



Fintry Local Tariff – FAQ’s

Updated September 2017

These frequently-asked-questions are specific to customers living in Fintry, Stirlingshire, Scotland; and signed up to Good Energy’s Fintry Local Tariff.

Customer Support Contacts:

Good Energy	<i>Energy Supplier</i>	0800 254 0000	Quote “SMART Fintry project”
Energy Assets	<i>Meter Provider</i>	01254 819620	Quote “SMART Fintry project”

In these FAQ’s you’ll find information about:

- The SMART Fintry project
- Fintry Local Tariff
- Meters
- Billing
- Other customer service questions

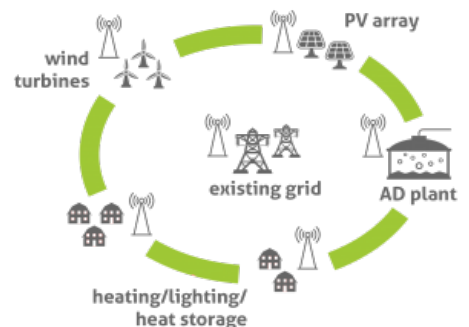
About the SMART Fintry Project

SMART Fintry is a two year project funded by The Local Energy Challenge Fund which is managed by Local Energy Scotland on behalf of The Scottish Government. The Project is delivered by a consortium of partners: Fintry Development Trust, Veitch Cooper, Energy Assets Good Energy, and Heriot Watt University.

The aim is to balance local renewable electricity generation with local demand, to deliver more affordable renewable electricity to the local community.

You can find out more about the SMART Fintry project by visiting:

- [SMART Fintry project website](#)
- [Good Energy blog](#)



About Fintry Local Tariff

What is the Fintry Local Tariff?

Fintry Local Tariff is a bespoke tariff designed specifically for residents in the Scottish village of Fintry. It is part of the SMART Fintry project funded by Local Energy Scotland and will provide residents with 100% renewable electricity!

Can I still sign up to Fintry Local Tariff?

Unfortunately Fintry Local Tariff is now closed for new sign-ups. There were two sign up windows for Fintry Local Tariff in October 2016 and in May 2017. We will contact Fintry residents if the tariff is re-opened for more sign-ups.

What are the benefits of the Fintry Local Tariff?

- 100% renewable / zero emissions electricity supply
- A competitive tariff
- Considerable savings on your electricity bill
- Helping shape the future of energy by participating in this UK-first community energy project – SMART Fintry

How much money could I save?

Average energy costs for electricity users in Fintry are higher than the UK average. Last year, we estimated that over 90% of customers would have saved money by switching to the Fintry Local Tariff, on average over £100 on their electricity bill compared to the standard regional average!

Is the local tariff the cheapest on the market?

Energy prices are constantly fluctuating so it is difficult to provide an absolute answer; however the tariff rates available are cheaper than other 100% renewable tariffs on the market.

How long are prices fixed until?

Tariff prices were initially fixed until 31st October 2017. After this date the tariff prices were to be revised competitively or customers would revert to our standard regional rates. However we've decided **to retain the Fintry Local Tariff's on their existing rates until 31st March 2018**. We'll review prices again before this date and either adjust competitively or revert to our standard regional rates. If prices are going to increase, customers will be informed 49 days beforehand by letter.

Why has Good Energy launched Fintry Local Tariff?

Good Energy launched Fintry Local Tariff as part of the SMART Fintry project. It is our mission to reconnect people with energy. We have a vision for a decentralised, low carbon energy system, where communities have better control over how they generate, use and manage their energy. The SMART Fintry project is exploring ways of doing this.

How is Fintry Local Tariff different from Good Energy's standard tariff?

The Fintry Local Tariff is different to Good Energy's standard regional tariff, as it's only available to those living in Fintry. The tariff makes use of the renewable energy supplied by local renewable generators to match your energy demand.

How can Good Energy afford to offer this discounted tariff?

This project has received funding from **Scottish Government's Local Energy Challenge Fund** as it aims to test and prove a new way to purchase electricity that is cheaper and greener. We will also be working with Fintry Development Trust (FDT) on the project - they have helped hundreds of homes and businesses to install renewable energy and energy efficient technologies.

Meters

Why did I need a new meter in my home?

All customers on Fintry Local Tariff will have a new, smarter meter installed in their home by our project partner, Energy Assets. This will provide us with higher resolution data to enable us to match local electricity consumption, with supply from local generators. You won't be charged for your meter installation.

What if I haven't had my new meter installed?

