

Specific Terms – Good to Fix January 2023 v5

These are the specific terms and conditions which relate to your domestic Good to Fix January 2023 v5 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 interpretations

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 31 January 2023;

Product means an exclusive fixed-rate tariff for the supply of electricity and/or gas known as Good to Fix January 2023 v5, 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. be a resident of the Eligible Area; and
- b. 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 The Product is subject to availability and may be withdrawn by Good Energy at any time.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 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 not charge you an exit fee for this Product.

6.2 You can 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.

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.

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. promptly register for and maintain an online account with Good Energy with a valid and up to date email address;
- c. 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;
- d. receive all invoices, statements and other communications from Good Energy by electronic means (including email).

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.