

# Electricity Supply Contract for Domestic Users

# green energy

## Please provide your supply number

(You can find it on your current electricity bill, and it looks like this).

PROFILE									
S									
REGION					UNIQUE REF.				

Please complete, sign and return this contract if you would like to be supplied with green energy.

For help with completing this form, call us on 0800 783 8851.

## Correspondence Details

Please supply electricity to:

Title:

First Name:

Surname:

Supply Address:

Postcode:

Daytime Tel No.:

Evening Tel No.:

Fax No.:

E-mail Address:

Address to send bills and mail (if different from supply address):

Postcode:

Please tick here to sign up for ebilling:

## Electricity Details

Please remember to fill in your supply number at the top of the contract.

Please confirm you are a Domestic User: Yes  No

Are you currently responsible for electricity bills? Yes  No

What type of electricity meter do you have?: (please tick)

Single Rate  Two Rate (Economy 7)  Prepayment

Other (please state):

We maintain a register of customers with particular needs. Please tick if someone at the supply address is elderly, disabled or chronically sick:

Your current electricity supplier is:

Approximately how much is your current electricity bill per year (inc. VAT): £

If known, your estimated annual consumption:  kWh

Where did you hear about, or who told you about, green energy?

## Before you sign - please read these statements:

- I confirm that the above information is correct and that I own or occupy the above property.
- I understand that I have signed a legal contract for the electricity supply to the above property.
- Once accepted for the supply of electricity, I will be legally bound to pay for the electricity used, under the terms and conditions.
- I understand that I am legally bound by the standard connection agreement set out in the terms and conditions.
- I shall pay for the electricity at the rates notified to me in accordance with clause 7 of the terms and conditions.
- Green Energy (UK) plc may use the information provided by you and set out in this contract together with other information already held by us concerning you to send details of other products and services which may be of interest to you. In order to do this, we will need to share your details with third parties who provide such goods and services. If you do not wish your information to be used in this way, please tick this box:

## Payment Details

Please tick your tariff choice: Tap  Still  Sparkling

Payment should be made monthly by Direct Debit. Please fill out the enclosed mandate.



Please sign here

Name:  
(block capitals)

Date:

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Payment should be made monthly by Direct Debit. Please fill out the enclosed mandate.



Please sign here

Name:  
(block capitals)

Date:

# Simple Payment

## The Direct Debit Guarantee

*This guarantee should be detached and retained by the payer.*

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit Green Energy (UK) plc will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Green Energy (UK) plc to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Green Energy (UK) plc or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society – If you receive a refund you are not entitled to, you must pay it back when Green Energy (UK) plc asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

### GREEN ENERGY (UK) PLC

#### Instruction to your bank or building society to pay by Direct Debit



Please fill in the whole form using a ball point pen and send it to:

GREEN ENERGY UK plc.  
BLACK SWAN HOUSE,  
23 BALDOCK STREET,  
WARE.  
SG12 9DH

Names(s) of account holders(s):

Bank/building society account number:

Branch sort code:

Name and full postal address of your bank or building society:

To: The Manager  
Bank/building society:

Address:

Postcode:

Service user number:

Reference:

Instructions to your bank or building society:

*Please pay Green Energy (UK) plc Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Green Energy (UK) plc and, if so, details will be passed electronically to my bank/building society.*

Signature(s):

Date:

# Contact Details and Free Shares

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In the case of an emergency we may need to contact you. Providing us with a phone number and an email address will mean we are able to get hold of you as quickly as possible, should the need arise. Please complete the contact details form below and freepost it back to us.

If you would like to receive free shares, please read the statements below the contact details form and tick the boxes against the statements to which you give your consent.

If you are going to accept your free shares then send the completed share acceptance form back to us. We need this in order for you to receive your Customer Shares and to meet legal requirements. Please understand that if you cease to be a customer within three years of receiving the shares then the company may redeem (buy back) the shares for 1p, for your entire holding of

Customer Shares, the right to which you waive as a condition of your acceptance of the shares.

Also in keeping with our principles of minimal waste we would like your consent to communicate with you as shareholders via email. BOX 2 is you giving your consent to our communicating with you via email, and BOX 3 is you giving your consent to our posting information on the web site and sending you an email informing you that the information has been posted. You may tick both boxes 2 and 3.

If you do not agree then we will communicate by post in the traditional manner.

The full Information Memorandum is available on our web site [www.greenenergyuk.com](http://www.greenenergyuk.com) or at the offices of Green Energy (UK) plc upon request.

Please return slip below

## Contact Details

Name(s):

Mobile number:

Home number:

Email address:

## Free Shares

If you do not wish to receive your free shares please tick this box:

Please tick  
boxes if you  
agree

"I/we agree to the allotment to me/us of shares fully paid up on the terms and conditions set out in the Green Energy (UK) plc Information Memorandum published on the website ([www.greenenergyuk.com](http://www.greenenergyuk.com)) and subject to the Memorandum and Articles of Association of the Company. As a condition of my/our acceptance and in accordance with the terms of the Information Memorandum, I/we hereby waive my/our right to any redemption monies on these shares."

BOX 1

"I/we agree to the Company sending me/us the Annual Report and Accounts, Summary Financial Statements, Notices of Meetings, and otherwise communicating with me, by email at the following email address:"

BOX 2

"I/we further agree that the Company may publish its Annual Report and Accounts, Summary Financial Statements, Notices of Meetings and otherwise communicate with me/us via its web-site at such address and at such times as it shall notify me by email, at the following email address:"

BOX 3

The full Information Memorandum is available on our web site [www.greenenergyuk.com](http://www.greenenergyuk.com) or at the offices of Green Energy (UK) plc upon request.

Shares to be issued in the name of:

Signature:

Date:

Please fill in the whole form using a ball point pen and send it to:  
GREEN ENERGY UK plc. BLACK SWAN HOUSE, 23 BALDOCK STREET, WARE. SG12 9DH

# Terms & Conditions for Domestic Users

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## Section 1: Definitions

**Contract** – These terms and conditions.

**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/green energy uk/supplier** – Green Energy Limited, our agents and companies within the Green Energy (UK) plc group.

**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 electricity. 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](http://www.greenenergyuk.com). The identity of the licensee under this contract is Green Energy Limited 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.

## Section 3: Sign Up and Transfer Of Supply

You have a right to cancel this contract within 14 days of the date you signed up. If we are taking over from another supplier, the transfer to us will usually be completed within 21 days of the expiry of your right to cancel.

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

- (i) your old supplier has objected to the transfer;
- (ii) you ask us to take over your supply at a later date;
- (iii) 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;
- (iv) after taking reasonable steps, we are prevented from completing the transfer due to a reason beyond our control; or
- (v) 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.

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 [www.greenenergyuk.com](http://www.greenenergyuk.com)

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.

## 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

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 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.

### Section 7: Electricity 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.

### Section 9: Ending this Contract

You have 14 days from the date you entered into this contract with us in which to cancel it if you do not want to proceed.

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 installments 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 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 electricity 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 receive 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 electricity 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 electricity supplied to the premises until such time as this contract ends.

### Section 10: Data Protection

We will use information we have about you and your account to administer and manage your account. This includes, but is not limited to, billing and providing up to date information on energy efficiency and safety issues. Your records may also be shared with other organisations and used by us and them to recover debt, trace debtors and prevent money laundering or fraud.

Under this contract you agree that we may disclose information about you or your supply to others for any purpose in connection to your supply.

### 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 this contract, negligence or breach of statutory duty. 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 electricity network operator to make an agreement with you. The agreement is that you and your electricity 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 electricity to, or accepts electricity 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 electricity Supply Number.