



Good Energy Domestic Principal Terms

These are the Principal Terms for Good Energy's 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. We'll send you bills or statements based on actual or estimated meter readings at least every quarter, unless we agree a different billing frequency with you. If you have a smart meter providing access to actual meter readings, we'll send you bills or statements every month. For traditional meters, please provide meter readings at least once a quarter. The more frequently you provide readings, the more accurate your billing will be.
3. **(If you are on a fixed tariff)** These unit and standing charges are fixed until the end of your fixed rate period subject to any changes we are required to make to reflect VAT increases or any other legal and regulatory requirements.
4. **(If you are on a fixed tariff)** 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.
5. **(If you are on a fixed tariff)** 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. **(If you are on a variable tariff)** Our variable tariff prices may vary. If you pay by direct debit and your direct debit is cancelled or fails, you will no longer be eligible for the direct debit discount (if applicable to your tariff) and your rates may increase. Please note that Ofgem has granted our Standard Variable Tariff (SVT) an exemption from the energy price cap, meaning this tariff is not subject to their maximum price limits.
7. **(If you are on a Time of Use Tariff)** To make sure that we charge you the correct unit rate for your consumption during peak and off-peak periods, you will need to have a smart meter from which we can take the required meter readings. If you do not have a smart meter, you revoke your consent to us taking the required meter readings or we are unable to take the required meter readings for any reason, we may move you to a more appropriate tariff.
8. **(If you are a prepayment customer)** You must pay before you receive electricity and/or gas from us by topping up your meter. We won't send you a monthly bill, but we will provide you with details of the amount of electricity and/or gas that you have used, any top up payments you have made, and any other amounts that you owe to us.
9. You have a 14-day cooling off period from the date you sign up to the new tariff with Good Energy. At any point during this time, you may notify us that you wish to cancel the contract.
10. **(If you are on a fixed tariff)** If after the cooling off period you switch to another supplier more than 49 days before the end of the contract, we may charge you an Early Termination Fee. If this applies to you, the fee will be detailed in your Tariff Information Label.
11. If you move home, please contact us as soon as possible and provide your final meter reading. We will then end this contract and produce your final bill within 42 days.
12. We will provide reasonable notice if we must make any changes to your contract that put you at a disadvantage.
13. We are committed to protecting your data and privacy. We will tell you if we significantly change the way we use your information.
14. 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.
15. A full copy of our Terms and Conditions can be found on our website.