

Our Customer Promise

Here at Green Energy UK we aim to give you the best possible standards of customer service. Our goal is not simply to have satisfied customers; we want delighted ones!

We think you deserve great service not just from us, but also from the electricity distributors who form part of the energy network.

We have therefore set out the minimum standards you can expect from us both in this Customer Promise.

green energy

When you call us

- We aim to answer all calls as quickly as possible and our records show that we answer 98% of phone calls within 30 seconds during office hours (08:30 – 17:30 Monday – Friday).
- We don't have push button menus to get you through to the right department. We keep our business simple so the person answering the phone should be able to help and if not they will introduce you to a specialist member of the team who can.
- If you call out of office hours one of our members of staff will usually call you back the same day but at the latest within two working days.
- If your call is during office hours we will endeavour to resolve any queries there and then.
- If we can't resolve your query over the phone, rest assured, we will investigate further and contact you with an answer or solution. This will usually be the same day; but even if we require further information, we aim to resolve the query within three working days.
- If you believe your account is in credit we may ask you for an up to date meter reading and conduct a review of your account. If we owe you a refund we will credit your bank account within 10 working days.

If you feel that we have failed to deliver on any of the above we will pay you £30 compensation.



GAS EMERGENCY

If you smell gas, or have a gas emergency, please call

0800 111 999

straight away.

Lines are open 24 hours.

ELECTRICITY EMERGENCY/LOSS

Please call

105

Lines are open 24 hours.





Meter Queries

- We will send out our own appointed meter readers to try and obtain a reading from your meter at least twice a year.
- Just in case they cannot gain access to your meter we will take every step we can to obtain the meter reading from you. We are as keen as you that your account is kept up to date so you only pay for the energy you use.
- Every customer who has provided us with an email address will be sent an email every 3 months asking for a meter reading as a reminder.
- If you supply us with a meter reading we will reflect that reading in your next bill. This reading will correct any over or under estimation.
- If you have a query regarding your meter we will attempt to resolve it over the phone. If we have to look into the issue further we will respond to you within 2 working days.
- If you would like an appointment booked for an engineer to investigate any aspect of your metering system we will process this for you within 2 working days.
- If you require a meter for a new connection we will arrange with you a convenient time for

this to happen. For both a single and 3 phase meter this will be within 20 days. Charges will apply.

- For other metering jobs we will arrange an engineer to visit within 20 days. Where this relates to a problem with the meter there will be no charge, certain cosmetic jobs will have an associated meter charge.
- We understand how frustrating it is when you have to wait in all day for an engineer to arrive and have no idea when they might turn up: We can therefore offer you an all day, morning, afternoon or even a 2hr appointment for any metering work. 2hr appointments will be charged.
- You will receive written confirmation of your appointment, date and time slot at least 2 days before the appointment.
- If you would like any data relating to your account the vast majority of this can be found in your online customer area. If you require information not available in your customer area let us know and we will email this to you within 2 working days.

If you feel that we have failed to deliver on any of the above we will pay you £30 compensation.

Electricity Distribution Companies

There are some aspects of your electricity supply that are controlled by our distribution partners. This is to ensure continuity of supply through the National Grid. We are responsible for procuring, metering and billing your electricity. However if for example a tree falls onto power lines disrupting your service then your regional distribution company will be the one's responsible for fixing it. The distribution companies have Guaranteed Standards of Service you should expect.

These are outlined on pages 6-7.

The language might be different from the Green Energy UK Customer Promise because we have included verbatims from the Electricity Guaranteed Standards of Service so there is no misunderstanding about what you are entitled to.

We have also included a map detailing which company serves which region and a list of useful contact numbers.

