



Easy
Read

Your contract with 100Green



Easy Read



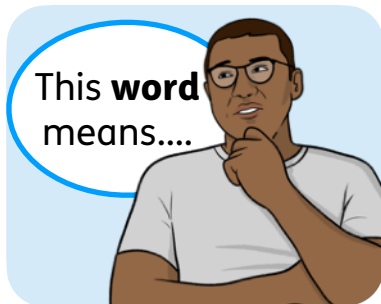
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



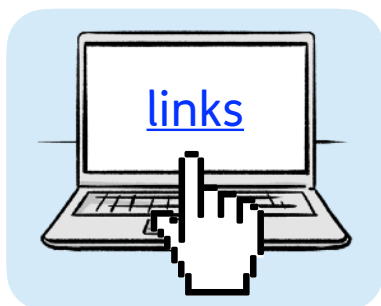
This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

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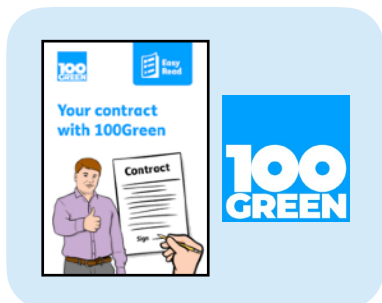
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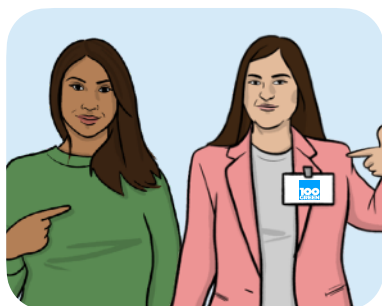
About this booklet



This booklet is an Easy Read copy of your **contract** with 100Green.



A **contract** is an agreement between you and an organisation when you use its services.



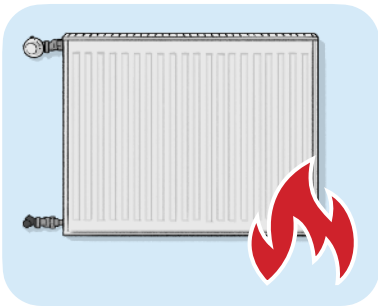
The contract explains what you must do, and what the organisation must do.

About 100Green



100Green is the organisation that gives you **energy**.

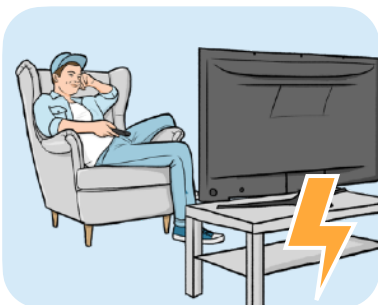
Energy means **gas** and **electricity**.



You need **gas** in your home to turn on your heating.

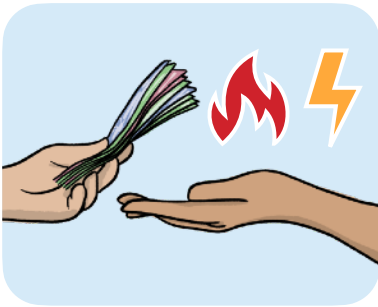


You might also need gas for cooking if you have a gas oven.



You need **electricity** in your home to use anything that plugs into a plug socket, like your TV.

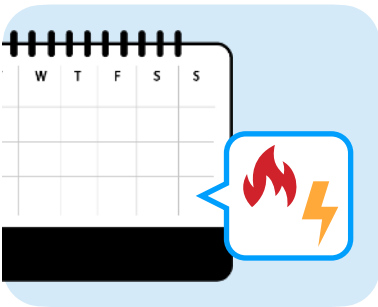
How we work



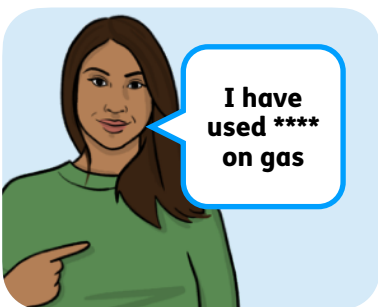
We buy energy from companies who make gas and electricity.