If you still haven't had your new meter installed you should contact Energy Assets Customer Support on **01254 819620** and quote "**SMART Fintry project**". They will be able to provide you with more details regarding the installation and schedule a time to switch out your old meter.

How can I rearrange my meter installation?

Energy Assets have a dedicated specialist who will call you to schedule an appointment, confirm, and re-arrange your appointment to a time that is suitable to you - If you do need to re-schedule your metering appointment, you can reach Energy Assets by contacting Customer Care at: **0800 254 0000** and quoting "**SMART Fintry Project**"

What meter do I have installed?

You will get an EDMI MK7C meter installed by Energy Assets. This meter continually measures and stores electricity consumption data which is then transmitted to Good Energy to create automatic bills.

How do I read my meter?

The new meters should automatically send us your electricity consumption data which means you should not need to submit a meter reading.

However you can find a "How to Read my Meter" guide here:

<https://www.energyassets.co.uk/customer-support/read-my-meter/>

The meter type is the EDMI MK7C.



The main steps to read your meter are summarised below:

1. Make sure the meter display has "Set A" on the top left of the digital screen.
2. If it doesn't, hold the 'display' button for approximately 2 seconds.
3. Press the 'set' button until the meter shows "kWh" on the top right of the digital screen.
4. Customers on a single rate tariff should read the total kWh meter reading:

Total kWh
(Meter Reading)



5. Customers on an E7 or E10 tariff should read the r1 and r2 readings.

These are also accessed by pressing the 'set' button until the readings are displayed.

Rate 1
(Meter Reading)



Billing Questions

I received a bill for a single-rate meter, but I think it should be set up as two-rate (Economy 7 or Economy 10)

There may have been an issue with the way the meter was programmed during set up but it should be possible to resolve remotely without visiting your property. If you think your meter is not set up on the correct rate please contact Good Energy on **0800 254 0004** and quote **“SMART Fintry Project”** and we'll get in touch with the meter provider. Alternatively, contact Energy Assets Customer Support directly on: **01254 819620**. Your billing will not be affected.

How can I pay?

To pay you can either set up a direct debit or pay upon receipt of a bill. The Fintry Local Tariff will accept our typical forms of payment, such as direct debit, debit and/or credit card via phone. For more details, see <https://www.goodenergy.co.uk/customer-care/how-to-pay-your-bill/>

When will I receive a bill?

You should be receiving regular bills depending on either a monthly or quarterly billing cycle. If you haven't received a bill, or would like to change you billing cycle, please give us a call on **0800 254 0004**, quoting **“SMART Fintry project”** and we'll investigate.

Why have I been receiving estimated bills?

We've only recently been able to start using the data coming from your new meter to generate automatic bills. Any automatic bills you receive from now on will be based on your actual consumption, rather than estimated, so your direct debit may be adjusted to make sure you're not paying too much or too little. If you are still receiving estimated bills, please give us a call on **0800 254 0004** and quote **“SMART Fintry Project”** and we'll investigate.

Other Customer Service Questions

Can I leave the tariff?

Yes. If you are unhappy with the Fintry Local Tariff, you can choose to switch suppliers anytime you want. Please note that any additional SMART Fintry services on offer will stop if you choose to leave.

Is the tariff for just domestic properties or can businesses get it too?

Currently we are offering Fintry Local Tariff to domestic customers. We are happy to quote Fintry businesses at our commercial rates, which you can do so by contacting **0800 254 0004** or by visiting our website: <https://www.goodenergy.co.uk/switch/>

When will I gain access to my time-of-use portal?

Our intention was to provide all customers on the Fintry Local Tariff with access to a time-of-use portal which provides accurate data on their electricity consumption. This is currently still undergoing development and we really apologise for the delay. We will be in touch as soon as it's ready to go live.

On the SMART Fintry website you can find access to another dashboard developed by our project partner Heriot Watt University: <http://smartfintry.org.uk/dashboard/>

This shows forecasts for electricity generation from renewable generators in the Fintry area.

How will my data be used?

At Good Energy we follow strict data protection processes to ensure all our customers' data is stored safely and securely. As a customer on the Fintry Local tariff, you are part of the wider Smart Fintry project funded by the Scottish Government, and so Good Energy needs to share their personal electricity consumption data with other project partners. This enables us to offer the services under your Fintry Local Tariff contract (such as your electricity supply and smart meter) and carry out the SMART Fintry project. Any personal electricity consumption data shared with other partners on the project is anonymised. As the customer, you own all of your data. You can switch away at any time, at which point we will no longer have access to any of your consumption data. For full details on how your data will be used please refer to the Terms and Conditions received in your Welcome Pack.