

Principal Terms for Fixed-Rate Tariff for supply to non-half hourly electricity and/or gas business meters – 12 month period

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 in your welcome pack. Your prices are fixed for a period of 12 months from the later of the date you apply to receive supplies of electricity and/or gas under our fixed-rate tariff in any of the ways set out in clause 3.1 or the date on which you receive supplies of energy from us (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 your credit rating and 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 based on actual or estimated meter readings every three months or, where you have requested, every month.

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 regular intervals 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 and early termination fees

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 shall be entitled to charge you the Early Termination Fee calculated in accordance with your estimated annual consumption in addition to all other fees and charges payable.

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 premises during the Fixed-Rate Period it may be possible to transfer your energy supply with us to your new premises if you wish, those prices may be different from the prices in your current premises 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 www.goodenergy.co.uk/get-in-touch or by using the contact details below. All disputes and complaints are dealt with in accordance with our complaints procedure:

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 customerservices@goodenergy.co.uk or writing to Good Energy, Monkton Park Offices, Monkton Park, Chippenham, SN15 1GH