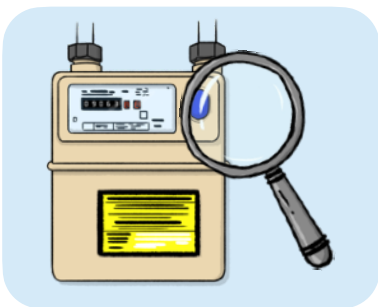
We make sure this energy goes to your home and you can use it.



At the end of every month, you tell us how much gas and electricity you have used.



If you just get gas from us then you only need to tell us how much gas you have used.



You do this by checking your gas meter and electricity meter, then recording how much you have used in your 100Green account.

If you have a Smart Meter:



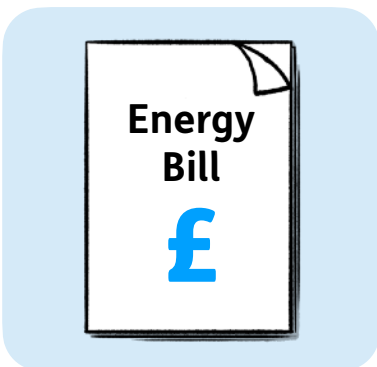
- Your Smart Meter tells us how much gas and electricity you use.



- You do not have to do anything.



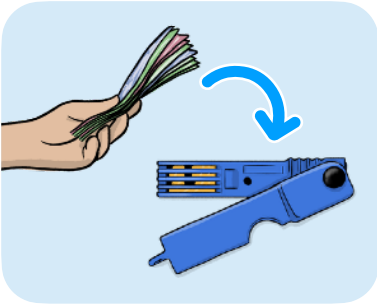
If you would like a Smart Meter we can put one in your home for free.



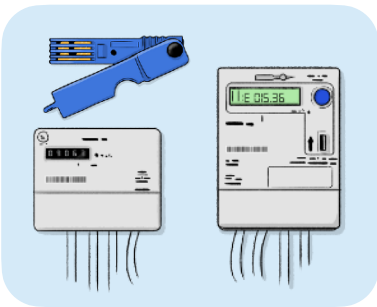
We send you an **energy bill** at the end of every month.

Your **energy bill** is how much money you must pay for the energy you have used that month.

Prepayment meters



If you have a prepayment meter, you pay for energy before you have used it.



You put an amount of money on the prepayment meter and use energy until the money runs out.

The contract

We can:



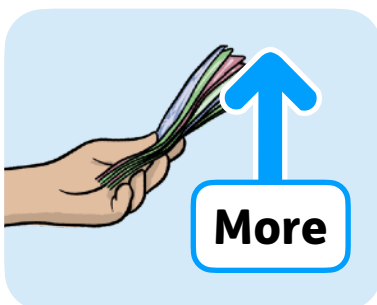
- Move this contract to a different energy organisation so that you get energy from them instead.



- Change this contract if we need to.



We will tell you if we need to do either of these things.



We will also tell you if the changes we want to make will mean you have to pay more.



We will tell you 28 days before we make the changes.

Using 100Green



To use our services you must own and/or live in the home we are giving energy to.



You will have signed up to use our services by doing an application.



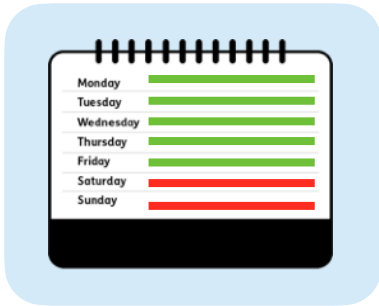
You would have done this online, on the phone, or by posting the application to us.



After signing up, you have 14 days to cancel this contract if you would like to.



After signing up, we will start giving energy to your home within 5 **working days**.



A **working day** is any day between Monday to Friday.

Saturdays and Sundays are not working days.



We will give energy to your home until this contract ends.