Postal addresses for electricity distribution companies:

Electricity North West – 304 Bridgewater Place, Birchwood Park, Warrington, WA3 6XG

Northern Powergrid – Lloyds Court, 78 Grey Street, Newcastle Upon Tyne, NE1 6AF

Scottish & Southern Energy – Inveralmond House, Dunkeld Road, Perth, PH1 3AQ

Scottish Power – 1 Atlantic Quay, Robertson Street, Glasgow, G1 8SP

UK Power Networks – 237 Southwark Bridge Road, London, SE1 6NP

Western Power Distribution (South Wales & South West) - Elliott Road, Prince Rock, Plymouth, Devon, PL4 OSD
(Midlands) - Pegasus Business Park, Herald Way, Castle Donington, DE74 2TU

Emergency Numbers

Covering Region	Emergency/Loss		General Enquiries
10 Eastern England	105	UK Power Networks	0845 601 4516
11 East Midlands	105	Western Power Distribution	0800 096 3080
12 London	105	UK Power Networks	0845 601 4516
13 Merseyside, Cheshire, North Wales & North Shropshire:	105	SP Energy Networks	0330 1010 300
14 West Midlands	105	Western Power Distribution	0800 096 3080
15 North East England	105	Northern Powergrid	0800 011 3332
16 North West England	105	Electricity North West	0800 195 4141
17 North Scotland	105	Scottish and Southern Electricity	0800 048 3515
18 Central & Southern Scotland	105	SP Energy Networks	0330 1010 300
19 South East England	105	UK Power Networks	0845 601 4516
20 Southern England	105	Scottish and Southern Electricity	0800 048 3516
21 South Wales	105	Western Power Distribution	0800 096 3080
22 South West England	105	Western Power Distribution	0800 096 3080
23 Yorkshire	105	Northern Powergrid	0800 011 3332



 **Scottish and Southern
Energy**
Power Distribution

 **SP ENERGY
NETWORKS**

 **electricity
north west**

 **NORTHERN
POWERGRID**

 **SP ENERGY
NETWORKS**

**WESTERN POWER
DISTRIBUTION**
Serving the Midlands, South West and Wales

**UK
Power
Networks**
Delivering your electricity

 **Scottish and Southern
Energy**
Power Distribution

Electricity Supply Problems

Restoring supply during normal weather

- Distribution companies have 12 hours to restore the electricity supply if it fails during normal weather conditions. If they fail, you may be eligible to claim £75 for domestic or £150 for non-domestic customers. For incidents affecting 5,000 or more premises which are interrupted by a single fault, they'll restore it within 24 hours. If this fails you may be eligible to claim £75 for domestic or £150 for non-domestic. A further £35 would be paid for each additional period of 12 hours in which supply is not restored (up to a cap of £300 in total).

Main Fuse

- If your main fuse fails and cuts off your electricity supply your distribution company will call to rectify the problem. The engineer will arrive within 3 hours when notified between 7am – 7pm on a weekday. On a weekend or public holiday they should arrive within 4 hours when notified between 9am – 5pm. If this fails you may be eligible to claim £30 for a domestic or non-domestic customer.

Supply Interruptions

- If your local distribution company needs to interrupt your supply, they'll give users at least 2 days notice. You may be eligible to claim £30 for domestic or £60 for non-domestic if the required notice is not given or if the energy supply is interrupted on a different day than initially advised.

Restoring supply during extreme weather

- During extreme weather it may take longer to restore your supply. You might be entitled to compensation if your supply isn't restored in 24 – 48 hours, depending on the number of faults and how many customers are affected. If it is valid, they'll pay £70 for a domestic or non-domestic customer and a further £70 for every additional 12 hours you don't have electricity up to a maximum of £700.

Rota Disconnections

- On rare occasions there may be supply shortages in your area and your electricity supply may need to be interrupted on a rota basis to share the available power. Your local distributor will aim to minimise the amount of time your supply is affected in such cases. They'll ensure a total of no more than 24 hours without electricity during the period covered by a rota disconnection event. If they fail you may be eligible to claim £75 if you are a domestic customer or £150 if a non-domestic customer.



Voltage Queries

- If you tell your local distribution company about a problem with your voltage, they'll either give you a written explanation within 5 working days or offer to come and investigate within 7 working days. If they fail to keep or make an appointment, or send an explanatory letter, you may be eligible to claim £30 for a domestic or non-domestic customer.

