be delivered to Customers through the UK distribution network; at no point will customers be supplied directly from renewable generation sources.

We estimate, based on Ofgem's industry average annual consumption value of 3,100 kwh for electricity per customer and Co-operative Energy's fuel mix disclosed for 2015/16, that switching to the Tariff will result in an estimated CO₂ reduction of c. 0.94 tonnes per annum (0.08 tonnes per month on supply under this Tariff).

Detail of our Fuel mix disclosure can be found in the below table and charts:

Fuel sources from which the electricity supplied has been generated		
	Co-op Energy 2015-16 Fuel Mix %	2015-16 Residual Fuel Mix %
Coal	17.41%	18.90%
Gas	30.13%	32.70%
Nuclear	11.89%	12.90%
Renewable	33.95%	28.30%
Other	6.63%	7.20%
Total	100%	100%

Environmental impact of generating electricity from our fuel sources



Co-op carbon content	305.11
National average	291.67
Co-op percentage	104.61%
Co-op renewable content	33.94%

Further information regarding our energy mix can be found at:

www.cooperativeenergy.coop/why-us/our-energy-sources/

Further information regarding energy distribution can be found at:

www.energy-uk.org.uk/energy-industry/the-energy-market.html