Paying for 100Green

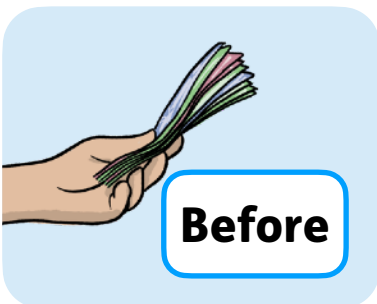


Everything that you must pay will be written down in your Welcome Letter.



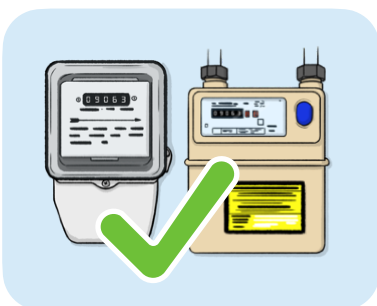
We may ask you to:

- Pay for your energy in a certain way.

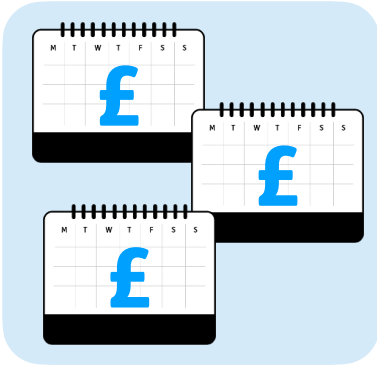


- Pay a **deposit**.

A **deposit** is money you pay us before you start using our services.

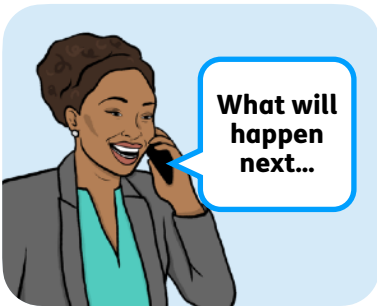


- Use a certain kind of gas meter or electricity meter.



We may have agreed to a **fixed price period** with you.

A **fixed price period** is when the price of energy will stay the same for a certain amount of time.

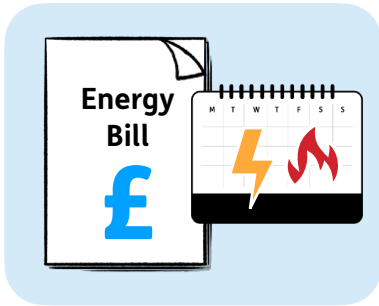


When your fixed price period ends we will call you to talk about what will happen next.



You must not steal energy from us. If you do, you will have to pay for the energy you have taken.

Your energy bills



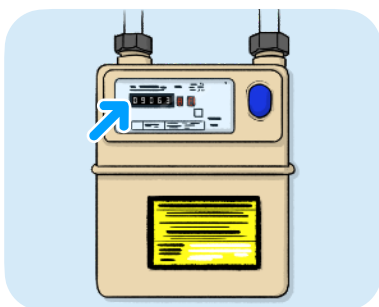
Your **energy bill** is how much money you must pay for the energy you have used in a month.



You will get an energy bill from us at the end of every month.



To make sure your energy bill is correct, you must tell us how much energy you have used.



Remember, you do this by checking your gas meter and electricity meter, then recording how much you have used in your 100Green account.



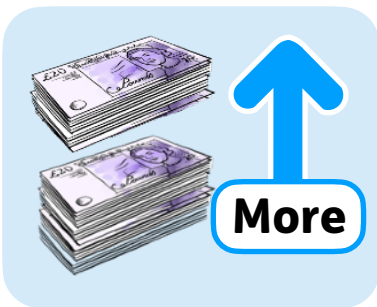
If you do not tell us how much energy you have used, we will work out how much you might have used.



We will work this out by looking at how much energy you usually use in a month.



You must pay your energy bill every month.



If you do not pay your energy bills, we are allowed to:

- Start adding more money to how much you owe us.



- Ask you to pay your energy bills in a different way than you usually do.



- Ask you to pay a deposit.