Making and keeping appointments

- When your local distribution company needs to visit your site, they will make and keep timed appointments. They'll offer to come in the morning (before 1 pm), afternoon (after 12pm) or within a 2 hour time slot. If they fail to do so you may be eligible to claim £30 for a domestic or non-domestic customer.

Multiple supply interruptions

- If your supply is interrupted for more than 3 hours on four or more separate occasions during a 12 month period from 1 April, you may be eligible to claim £75 for a domestic or non-domestic customer. In order for your claim to be verified you'll need to provide the address of the premises affected and the dates of the electricity supply failures. Incidents for which a payment has already been made cannot be included in your claim.

Supply disruption repayments

- In cases where a payment is due to you, your distribution company will send it to you within 10 days, except in the case of 'Supply Restoration during Severe Weather' when the distribution company will issue payment as soon as is reasonably practicable. If this does not happen you may be eligible to claim a further £30 for domestic or non-domestic customers.

Making a Claim

- Please see page 4 for contact details of your local distribution company. All claims must be sent to the distribution company within three months of the electricity supply being restored.

Gas Transporters

There are some aspects of your gas supply that are controlled by our transporter partners. We are responsible for procuring, metering and billing your gas. However if a situation arises in which the gas supply to your premises is disrupted due to a gas pipeline fault/issue, then your regional Gas Transporter will be the one's responsible for fixing it. There are 5 Gas Transporters across the UK, all of which have Guaranteed Standards of Service that you should expect (please see pages 10-11).

The map to the right indicates the areas of the UK each Gas Transporter covers. We have also included a table of useful contact numbers for every region for your convenience should a gas emergency arise.

Postal addresses for gas transporters:

National Grid – Grand Buildings,
1–3 Strand, London, WC2N 5EH

Northern Gas Networks – 1100 Century
Way, Thorpe Park, Leeds, LS15 8TU

Scotland Gas Networks – St Laurence
House, Station Approach, Horley, Surrey,
RH6 9HJ

Southern Gas Networks – St Laurence
House, Station Approach, Horley, Surrey,
RH6 9HJ

Wales & West Utilities – Wales & West
House, Spooner Close, Newport, NP10 8FZ

Emergency Numbers

Region	Gas Transporter	Covering Region	General Enquiries
EM	National Grid Gas	East Midlands	0845 835 1111
EA	National Grid Gas	East Anglia	0845 835 1111
NT	National Grid Gas	London	0845 835 1111
NW	National Grid Gas	North West	0845 835 1111
WM	National Grid Gas	West Midlands	0845 835 1111
NE	Northern Gas Networks	North East	0800 040 7766
NO	Northern Gas Networks	Northern	0800 040 7766
SC	Scotland Gas Networks	Scotland	0800 912 1700
LC	Scotland Gas Networks	Campbelltown	0800 912 1700
LO	Scotland Gas Networks	Oban	0800 912 1700
LT	Scotland Gas Networks	Thurso	0800 912 1700
LW	Scotland Gas Networks	Wick	0800 912 1700
LS	Scotland Gas Networks	Stranraer	0800 912 1700
SO	Southern Gas Networks	Southern	0800 912 1700
SE	Southern Gas Networks	South East	0800 912 1700
SW	Wales & West Utilities	South West	0800 912 2999
WA	Wales & West Utilities	Wales	0800 912 2999

The National Gas Emergency Service operates 365 days a year, 24 hours a day.
Smell Gas? Call free on **0800 111 999**.



Gas Supply Problems

If you smell gas you should call the emergency number 0800 111 999 immediately.

Supply Restoration

- If you are a domestic customer and your gas supply is interrupted as a result of a failure or damage to your Gas Transporter's pipeline system you will be reconnected (i.e. gas will be available at your property) within 24 hours.
- If the gas transporter fails to reconnect you within 24 hours, you may be eligible to claim £30 for domestic or £50 small non-domestic. The same amount of compensation would be paid for each additional period of 24 hours until the customer's supply is restored up to a maximum of £1000.

