



Our domestic electricity and gas tariffs

February 2024



Please be aware we reserve the right to withdraw any of these tariffs at any time.



Green Electricity

(Variable tariff)

Standard

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	36.14	43.65
East Midlands	34.90	50.31
London	36.61	38.18
Merseyside & North Wales	36.52	61.81
Midlands	35.03	53.96
North	34.71	57.03
North West	35.36	51.41
Northern Scotland	35.40	58.97
Southern Scotland	35.09	61.67
South East	36.32	47.21
South	35.72	49.59
South Wales	35.65	53.82
South West	35.37	58.28
Yorkshire	34.68	55.60

Payment method	Monthly Direct Debit, or payment on receipt of bill
Contract length	Not applicable
Price guaranteed until	Not applicable
Exit fees (if you cancel this tariff before the end date)	None

Prices are inclusive of VAT and rounded to 2 decimal places. This may be different to how it appears on your bill
Effective from 01 July 2023

For more information, email us at
switching@ecotricity.co.uk



Green Electricity

(Variable tariff)

Economy 7

Your region	Day rate (pence per kWh)	Night rate (pence per kWh)	Standing charge (pence per day)
East	37.72	26.39	43.75
East Midlands	36.57	25.63	50.40
London	38.19	26.70	38.27
Merseyside & North Wales	38.12	26.66	61.91
Midlands	36.71	25.73	54.05
North	36.31	25.45	57.12
North West	36.91	25.85	51.50
Northern Scotland	37.07	25.96	59.07
Southern Scotland	36.67	25.69	61.76
South East	37.86	26.49	47.30
South	37.33	26.13	49.69
South Wales	37.23	26.07	53.92
South West	36.90	25.84	58.37
Yorkshire	36.36	25.49	55.69

Payment method	Monthly Direct Debit, or payment on receipt of bill
Contract length	Not applicable
Price guaranteed until	Not applicable
Exit fees (if you cancel this tariff before the end date)	None

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Effective from 01 July 2023

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Green Gas

(Variable tariff)

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	8.70	29.11
East Midlands	8.68	29.11
London	8.82	29.11
Merseyside & North Wales	8.85	29.11
Midlands	8.74	29.11
North	8.74	29.11
North West	8.82	29.11
Northern Scotland	8.77	29.11
Southern Scotland	8.77	29.11
South East	8.84	29.11
South	8.91	29.11
South Wales	8.97	29.11
South West	9.02	29.11
Yorkshire	8.75	29.11

Payment method	Monthly Direct Debit, or payment on receipt of bill
Contract length	Not applicable
Price guaranteed until	Not applicable
Exit fees (if you cancel this tariff before the end date)	None

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Effective from 01 July 2023

For more information, email us at switching@ecotricity.co.uk



1 Year Fixed EV Electricity V24.1

(Fixed tariff)

5 hour off peak – perfect for Electric Vehicle owners

Your region	Day rate (pence per kWh)	Night rate (pence per kWh)	Standing charge (pence per day)
East	31.31	8.09	44.00
East Midlands	30.10	7.88	50.68
London	32.01	8.03	38.49
Merseyside & North Wales	31.68	8.20	62.20
Midlands	30.21	8.02	54.35
North	29.89	7.85	57.44
North West	31.06	7.91	51.79
Northern Scotland	31.34	8.41	59.37
Southern Scotland	29.97	7.82	62.08
South East	31.44	8.10	47.55
South	30.86	7.95	49.96
South Wales	30.71	8.00	54.20
South West	30.47	7.83	58.67
Yorkshire	29.86	7.97	56.00

Payment method	Monthly Direct Debit
Contract length	12 months
Price guaranteed until	12 months from start date
Exit fees (if you cancel this tariff before the end date)	£100

Prices are inclusive of VAT and rounded to 2 decimal places. This may be different to how it appears on your bill
Effective from 01 February 2023

For more information, email us at switching@ecotricity.co.uk



1 Year Fixed EV Gas V24.1

(Fixed tariff)

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	6.67	28.31
East Midlands	6.64	28.04
London	6.90	30.04
Merseyside & North Wales	6.90	29.75
Midlands	6.69	28.33
North	6.79	29.14
North West	6.70	28.44
Northern Scotland	6.69	28.49
Southern Scotland	6.69	28.49
South East	6.72	28.71
South	6.83	29.40
South Wales	6.98	30.28
South West	7.13	31.36
Yorkshire	6.87	29.72

Payment method	Monthly Direct Debit
Contract length	12 months
Price guaranteed until	12 months from start date
Exit fees (if you cancel this tariff before the end date)	£100

Prices are inclusive of VAT and rounded to 2 decimal places. This may be different to how it appears on your bill
Effective from 01 February 2023. Only eligible for use in conjunction with the 1 Year Fixed EV Electricity V24.1 tariff.

