

Tariff name: FuelGood (“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 The Tariff is subject to availability and may be withdrawn at any time. The Tariff will not apply to the supply of energy to the address unless and until:
 - a) you have requested this Tariff;
 - b) we have agreed to supply you on this basis and,
 - c) if you are transferring from another supplier; we have become registered as the supplier of energy to the address.
4. In order to take up and remain on the Tariff, you must:
 - a) pay our Charges by monthly Direct Debit or quarterly through cash, cheque, credit and debit cards. (Reduced rate is applied against the daily Standing Charges for Direct Debit customers only)
 - b) provide us with a valid email address upon sign up through which we will issue all communication online (If your preferred method of communication is online).
 - c) register your personal online account and accept all communications via email if online preference is selected. (large print / braille print available upon request)
 - d) be a domestic customer for the supply of gas and electricity (Dual Fuel) or Electricity only from Co-operative Energy;
 - e) have an electricity meter which is either a single, and Smart or two Economy 7 meters.
 - f) provide your own quarterly meter readings through your online account or through our telesales team.
 - g) hold a tenancy agreement in place with Walsall Housing Group (WHG) and / or any other Authorised Partner associated with this agreement; and currently reside in said property at the time of application to this Tariff.
 - h) reside in one of the regions to which the tariff is applicable. Co-operative Energy has the right to limit the Tariff to certain Regions, which can be found on our Products page¹ under this Tariff
5. Under the Tariff, the unit price you pay for the supply of energy to the address and any normal standing charges will, subject to paragraphs 9, 10 and 11 below, remain unchanged until at least 1 April each year from Tariff start date 28 November 2016.

Co-operative Energy has the right to review and increase the Regular Charges (Unit Rate and / or the Standing Charge rate) associated with the Tariff to come into effect on 1 April each year from Tariff start date of 28 November 2016. Co-operative Energy at any time has the right to

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

review and reduce the Regular Charges (Unit Rate and / or the Standing Charge) associated with the Tariff.

Co-operative Energy reserve the right to increase and / or decrease at any time Charges associated with Additional Charges, Security Deposits and Termination Fees as specified within our General Terms and Conditions.

6. We will honour the prices under the Tariff unless prevented from doing so by the actions or requirements of any governmental or regulatory authority. As VAT is added to our Charges, any increase (or decrease) in the rate of VAT will also change the amount you pay.
7. Prices and other information relating to the Tariff are set out in the Tariff Information Labels available at Our Products Page/Co-Operative Energy². 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.
8. You may cancel the Tariff and/or change supplier without incurring a cancellation charge.
9. Once we have agreed to supply you under the Tariff, it may not be possible for you to switch back to a special 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.
10. 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 as is applicable.
11. 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, we may transfer you to our Standard Variable Tariff rate.
- 12. Tariff Specific eligibility criteria: -**
 - a. The Tariff is only open to residents who hold a tenancy agreement with Walsall Housing Group - WHG
 - b. The Tariff is available with paper billing
 - c. The Tariff is available to new and existing Co-operative Energy Domestic Customers. For existing Domestic Customers on a current fixed term Tariff a Termination fees on your existing Tariff will be applicable on or within 49 days before your fixed term supply contract end date (See <https://www.cooperativeenergy.coop/termsandconditions/> for terms and conditions of your existing Tariff)
 - d. You cannot be supplied on the Tariff if you take your supply of energy through a prepayment meter.
 - e. You will lose Smart functionality if you have a Smart meter.

² <https://www.cooperativeenergy.coop/why-us/our-products/>