

Good Energy Domestic Principal Terms



These are the Principal Terms for the Good Energy Domestic tariffs:

1. Our charges for (electricity / gas) are made up of a unit rate which covers the cost of your usage and a daily standing charge which covers the cost of us making the energy available at your property.
2. (If fixed) These charges are fixed until Day Month Year subject to VAT increases, governmental or regulatory requirement.
3. (If fixed) You agree that for the duration of the fixed tariff you will establish and maintain a direct debit instruction, promptly register for and maintain an online account with Good Energy and receive all communications from Good Energy, wherever possible, by electronic means.
4. We will send you a monthly bill to an actual meter reading where this is provided. To ensure your bills are accurate, please provide meter readings at least once a quarter. The more frequently you provide readings, the more accurate your billing will be.
5. (If fixed) At the end of the fixed price period you will be switched onto our default tariff if you do not choose any other alternative we offer you.
6. You have a 14-day cooling off period from the date you sign up to the new tariff with Good Energy, during which you may cancel the contract at any time.
7. If after the cooling off period you switch to another supplier before the end of the contract, we won't charge you an exit fee if you switch away.
8. If you move home, please contact us at this time to provide your final meter reading. We will then end this contract and produce your final bill.
9. We will inform you 30 days in advance if we must make any changes to your contract that put you at a disadvantage.
10. We are committed to protecting your data & privacy. We will tell you if we significantly change the way we use your information.
11. If at any stage you are unhappy with our service, want to make a complaint or you consider that your bill or statement is inaccurate, our contact details and full complaints procedure is found on our website.