If you do not pay your energy bills, we are also allowed to:



- Take you to court.



- Get an organisation to come to your house and ask for the money.



- Come into your home and put a prepayment meter in your home.



- Stop giving energy to your home.



If you sign up to use our services and you owe your last energy organisation money, you now owe us that money.

Deposits



If we have asked you to pay a deposit, we will give you a date to pay it.

You must pay the deposit by the date we give you.

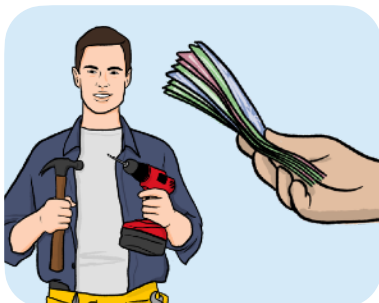
Your meters



We will come and check your gas and electricity meters every 2 years.

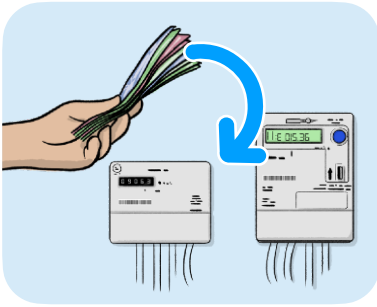


You can ask us to test if your meters are working properly.

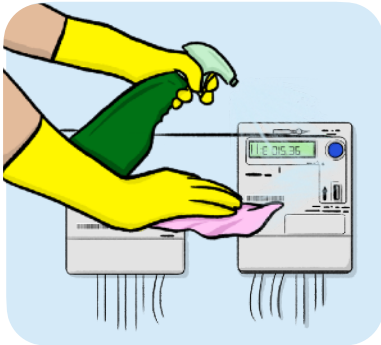


You will have to pay for this. But if a meter is broken we will pay the money back to you.

If you have a prepayment meter, it is your job to:

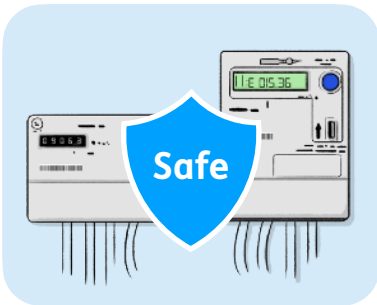


- Make sure it has money on it.



- Keep the meter and the card that comes with it safe and clean.

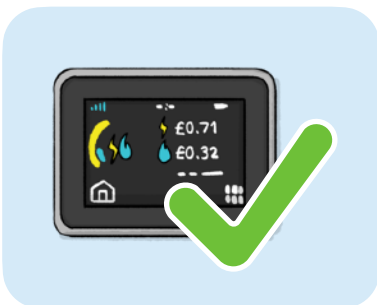
If you break either the meter or the card you will have to pay for a new one.



If we have given you a meter, it is your job to keep it safe.



If you break a meter, you must tell us straight away and you will have to pay for a new one.



If you have a Smart Meter, we are allowed to record how much energy you are using from the Smart Meter.

Coming to your home

If a member of our staff needs to come to your home you must make sure:



- You let them into your home.



- Your home is safe.



If you agree to a member of staff coming to your home but do not let them in, you may have to pay us some money.



We will let you know if a member of staff needs to come to your home.



They will prove they are a member of our staff by having an ID card and documents from our organisation.

Ending this contract



We will end this contract if you do not pay any of the money you owe us, and do not plan to in the future.



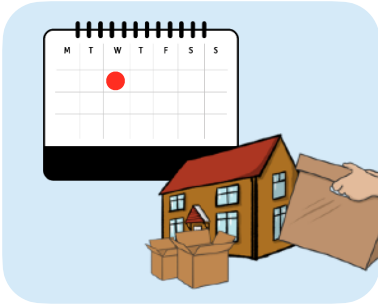
We will let you know 7 days before we end this contract.