Exemptions from Payments:

- If the event was caused by an act or default of the customer
- Where more than 30,000 customers are interrupted
- If the event was caused by severe weather or other exceptional circumstances beyond the control of distribution company and all reasonable steps had been taken to prevent the circumstances from occurring and from causing the interruption.



Heating and Cooking facilities for priority domestic customers

- If you are registered on your supplier's Priority Service Register and your gas supply is interrupted, you will be provided with alternative heating and cooking facilities within 4 hours, or if more than 250 customers are affected, within 8 hours (8pm-8am excluded). A customer may not be eligible for payment where they already have alternative heating/cooking facilities or where they have already declined an offer of alternative heating/cooking facilities.

Planned Supply Disruptions

- When the gas transporter carries out planned work to replace pipes or maintain the integrity of the gas system, they may need to interrupt your gas supply. If so, your gas transporter will inform you of the date they expect to interrupt you and the reason why your supply needs to be interrupted, at least 5 working days before the interruption occurs.
- If the gas transporter fails to provide notice of a planned interruption, you will be eligible for a compensation payment of £20 for domestic and £50 for non-domestic customers. This claim must be made within 3 months of the service interruption.

Reinstatement of Customers Premises (due to gas work)

- If the gas transporter initiates work on your premises, your premises will be reinstated within 5 working days of the completion of the engineering work.
- If the gas transporter fails to meet these standards you will receive a payment of £50 for domestic and £100 for non-domestic customers. The same level of compensation will be paid for each additional period of 5 working days until the supply is restored. Please note, payment may not be due where the customer has initiated works or the customer's own actions (or a person under the customer's control) has led to the work being required.

Responding to Complaints

- If you complain to a gas transporter in writing or over the telephone, the gas transporter will respond substantively to your complaint within 10 working days of receiving your complaint.

However if a visit to your premises or additional information from a 3rd party is required to enable resolution of the complaint, the gas transporter will issue an initial written response within 10 working days of receiving your complaint to explain this situation and will then respond substantively within 20 working days from receipt of the complaint.

- If the gas transporter fails to meet this standard you will receive a payment of £20 and £20 for each succeeding period of 5 working days thereafter, up to a maximum of £100.

Notification and payments under the Guaranteed Standards listed above

- Where a gas transporter has failed any of the above they will write to inform you (or us) and make the payment within 20 working days of compensation becoming due.
- If the gas transporter fails you will receive a payment of £20 in addition to any payments listed above you are entitled to.

Making a claim

- Please see page 8 for contact details of your local network company. All claims must be sent to the network company within three months of the gas supply being restored.

Making a Complaint

At Green Energy UK, our aim is to always exceed these targets but in the rare event that we don't, we - or the energy distributors, will pay you compensation as detailed within this booklet.

We always strive to deliver the best possible customer care, but if you have any concerns relating to our service, our web site or the way we handle your account then please let us know so we can do our best to put the matter right.

In the first instance you can call us on 01920 486 156 or for free on 0800 783 8851. Alternatively you can email us at help@greenenergyuk.com

We will look into the matter and get back to you within 5 working days. If after our response you are not satisfied with the outcome, or the way you have been treated, then please write to: The Directors, Green Energy (UK) plc, Black Swan House, 23 Baldock Street, Ware. SG12 9DH

If you feel that we have not been able to keep our promises in relation to the way we deal with you and would like to claim compensation please email help@greenenergyuk.com requesting your refund.



Green Energy (UK) plc terms and conditions for business properties.

Section 1: Definitions

Contract – These terms and conditions.

Micro business – A premises not used for domestic purposes that does not consume more than 55,000 kWh per annum, has less than 10 employees and a turnover of less than €2 million per year.

Network operator/distribution company – The company that maintains the distribution grid in your area.

Ofgem – The Office of Gas and Electricity Markets.

Premises – the address where we will provide our services to you.

We/us/our – Green Energy (UK) plc, a company incorporated in England and Wales with company number 4194006.

You – Our customer named on the account. If more than one person is named on the account then they will each be held jointly liable for any monies outstanding.

