

There's lots of important information in your terms and conditions, but we thought the following would be of most interest to you.

1 Our charges

Our charges for the supply of electricity or gas (or both) are set out in the Tariff Information Label which is provided to you together with these Specific Terms. Your prices are fixed until 30th September 2021 (known as your Fixed-Rate Period) subject to eligibility, VAT increases, governmental or regulatory requirements.

Our charges for the supply of electricity and/or gas are made up of a unit rate and a standing charge and are set out in the tariff information label. The unit rate shows the charge for the amount of gas and/or electricity that you use. The standing charge is applied every day and covers the cost of us making gas and/or electricity available at your property. These charges also cover some additional costs such as the reading of your meter and our administrative costs.

We may also charge you for other costs such as our reasonable costs for visiting your property to disconnect your supply if you ask us to. More details can be found at clause 2.5 of the General Terms.

2 Deposit

We can ask you to pay us a deposit to cover any charges that we believe may fall due. Any deposit will be based on the amount of gas or electricity you use and we will give you reasonable time to pay us.

3 Bills

We'll send you bills or statements based on actual or estimated meter readings every month, unless we agree a different billing frequency with you.

You must pay by direct debit for this Product, we will collect payment in accordance with the direct debit mandate. If you don't pay by direct debit, we may switch you to our default tariff.

Each year, we'll provide you with a statement containing information about your supply, including details of your electricity and/or gas use over the year. If you are having difficulty paying your bill then we will try to help you, but you should contact us at your earliest opportunity so that we can advise you of your options.

4 Meter readings

It's important that you give us meter readings at least twice per year to ensure that your bills are accurate. We'll attempt to take a meter reading at the Property at least once per year.

If you don't provide meter readings we'll estimate your meter readings based on the historic consumption at the Property (where available). If this information isn't available, we'll estimate the consumption, based on an industry best estimate.

5 End date

We will write to you towards the end of your Fixed-Rate Period to set out your options (which include switching to a new tariff with Good Energy or moving supplier), in the event that you do not agree to move to a new tariff with us or move supplier you will automatically be switched to our default tariff.

6 Your rights to cancel and our rights to cancel

You have 14 days from the date that your contract starts within which you can cancel your contract (known as your Cooling Off Period). If you cancel your contract during this 14 day period, you have to pay us for any energy used during that period.

You can also cancel your contract at any time by giving us notice to cancel your contract, provided that you have paid us any monies you owe us and started receiving electricity or gas (or both) from another supplier.

In the event you cancel your contract after your Cooling Off Period and before the Fixed-Rate Period (for example by switching to another energy supplier) then Good Energy will not charge you an exit fee for leaving this Product. However, we may stop you moving to a new supplier if you owe us charges.

We can cancel your contract if you break any terms of the contract which we think are material (for example you tamper with your meter), if you no longer meet the eligibility criteria or we are no longer able to or are directed not to supply electricity or gas to you.

7 Moving in or out of your property

If you move home during the Fixed-Rate Period it may be possible to transfer your energy supply with us under the Product to your new home if you wish, those prices may be different from the prices in your present home because of regional variations in our prices or a change in metering. We will advise you if it is possible to transfer your supply and what terms will apply.

8 Changes to your contract

If we need to make any changes to your contract that could put you at a disadvantage we will inform you of these at least 30 days prior to the changes taking effect in accordance with clause 7 of our General Terms. You will have the opportunity to switch supplier before the changes takes effect.

9 Complaints and privacy

If you're unhappy with our service and want to make a complaint, you can contact us at goodenergy.co.uk/get-in-touch or by using the contact details below. All disputes and complaints are dealt with in accordance with our published complaints procedure which is available on request and can also be found at goodenergy.co.uk/customer-care/help-topics/complaints.

We are committed to protecting your privacy. A full explanation of how Good Energy manages your personal data can be found at goodenergy.co.uk/privacy-policy.

10 Contacting us

If you want to contact us, you can do so at goodenergy.co.uk/get-in-touch, by calling **0800 254 0000**, emailing hello@goodenergy.co.uk or writing to **Good Energy, 3rd and 2nd Floor, Monkton Park, Chippenham, Wiltshire SN15 1ER**.

These are the specific terms and conditions which relate to your domestic fixed-rate tariff, they are supplemental to the general terms and conditions for the supply to domestic customers (the most up-to-date version of which can be found at goodenergy.co.uk/terms-and-conditions) (**General Terms**) and set out the additional terms which are applicable to your tariff.

By way of reminder your contract with us comprises the following documents:

- the General Terms;
- these specific terms and conditions relating to your tariff or product (including its principal terms) (**Specific Terms**); and
- the Tariff Information Label.

1 Definitions and interpretation

1.1 The definition and interpretation provisions of the General Terms shall apply equally to this document. Capitalised terms used but not defined in this document will have the same meaning as set out in the General Terms.

1.2 The following capitalised terms shall have the meanings set out below:

Eligible Area means the geographic area comprising mainland England, Wales and Scotland, excluding the Channel Islands and the Isle of Man

Fixed-Rate means the fixed rate for electricity and/or gas supplies as specified on your Tariff Information Label, comprising a unit rate in pence per kWh and a standing charge in pence per day;

Fixed-Rate Period means the period commencing on (and including) the relevant date set out in clause 3.1 below and ending at 30th September 2021;

Product means an exclusive fixed-rate tariff for the supply of electricity and/or gas known as Green Heat September 2021 v1, which is made available by Good Energy on the terms and conditions hereunder; and

1.3 In the event of any inconsistency or contradiction between this document and the General Terms, the terms of these Specific Terms shall take precedence.

