

# Principal terms and conditions

Shell Energy Retail Limited in the UK is wholly owned and fully operated by Octopus Energy Limited. As of 1 December 2023, Shell Energy Retail Limited is no longer a part of the Shell Group of Companies. Learn more about what this means for you at [shellenergy.co.uk/shellenergysale](https://shellenergy.co.uk/shellenergysale).

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://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

We will aim to complete your transfer within five working days but it may take longer or be aborted altogether. If we have started to supply you within the 14 day cooling off period, you will be responsible for payment of all charges from the supply start date. We will continue to supply you on the terms agreed between us. You may need to take further action, but we will provide you with details of the options available to you. If you do not take any action within 15 working days of us providing these details we will, at the expiration of those 15 working days, continue to supply you on our Flexible Tariff deemed terms. 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, both of your fuels will remain with your current supplier.

## Fixed Prices for the Initial Contract Period

This Contract has fixed prices until 28 February 2025. 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 28 February 2025, 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.

## 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.

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. 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

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## Additional Charges

n/a

## Bundles

There are currently no bundled products available with this tariff.

## Rewards

n/a

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 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 01/04/2022 - 31/03/2023.

Energy source	Our fuel mix %	UK fuel mix %
Coal	0	3.4
Natural gas	0	39.3
Nuclear	0	13.9
Renewables	100	40.8
Other	0	2.6

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.

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Signing up to this tariff means you are registering your interest to have a smart meter installed, where eligible. We will contact you to arrange a suitable installation date.