Section 2: Contract

This contract is between you and us for the supply of energy. If the address that the energy is supplied to is in England or Wales, this contract shall be governed by the laws of England and Wales and any disputes arising from or in connection with this contract shall be dealt with by the courts of England and Wales. If the address that the energy is supplied to is in Scotland, this contract shall be governed by Scots law and any disputes arising from or in connection with this contract shall be dealt with by the Scottish courts.

We may transfer our rights and obligations under this contract to another company. If we do so, your right to cancel the contract will be unaffected. You cannot transfer your rights and obligations under this contract without our written permission.

We and your network operator(s) reserve and maintain our rights set out in electricity legislation and our licence. Your network operator(s) may enforce any provision of this contract in which it has rights.

We may need to vary the terms of this contract to meet legal and/or regulatory requirements, including as a result of any change to the terms of our licence made by Ofgem.

If we make changes to the contract which are to

your significant disadvantage, we will notify you of when they will take effect. If you do not accept the changes, you can end this contract by telling us within 14 days of receiving our notification and arrange your switch to a different supplier. If you do this, the changes will not affect you unless your transfer to a new supplier does not take place within six weeks. In that case we reserve the right to implement the new terms.

Details of the service quality levels we aim to provide can be found at www.greenenergyuk.com.

The identity of the licensee under this contract is Green Energy (UK) plc of Black Swan House, 23 Baldock Street, Ware, Hertfordshire, United Kingdom SG12 9DH. You may write to the licensee at Black Swan House, 23 Baldock Street, Ware, Hertfordshire, United Kingdom SG12 9DH.

Renewable Source Declaration

The amount of electricity supplied by exempt renewable supplies made by us in each averaging period (within the meaning of paragraph 19 of Schedule 6 Finance Act 2000) shall not exceed the difference between –

- the total amount of renewable source electricity acquired or generated by us during that period, and
- so much of that total amount as is allocated by us otherwise than to renewable source electricity supplies made by us in that period.

Section 3: Sign Up and Transfer of Supply

The transfer will usually be completed within 21 days of the date on which you signed up with us.

Under certain circumstances, the transfer to us may take longer than the 21 day period. For example, this may apply if:

- your old supplier has objected to the transfer;
- you ask us to take over your supply at a later date;
- after taking reasonable steps, we do not have all the information we need from you to take over the supply and the information is not readily available from another source;
- after taking reasonable steps, we are prevented from completing the transfer due to a reason beyond our control; or
- you tell us that you now do not wish to transfer your supply.

If a transfer is delayed for any of the above reasons,

we will complete the transfer as soon as we reasonably can, and in any event within 21 days of the date on which that reason no longer applies.

Section 4: Charges

The charges in relation to your electricity will be given to you either on the date signed up with us or when you move into a property we supply electricity to. All charges will be subject to UK tax or duty at the prevailing rates for electricity supplies.

Standing charges will be applied to your bill from the date that your supply is live with us irrespective of whether there is a meter on site or if you are taking power.

If you do not have the appropriate meter we can install or arrange to reconfigure/re-programme your meter but we will not be able to start supplying you until this has been completed. We may charge you for any work done to your meter.

At the start of this contract or later we may assess your circumstances (for example, we will look at how likely we think you are able to pay for your electricity). Depending on the result of our assessment, we may charge different prices or ask you to pay in a certain way, to pay a security deposit or to use certain meter types (for example, a prepayment meter). We will base our decision on information that we hold about you or information you or a licensed credit-reference agency give us.

We may change our prices and/or other terms of this contract by notice to you from time to time. Up to date information on all applicable charges may be obtained from customerservices@greenenergyuk.com

We may charge you for additional items including:

- (i) the reasonable costs of attempting to recover money you owe to us or where an attempted payment fails,
- (ii) any administrative or third-party costs associated with your breach of the terms and conditions of this contract;
- (iii) reasonable costs incurred by us if you fail to keep an appointment agreed with us or our agents at a premises;
- (iv) reasonable costs incurred if you prevent us or our agent from accessing your meter for work or reading;
- (v) Charges for meter readings which you request, if more often than we are required to by law to undertake; or
- (vi) the costs of making and sending copies of documents which you have already been provided.
- (vii) The costs imposed on Green Energy UK by

industry third parties in relation to your supply point will be passed on; examples of this are, but are not limited to, Contracts for Difference and Capacity Markets.