2 Eligibility and availability

2.1 In order to take up the Product you must:

- a.** heat all or part of your home through an air-source or ground-source heat pump;
- b.** be a resident of the Eligible Area; and
- c.** receive (or agree to receive) a domestic supply of electricity and/or gas from Good Energy.

2.2 Good Energy reserves the right to decline any application for the Product and to close the Product to new applicants at any time and for any reason. The Product is subject to availability and may be withdrawn by Good Energy at any time.

2.3 The Product is not available to customers whose meter is de-energised (irrespective of whether the corresponding meter point access number (MPAN) or meter point reference (MPR) is recorded as energised or de-energised).

2.4 If during the Fixed-Rate Period you cease to satisfy the eligibility criteria set out in clause 2 or if you do not discharge the conditions set out in clause 8 Good Energy may notify you in writing (including by email) that you are no longer eligible for the Product and we may place you onto our default tariff.

3 Term and termination

3.1 These Specific Terms in relation to the Product apply from when:

- a.** we (or a third party agent acting on our behalf) both agree on the phone or by e-mail or web-chat that we'll supply electricity and/or gas to you under the Product;
- b.** we receive a completed application form in respect of the supply of electricity or gas (or both) to you under the Product; or
- c.** for website applications, once you have clicked to agree that you accept these Specific Terms.

3.2 If we already supply your property and you didn't enter a contract with us in any of the ways described in clause 3.1, these Specific Terms won't apply to you.

3.3 These Specific terms apply until (and including) the end of the Fixed-rate Period or any earlier date on which you (or we) end or change your tariff or you do not meet the eligibility criteria.

4 Our prices and charges during the fixed-rate period

4.1 Subject to clauses 4.2 below, for the duration of the Fixed-Rate Period, the price you will pay for electricity and/or gas supplies shall be calculated according to the Fixed-Rate for your area, meter type and/or payment method.

4.2 The Fixed-Rate is:

- a.** subject to any changes in the rate of VAT chargeable in respect of the electricity and/or gas we supply; and
- b.** honoured by Good Energy provided that it is not prevented from doing so by any action, anticipated action, order, decision or imposition by any governmental, regulatory, statutory or licensing authority,

5 Our prices and charges after the fixed-rate period

5.1 At the end of the Fixed-Rate Period, the Product shall cease and the Fixed-Rate shall no longer apply.

5.2 We will send you a written notice before your Product ends, setting out details of the Specific Terms that apply to our default tariff, being the tariff you will automatically move onto in the event that you:

- a.** do not agree to choose a new tariff we offer you; or
- b.** if you do not switch to a new supplier.

5.3 If, within 20 days after the end of your Fixed-Rate Period you or another energy supplier tells us that you are switching energy supplier, and your supply switches within a reasonable time (normally 20 working days); you will stay on the Product until your switch to a new supplier, unless we think it would be cheaper for you to move on to the relevant default tariff for that period. However, we can object to you switching to a new energy supplier if you owe us any charges.

6 Ending this contract before the fixed-rate period

6.1 If you can cancel your contract within 14 days of the date your contract starts in accordance with the Cooling Off Period set out in the General Terms, no Early Termination Fee will apply.

6.2 You can also cancel your contract at any time, provided that you have paid us any monies you owe us and started receiving electricity or gas (or both) from another supplier.

6.3 In the event you cancel your contract after your Cooling Off Period and before the Fixed-Rate Period (for example by switching to another energy supplier) then Good Energy shall be entitled to charge you the Early Termination Fee in addition to all other fees and charges payable. You may switch to another supplier at any time without notice to us but this does not affect the application of the Early Termination Fee.

7 Moving home

7.1 If you move home you may be able to transfer the Product to your new home if you:

- a.** continue to meet the eligibility criteria in clause 2;
- b.** you let us know that you would like to transfer the Product to your new home when you tell us about your change of address; and
- c.** we reach a mutual agreement to continue the Product at your new home.

7.2 If we agree a transfer with you, the prices you will pay for your supplies for the remainder of the Fixed-Rate Period will be the Fixed-Rate prices under your Tariff Information Label applicable to your new home. Those prices may be different from the prices in your present home because of regional variations in our prices or a change in metering. We will inform you of any changes in price.

7.3 If you don't wish to transfer the Product to your new home or we are unable to do so, the provisions of clause 8.2 of the General Terms will apply in relation to your transition and in addition we shall be entitled to charge you an Early Termination Fee.

8 Customer obligations

8.1 You agree that for the duration of the Fixed-Rate Period You will:

a. establish and maintain a direct debit instruction at your bank in favour of Good Energy in the amount notified to You by Good Energy (acting reasonably) from time to time;

b. submit accurate meter readings from your electricity and/or gas meter(s) at least once in each consecutive period of three months from the date on which the Fixed-Rate Period starts.

8.2 If you receive your electricity supplies through related electricity meters, by applying for the Product you agree to Good Energy becoming the supplier for all electricity meters related to your supply. Good Energy shall be entitled to charge you its standing charge (at the Fixed-Rate) in respect of each related meter.