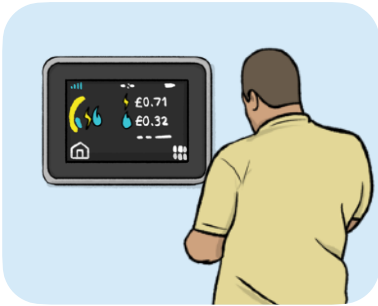
If you have only just signed up and we have not started giving energy to your home, we can end this contract straight away.



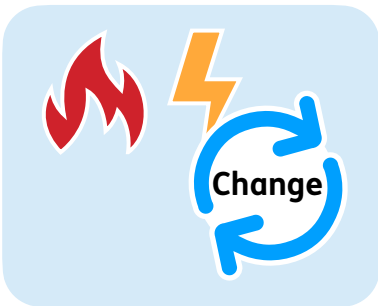
If you are moving home, you must tell us at least 2 days before you move.



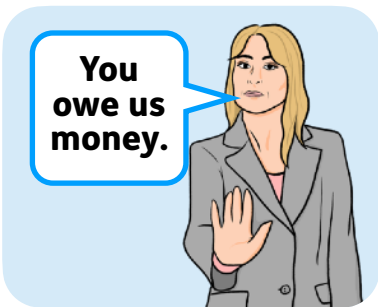
This contract will then end on the date you move home.



You should also do a last check of your electricity and gas meters and tell us how much energy you have used in the last few weeks.



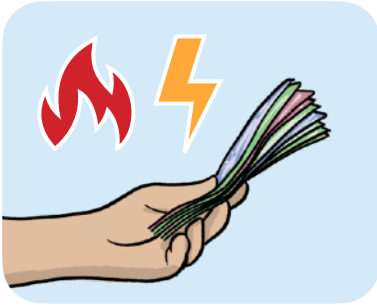
You can start getting your energy from a different organisation if you would like.



We may stop you from switching to a different organisation if you owe us money.



We may ask you to pay an 'exit fee' if you want to switch to a different organisation.



You must pay for energy in your home until this contract ends.



Personal information

We will keep any personal information about you safe.

What we are responsible for



We might be partly responsible if you are hurt because of something we did.



If we do not follow this contract, we may be responsible for paying you **compensation**.

People may get **compensation** when something unfair happens to them. It is usually an amount of money.



£100,000

We pay up to £100,000 compensation for an issue we caused.



We do not promise that you will always have energy in your home.

Green Deal



You may take part in the government's Green Deal.



This is when you borrow money from the government and pay it back through your electricity bill.



If you take part in the Green Deal, you are still responsible for paying the money back after this contract ends.

Gas emergencies



If you smell gas in your home, call 0800 111 999 straight away.



You must follow any instructions that are given to you by the gas company in your local area.

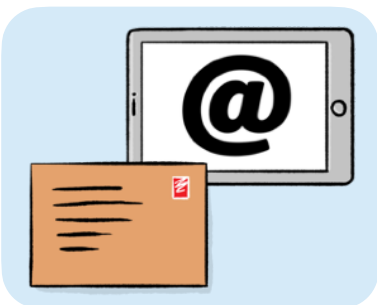
The law



This contract follows the law.

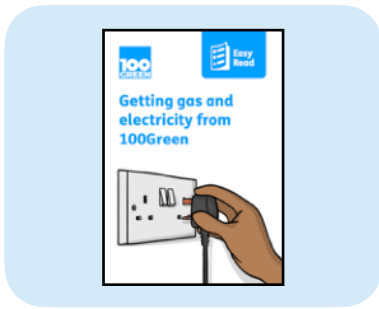


If we find out that any part of this contract does not follow the law, the rest of the contract is still correct.



If we need to contact you, we will use the address and email address you have asked us to send your energy bills to.

Complaints and advice



To find out more about what we aim to do and how we can help you, please read our customer promise.



You can find out how to make a complaint here:

www.greenenergyuk.com/complaints

Find out more



You can look at our website here:

www.100green.com

You can contact us by:



- Post:
100Green
Black Swan House
23 Baldock Street
Ware
Herts
SG12 9DH



- Phone: 01920 486 156

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