If you take, or attempt to use energy by interfering with our, or the network operator's equipment, we may disconnect your energy supply, calculate how much you owe us, bill you for charges and prosecute.

Any reactive power or excess capacity charges which the network operator associates with your supply will be passed through directly to you via your electricity bill.

If you do not pay your bill by the date shown on the bill we may also charge fixed-sum charges (in accordance with the Late Payments of Commercial Debts (Interest) Act 1998) and/or interest (on all outstanding amounts) at 4% above the base rate of Barclays Bank plc from the date the bill was due to be paid.

We will charge you VAT on supplies to the premises at the standard rate unless:

- (i) you send us a valid VAT declaration that shows you do not have to pay VAT on energy supplies at the premises or pay a reduced rate (in which case we will charge you at the reduced rate);
- (ii) the supply to your premises is below 1,000 KWh per month in which case we will charge you VAT at the applicable reduced rate.

Section 5: Billing

We will send you regular bills or statements for the electricity supplied. All outstanding charges on your account must be paid in accordance with the payment arrangement as set out on your bill. We will estimate your bill if we do not have an up to date meter reading. We will adjust your next bill on receipt of an actual meter reading.

If you do not pay your bill we reserve the right to carry out the following actions at our discretion:

- Ask you to pay by an alternative method
- Change the frequency of when your bills are sent
- Ask for a security deposit
- Take legal action
- Ask debt collection agencies to act on our behalf
- Obtain a warrant
- Fit a pre-payment meter in your property
- Discontinue your supply

We may also charge you for any costs incurred as a result of your late payment or in connection

with recovering money you owe us, including costs incurred in performing any of the above actions.

If you owe your previous supplier money at the date of changeover, we may add this to your bill and may charge you to cover our costs.

Section 6: Security Deposit

We may run checks on your details with credit-reference and fraud-protection agencies to allow us to decide whether there is any risk that you may not pay your bills.

If we are concerned about your ability to pay our bills or if you fail to pay your bills in accordance with clause 6, we may at any time:

- (i) ask you to pay a deposit as security for payment of our bills. You must pay this by the date we give you. We will give you a reasonable time to pay us. We will not ask for a deposit if we install a prepayment meter at your property;
- (ii) ask you to pay in a different way;
- (iii) charge you different prices to reflect the risk to us; or
- (iv) ask for a guarantee in the requested format from your parent company or one or more of your shareholders, members or directors confirming that they will be responsible for any outstanding amounts due under this contract.

Section 7: Meter Reading

We will ensure where possible your meter is read every two years.

If we do not have a customer or actual meter reading, we will estimate your bill based on your previous usage. If this is not available we will use industry averages to estimate your energy consumption.

We will use meter readings as proof of your energy usage unless your meter is found to be faulty.

Either of us can arrange for your meter to be tested. If you ask for a test by an independent meter examiner you may be charged for the test. If the meter is found to be accurate, any charges made will not be refunded. If you take a supply of energy through a prepayment meter, and you use an electronic or token meter, it is your responsibility to make sure you buy enough credit units. You must also keep and look after the plastic card (or other device), keeping it clean, safe and free from damage. If you fail to do this, we may charge you any costs we may have to pay (either directly or indirectly) as a result.

Section 8: Access to the Property

We, your network operator(s), or anyone else authorised by us, may need safe access to your property at reasonable times for the maintenance and operation of your electricity supply, meter reading or replacement or to inspect and, if necessary, cut off the electricity supply if it is reasonably suspected that it is dangerous to continue to supply your property or for any other reasonable purpose in connection with the electricity supply.

