

Specific Terms - Standard Variable

These are the specific terms and conditions which relate to your domestic variable rate tariff, they are supplemental to the general terms and conditions for the supply of electricity and gas 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.

There are currently no specific terms for the Standard Variable Tariff.

Principal Terms – Standard Variable

There's lots of important information in your General Terms, 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 together with these Specific Terms.

It is important to note that prices may be varied throughout the duration of your contract for a variable-rate tariff at Good Energy's discretion, taking into account factors which may include wholesale market conditions and/or any action, order, price-cap or decision by any governmental, regulatory, statutory or licensing authority. If prices increase we will give you at least 30 days' notice and you will be entitled to cancel the contract.

Our charges are made up of a standing charge and unit rate. The standing charge is applied every day and covers the cost of us making gas or electricity available to your property. The unit rate shows the charge for the amount of gas or electricity that you use. 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 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. If you pay by direct debit, we will collect payment in accordance with the direct debit mandate. If you don't pay by direct debit, bills are payable within 28 days plus postage of the invoice date on the bill. For customers with a pre-payment meter, payment will be through the meter.

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're having difficulty paying at any stage, please let us know so that we can discuss suitable payment options with you.

4 Meter readings

It's important that you give us meter readings at least twice per year 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 exit fees

This tariff does not have an end date and will continue unless you or we cancel it in line with the General

Terms. This tariff does not have an exit fee or early termination fee associated with it.

6 Your rights to cancel and our rights to cancel

You have 14 days from the date that you enter into a contract with us within which you can cancel your contract. 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 by giving us notice 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. Further details can be found in clause 8 of your General Terms.

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) 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 into a property already supplied by Good Energy and haven't entered into a contract with us when you move in, we'll put you on our default tariff. If you don't want to stay with us, you can arrange for another supplier to provide your electricity or gas (or both).

If you are moving out of a property supplied by Good Energy and don't want Good Energy to supply the new property, then you need to give us at least 2 working days' notice before you move out. Your contract will end on the date you inform us you will move out unless you still own the property and nobody has taken over responsibility for it.

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 goodenergy.co.uk/get-in-touch or by using the contact details below. All disputes and complaints are dealt with in accordance with our published complaints procedure which is available on request and can also be found at 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 Reach, Monkton Hill, Chippenham SN15 1EE**