

Power Pause Terms and Conditions for Domestic Customers

These terms and conditions apply to the Power Pause demand flexibility service run by Good Energy Limited (Company Number 03899612) whose registered offices are at Monkton Park Offices, Monkton Park, Chippenham, SN15 1GH (Good Energy, we, our or us) (Service).

By opting into the Service, you agree to accept the following terms and conditions together with any specific rules and instructions set out in any communications relating to the Service (**Rules**).

The terms and conditions for this Service are separate to the terms and conditions for the supply of gas and electricity that you have with Good Energy and will not affect your rights and obligations under those terms.

We may update these terms and conditions from time to time and we'll show the most up-to-date version on our website, goodenergy.co.uk, you can also ask us for a copy of the current version at any time.

1. YOUR ELIGIBILITY FOR THE SERVICE

- 1.1. In order to be eligible for the Service, you must comply with all of the Eligibility Criteria as defined and set out in clause 1.2 below. If at any time you do not meet one or more requirements of the Eligibility Criteria, you will no longer be eligible for Power Pause payments for the Service. We shall also be entitled to end your participation in the Service immediately.
- 1.2. You must:
 - At all times comply with these terms and conditions and the Rules;
 - be a domestic electricity supply customer of Good Energy and not be in breach of the terms and conditions that apply to you for the supply of gas and electricity;
 - have an electricity smart meter which has been sending us no less than 80% of your half-hourly readings for the last 20 days;
 - have at least 30 days of half-hourly readings (event participation will be offered once this has passed);
 - have a registered email address with Good Energy which will be used for the purposes of Power Pause session notifications;
 - agree to opt-into the Service by completing the online form on the Service landing webpage;
 - have consented to providing us with half-hourly reads for the Service (and not withdrawn this consent);
 - not be taking part in either the National Grid Demand Flexibility Service with another supplier or the delivery of any balancing services (or similar) for the National Grid Electricity System Operator; and
 - not be in breach of the terms of any connection agreement you hold with National Grid or any other Distribution Network Operator (**DNO**),(together, **Eligibility Criteria**).
- 1.3. You agree that all information submitted by you is true, current and complete. If any information you submit is found to be fraudulent or incorrectly completed, we reserve the right to end your access to the Service.

- 1.4. We may also terminate the Service if we have reasonable grounds to believe that: you have breached any of the Rules, you are no longer eligible for the Service, your smart meter becomes disconnected or you move house.
- 1.5. If at any point you wish to opt-out of the Service, please click [here](#).

2. THE SERVICE

- 2.1. The Service will start on 14 November 2023 and will continue until we end our participation in the scheme (**Service Term**).
- 2.2. There will be a number of “turn down” sessions throughout the Service Term (each a **Session**). We will notify you when we are making the Service available for a Session and you can choose whether or not to participate in each Session.
- 2.3. We will send you details of each upcoming Session before it commences, including the start and end times.
- 2.4. To be eligible for payment, you must opt-in to a Session before it begins, and reduce the amount of electricity use as measured by your smart meter compared to a “Baseline” (see clause 2.5 below) during any of the half-hours of the Session window.
- 2.5. To assess your eligibility in each half-hour period we’ll calculate your baseline use. This will provide your average electricity consumption by looking at up to 10 days of recent smart meter data (excluding any days where a Session was running). This will be calculated using the Baseline calculation methodology as detailed in Appendix 5 of ESO’s Participation Guidance Document V.8 <https://www.nationalgrideso.com/document/286981/download> (**Baseline**).
- 2.6. You’ll be paid an amount for each half-hour of the Session that your use is below the Baseline. The amount for each Session will be provided prior to each Session commencing.
- 2.7. Your payment will be applied quarterly as a credit to your electricity supply import account or, if you are a pre-payment customer, as a credit to your meter.
- 2.8. In the event that we’re unable to access your meter readings to calculate your usage from any of the Sessions, we’ll work it out using an average across all Service participants.
- 2.9. We reserve the right to withdraw our and your participation in a Session and/or the Service. We may also vary these terms and conditions, the Rules and/or any offer made in connection with the Service without prior notice and any changes will be posted on our website.
- 2.10. In the event of any dispute regarding any aspect of the Service, the decision of Good Energy shall be final, and no correspondence will be entered into.

3. USING PERSONAL INFORMATION

- 3.1. We’re committed to protecting your personal information and data. We may process information which can personally identify you for the purposes of providing you with the Service. A full explanation of how Good Energy manages your personal data, can be found at goodenergy.co.uk/privacy-policy/. Alternatively we can provide a copy for you by post upon request. If we make any changes to the policy which materially and adversely affect you, then we’ll let you know.

- 3.2. In order to register our customers for the Service and allocate payments to individual customers we will share Meter Point Administration Numbers details with National Grid ESO, via our selected third-party partner / data processor. We will provide National Grid ESO with half hourly electricity consumption, baseline and reduction data, totalled across all customers for the purposes of delivering the Service. In rare cases, National Grid ESO may request detailed half hourly data around the events to audit performance and payment, which may include consumption data on an individual customer basis. By entering the Service you agree to your information being used as such.
- 3.3. Good Energy will share participants' Meter Point Administration Numbers, half-hourly metered energy consumption, energy export, usage information and other details relating to the participants with ESO, Solo Energy Limited, its affiliates and their authorised sub processor N3rgy Limited, incorporated and registered in England and Wales with the company number 11203504 whose registered office is at 4 Ovington Drive, Fleet, United Kingdom, GU51 1DF, to provide the Service including to register participants in the Service and calculate payments to individual participants. Your half-hourly metered consumption and export data from the electricity supply start date associated with your current Meter Point Administration Numbers will be processed by Solo Energy Limited and N3rgy Limited by interfacing with the national smart meter systems in accordance with the Smart Energy Code (<https://smartenergycodecompany.co.uk/>).