In all cases (except for meter readings) reasonable advance written notice will be given prior to us exercising these powers of entry. These powers of entry are subject to statutory and regulatory restrictions. Any person authorised by us will carry and produce a duly authenticated document showing his authority. Aborted visit charges may be applied to your account if we have arranged for an engineer to visit your property at a specific time and no access is granted.

If you do not have a smart meter fitted, we will request access, such access not to be unreasonably withheld, to fit a smart meter at a mutually convenient time.

Section 9: Ending This Contract

This contract will end when your transfer to an alternative energy supplier is completed.

Our acceptance of you as our customer is subject to the results of credit and status checks. Should these checks prove unsatisfactory we may cancel the contract by notice to you.

We may end this contract if you have failed to pay for your electricity, cannot pay your debts, or have failed a credit check, and

- (i) you have refused our offer to allow you to pay in instalments or to have a prepayment meter fitted; or
- (ii) it is not reasonably possible for us to fit a prepayment meter.

If any of the above circumstances apply, and the transfer of your supply to us has not yet been completed we may immediately terminate the contract in writing. In other cases we will give you 7 working days notice of termination.

We may end this contract at any time by giving you 28 days' notice in writing.

We will close your account to the final meter reading, in the absence of a firm reading from you this will be deemed by your new supplier, you must pay the balance in full. If you have not paid an outstanding energy balance, we may stop you switching that energy supply to another supplier. This contract will

end if Ofgem requests another supplier to provide energy to the premises.

Where you are vacating a property which we supply energy to you are required to give us at least two working days notice of the date you are leaving, and a final meter reading for the time period you were residing in the property. This contract will end on the date so notified. If we do not received the required information, this contract will end on the date on which any other person begins to own or occupy the premises and takes a supply of energy at those premises, or, if earlier, on the end of the second working day after you have notified us that you have stopped owning or occupying the premises. You will be liable to pay for the energy supplied to the premises until such time as this contract ends.

Section 10: Data Protection

We will comply with all applicable legislation and requirements in relation to protecting your personal data. Our policy on these matters is set out in our Privacy Statement, a copy of which is attached.

Section 11: Liability

We and your network operator(s) are liable for death or personal injury caused by our negligence. We are responsible for any loss that is a foreseeable consequence of our breach of the contract, negligence or breach of statutory duty other than in respect of personal injury or death, our liability for negligence is limited to £100,000 per incident up to a maximum £1,000,000 in any calendar year.

We are not liable for any other loss including without limitation: (a) a loss caused by an event or circumstances beyond our reasonable control; or (b) any business losses.

Section 12: Connections and Your Supply

We are acting on behalf of your energy network operator to make an agreement with you. The agreement is that you and your energy network operator both accept the National Terms of Connection (NTC) and agree to keep to its conditions.

When you enter into this contract it may affect your legal rights. The NTC is a legal agreement, it sets out rights and duties in relation to the connection at which your network operator delivers energy to, or accepts energy from, your premises. If you want a copy of the NTC or have any questions about it, please write to: Energy Networks Association, 6th Floor, Dean Bradley House, 52 Horseferry Road, London, SW1P 2AF.

You hereby appoint us as your agent for the purpose of obtaining your supply number or other relevant information from your regional distribution company.

Section 13: General

You will allow us to obtain and use any information your previous supplier has about your meters. Our notices to you will be sent to the address where we send your bills. Your notices must be sent to Green Energy (UK) plc, Black Swan House, 23 Baldock Street, Ware, SG12 9DH. You must include your energy Supply Number.

If you are a Micro Business entering into this contract, you warrant that (i) you do not consume more than 55,000 kWh per annum, (ii) you have less than 10 employees, and (iii) you have an annual turnover of less than €2 million per year. During the term of this contract, should the number of your employees exceed 10 or your annual turnover exceeds €2 million per year you are required to notify us without delay.

Green Energy (UK) plc, Black Swan House, 23 Baldock Street, Ware. SG12 9DH
Green Energy is a Voluntary Feed in Tariff Licensee.



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using 100% renewable energy and
with zero waste going to landfill.

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