

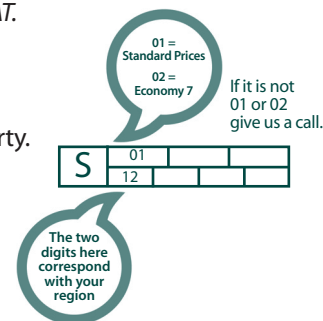
Prices effective from 1st April 2009

Region	Standard Prices		Economy 7 Prices		
	Standing charge	Unit charge	Standing charge	Day	Night
10 Eastern	15.30	13.07	17.05	14.11	7.57
11 East Midlands	15.65	12.93	17.65	14.12	7.21
12 London	13.47	13.51	15.23	15.05	7.29
13 North Wales & Merseyside	13.47	13.88	14.94	15.09	7.83
14 West Midlands	15.65	13.00	17.65	14.24	7.17
15 North East	17.86	13.00	19.88	14.20	7.34
16 North West	14.50	13.08	16.12	14.26	7.28
17 North Scotland	14.76	14.25	16.85	15.11	8.36
18 South Scotland	16.18	13.74	19.39	14.96	7.84
19 South East	16.12	12.92	17.87	14.21	7.53
20 Southern	15.27	13.62	17.46	14.67	7.29
21 South Wales	9.15	14.93	10.70	16.41	7.57
22 South West	9.15	14.74	10.70	16.18	7.80
23 Yorkshire	16.96	13.03	18.82	14.34	7.19

Notes: Standing charge – pence per day; Unit charge – pence per kilowatt hour (kWh); Prices include VAT.

Prices for customers with profile 1 (standard) & profile 2 (economy 7) meters.

- Knowing your region and type of meter will help you identify the correct pricing for your property.
- This can usually be found on a previous bill (see diagram on the right)
If the top left hand number is not 01 or 02 then do give us a call.



Please call 0845 456 1640 if you need any help at all.

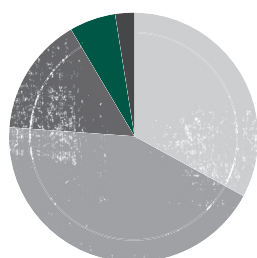
Why join Good Energy?

Good Energy supplies over 25,000 homes and businesses with 100% renewable electricity sourced from all over the UK. As well as having our own wind farm in North Cornwall, we have relationships with over 1000 independent renewable generators who harness energy from the natural source of the sun, the wind and water. By joining Good Energy, our customers not only enjoy a clean, green electricity supply for their home or business, they are also helping to support the growth of renewable generation in the UK, an important part of our response to climate change.

The illustration below shows details of our fuel mix.



Good Energy



UK Average

Energy Source	%
Coal	32.9
Natural Gas	43.3
Nuclear	15.3
Renewables	5.9
Other	2.5

Fuel mix disclosure period: 1st April 2008 – 31st March 2009
Source: http://www.decc.gov.uk/en/content/cms/statistics/fuel_mix/fuel_mix.aspx
(DECC, Fuel Mix Disclosure data table)

where 100%
means
EVERYTHING

Join Good Energy today and be part of the solution

Standard terms and conditions for Domestic & Small Business customers (consuming less than 12,000 kWh annually)

1 Supply Contract

- 1.1 This Supply Contract includes the payment terms in the Good Energy Limited ("Good Energy") publications and charges set out in the pricing details on both the website and the publications, referred to in clause 2 and together these documents form the entire agreement between "Us"; Good Energy Limited and "You"; our customer. The contract will take effect from acceptance by Us and is conditional upon the results of credit status checks.
- 1.2 We will write to You with the start date for Your supply of electricity under this Supply Contract. Once started, Your supply will continue until terminated in accordance with either condition 5 of this Supply Contract, or under Our License to supply energy or any other regulation or law binding Us.
- 1.3 If You already have a contract with another supplier, You must cancel that contract by giving the appropriate notice to Your current supplier, and We may not be able to commence supply of electricity until You have done so.
- 1.4 If You do not have the appropriate meter We can install or arrange to reconfigure / reprogramme (normally at Your cost) but We will not start to supply You until the date that work has been completed.
- 1.5 You confirm that You own or occupy the property and that it is connected to the mains electricity.
- 1.6 By entering into this Contract, You are also entering into a National Connection Agreement with Your local network operator (see section B).

2 Charges

- 2.1 The charges for electricity supplied will be as stated from time to time in the Good Energy information. All charges will be subject to any UK tax or duty payable on the supply of electricity at the prevailing rates.

3 Payment

- 3.1 We will send You regular bills or statements for the electricity supplied based on meter readings or estimated meter readings if We do not have an up-to-date meter reading. We will adjust Your bill if requested on receipt of an actual meter reading.
- 3.2 Unless otherwise agreed, payment in full is due as soon as the bill is issued by Us to You. All outstanding charges on Your account must be paid in accordance with the payment arrangement You have agreed under this Contract.
- 3.3 If any charges are outstanding from the date of the first reminder We shall be entitled to charge You interest on all monies in arrears at the rate of 3% above the base rate from time to time of Barclays Bank PLC.
- 3.4 If Your account is not cleared on the date of the second reminder We may, having given You at least 7 days notice, arrange to discontinue Your supply. We reserve the right to recover any costs incurred in relation to any lawful disconnection or reconnection of supply, and shall be entitled to charge You interest on all monies in arrears at the rate of 3% above the base rate of Barclays Bank PLC, as given from time to time, or any other costs incurred due to receiving the funds from another form of payment than agreed under this Contract.
- 3.5 At Our discretion We may arrange for a prepayment meter to be installed. Alternatively We may if it is reasonable in the circumstances require You to provide a deposit. We will pay interest on any security deposit at the rate approved by the Office of Gas and Electricity Markets (OFGEM).

4 Access to the property

- 4.1 You must allow Us, Our agents, and/or the network operator safe access to Your property at reasonable times for the maintenance and operation of Your electricity supply, or meter reading or replacement or to inspect and, if necessary, cut off the electricity supply, where We have the right to cut off Your supply under this Contract.
- 4.2 In all cases, except for meter readings, reasonable advance notice will be given prior to Us exercising these powers of entry. These powers of entry are subject to statutory and regulatory restrictions. Any person authorised by Us will carry and produce a duly authenticated document showing his authority.

5 Termination

- 5.1 You must continue to pay Us for all electricity received and billed under this Contract.
- 5.2 If You want to end the Supply Contract, We will stop supplying when You give Us written notice and: another supplier has started to supply the property or; the property has been cut off because You no longer require a supply.
- 5.3 When You are moving You must give us at least 2 working days' notice. If You do not give Us that notice You must continue to pay Us for the supply. You will not have to pay for the electricity supplied: two working days after You have given Us notice that You are no longer responsible for the supply; or, the next day on which the meter is due to be read; or, the day on which the new occupier requires Us or another supplier to supply the property.
- 5.4 If We change the terms and conditions of this Supply Contract under Condition 7 You can give us 21 days' written notice that You want to end this Supply Contract as long as: You tell Us within 14 days of Our notice of a change in prices or terms; and, on the date on which Your termination notice is due to take effect, with regard to electricity, You arrange a supply with a new supplier. If You give Us notice We will not change the Contract until it ends. If You have not transferred to a new supplier within 21 days then the supply will continue under the new terms and conditions from the date referred to in Our notice.
- 5.5 We may cut off Your supply or end this Supply Contract when We need to under general law; or if You have committed a serious breach of this Supply Contract or someone else has cut off the supply. We may charge including Our costs of cutting off the supply.
- 5.6 In any of the circumstances set out in Conditions 5.3, 5.4 and 5.5 We will prepare a final invoice for You and You must make sure that We are able to obtain access for a final meter reading.

6 Liability

- 6.1 No party will be liable for breaches of this Supply Contract caused by anything beyond Our reasonable control.
- 6.2 Neither of Us will be liable for the other's loss of use, profits or revenue or any indirect or consequential loss arising out of this agreement. Save for personal injury or death, liability for negligence shall not exceed £100,000.

7 Changes to the Supply Contract

- 7.1 We will give written notice of a change to any of the terms and conditions of this Supply Contract within 50 days of the change taking effect. You will have 14 days from receipt of Our notice, to terminate this Contract and if You do give this notice, the changes will not affect You.
- 7.2 You cannot transfer this Supply Contract to

anyone else without Our permission. We may transfer this Supply Contract to any company that can legally supply You.

- 7.3 If OFGEM or the Government make changes to Our License then We may need to make changes to this Supply Contract. If this happens We will tell You as soon as reasonably practicable.

8 Domestic Customers' Rights of Cancellation

- 8.1 If You have signed this Supply Contract either during a visit to Your home by one of Our representatives; or following a telephone conversation with one of Our representatives, or over the internet, You may cancel by giving Us written notice within 7 days.

9 General

- 9.1 If You require anything from Us in addition to the supply of electricity, including requests for meter tests, We will be entitled to charge a further reasonable amount for any work carried out or for any materials, including administration charges.
- 9.2 You will allow Us to use any information Your previous supplier has about Your meters.
- 9.3 Our notices to You will be sent to the address where We send Your bills. Your notices must be sent to Good Energy Limited, Monkton Reach, Monkton Hill, Chippenham, Wiltshire, SN15 1EE. You must include Your electricity Supply Number.
- 9.4 The laws of England and Wales apply to this Supply Contract. This Supply Contract is subject to the non-exclusive jurisdiction of the English Courts.

10 Disclosure of information

- 10.1 You agree that We may disclose information about You or Your supply to others for any purpose in connection to Your supply.
- 10.2 You hereby appoint Us as Your agent for the purpose of obtaining Your Supply Number or other relevant information from Your regional distribution company.

SECTION B

Supply Characteristics

The electricity delivered to Your premises through the network will normally be at one of the voltages stated below and will have the frequency, number of phases, and margins of variation associated with it: connection voltage and permitted variations: at 400/230, 460/230 and 230 volts, plus 10% or minus 6%; and, number of phases of supply: at 400/230 volts, three phase; at 460/230 volts and 230 volts, one phase; and frequency of supply and permitted variations: at all voltage levels, 50 hertz, plus or minus 1%.

National Terms of Connection

Your supplier is acting on behalf of Your network operator to make an agreement with You. The agreement is that You and Your network operator both accept the National Terms of Connection (NTC) and agree to keep to it's conditions. This will happen from the time that You enter into this Contract and it affects Your legal rights. The NTC is a legal agreement. It sets out rights and duties in relation to the connection at which Your network operator delivers electricity to, or accepts electricity from, Your home or business. If You want a copy of the NTC or have any questions about it, please write to: Energy Networks Association, 18 Stanhope Place, London, W2 2HH: phone 0207 706 5137, or see the website at www.connectionterms.co.uk.