For more information, email us at switching@ecotricity.co.uk



2 Year Fixed Green Electricity V24.1

(Fixed tariff)

Standard

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	27.36	37.42
East Midlands	25.80	41.01
London	27.25	30.86
Merseyside & North Wales	28.29	57.04
Midlands	26.01	45.95
North	25.63	53.03
North West	27.42	39.57
Northern Scotland	27.62	48.64
Southern Scotland	25.68	48.31
South East	27.79	40.88
South	27.04	43.01
South Wales	27.09	45.52
South West	27.04	49.19
Yorkshire	25.44	50.57

Payment method	Monthly Direct Debit
Contract length	24 months
Price guaranteed until	24 months from start date
Exit fees (if you cancel this tariff before the end date)	£150

Prices are inclusive of VAT and rounded to 2 decimal places. This may be different to how it appears on your bill
Effective from 01 February 2023

For more information, email us at switching@ecotricity.co.uk



2 Year Fixed Green Electricity V24.1

(Fixed tariff)

Economy 7

Your region	Day rate (pence per kWh)	Night rate (pence per kWh)	Standing charge (pence per day)
East	28.26	20.03	37.42
East Midlands	26.54	19.72	41.01
London	28.18	19.96	30.86
Merseyside & North Wales	29.27	20.22	57.04
Midlands	26.75	19.99	45.95
North	26.36	19.68	53.03
North West	28.36	19.70	39.57
Northern Scotland	29.02	20.77	48.64
Southern Scotland	27.06	19.83	48.31
South East	28.73	20.08	40.88
South	27.88	19.90	43.01
South Wales	27.90	19.96	45.52
South West	27.87	19.75	49.19
Yorkshire	26.15	19.87	50.57

Payment method	Monthly Direct Debit
Contract length	24 months
Price guaranteed until	24 months from start date
Exit fees (if you cancel this tariff before the end date)	£150

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Effective from 01 February 2023

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2 Year Fixed Gas V24.1

(Fixed tariff)

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	6.00	31.57
East Midlands	5.97	31.28
London	6.22	33.36
Merseyside & North Wales	6.23	33.20
Midlands	6.00	31.47
North	6.10	32.33
North West	6.02	31.70
Northern Scotland	6.04	32.04
Southern Scotland	6.04	32.04
South East	6.10	32.38
South	6.20	33.18
South Wales	6.31	33.80
South West	6.46	35.03
Yorkshire	6.17	32.94

Payment method	Monthly Direct Debit
Contract length	24 months
Price guaranteed until	24 months from start date
Exit fees (if you cancel this tariff before the end date)	£150

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Green Electricity PAYG

(Variable tariff)

Standard

Your region	Unit rate (pence per kWh)	Government Energy Price Guarantee Standing Charge (pence per day)	Standing charge (pence per day)
East	28.77	46.22	50.96
East Midlands	27.57	52.88	57.61
London	29.27	40.75	45.49
Merseyside & North Wales	29.12	64.33	69.07
Midlands	27.68	56.52	61.26
North	27.36	59.59	64.32
North West	27.99	53.97	58.71
Northern Scotland	28.04	61.52	66.26
Southern Scotland	27.71	64.21	68.94
South East	28.93	49.76	54.50
South	28.34	52.15	56.89
South Wales	28.26	56.37	61.11
South West	27.98	60.83	65.56
Yorkshire	27.34	58.16	62.90

Payment method	Prepayment
Contract length	Not applicable
Price guaranteed until	Not applicable
Exit fees (if you cancel this tariff before the end date)	None

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Effective from 01 January 2024

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Green Electricity PAYG

(Variable tariff)

Economy 7

Your region	Day rate (pence per kWh)	Night rate (pence per kWh)	Government Energy Price Guarantee Standing Charge (pence per day)	Standing charge (pence per day)
East	32.17	21.66	46.22	50.96
East Midlands	31.03	20.90	52.86	57.59
London	32.67	22.01	40.76	45.50
Merseyside & North Wales	32.55	21.93	64.31	69.05
Midlands	31.15	20.98	56.50	61.24
North	30.75	20.72	59.57	64.30
North West	31.35	21.13	53.96	58.70
Northern Scotland	31.50	21.22	61.49	66.22
Southern Scotland	31.10	20.95	64.18	68.91
South East	32.32	21.77	49.76	54.50
South	31.78	21.40	52.14	56.88
South Wales	31.68	21.34	56.35	61.09
South West	31.34	21.11	60.80	65.53
Yorkshire	30.82	20.75	58.14	62.87

Payment method	Prepayment
Contract length	Not applicable
Price guaranteed until	Not applicable
Exit fees (if you cancel this tariff before the end date)	None

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Green Gas PAYG

(Variable tariff)

Your region	Unit rate (pence per kWh)	Government Energy Price Guarantee Standing Charge (pence per day)	Standing charge (pence per day)
East	7.16	33.32	40.41
East Midlands	7.11	33.32	40.41
London	7.23	33.32	40.41
Merseyside & North Wales	7.23	33.32	40.41
Midlands	7.14	33.32	40.41
North	7.17	33.32	40.41
North West	7.14	33.32	40.41
Northern Scotland	7.17	33.32	40.41
Southern Scotland	7.17	33.32	40.41
South East	7.25	33.32	40.41
South	7.33	33.31	40.40
South Wales	7.35	33.31	40.40
South West	7.49	33.30	40.39
Yorkshire	7.11	33.32	40.41

Payment method	Prepayment
Contract length	Not applicable
Price guaranteed until	Not applicable
Exit fees (if you cancel this tariff before the end date)	None

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Out Of Contract - Electricity

(Variable tariff)

Standard

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	30.75	50.16
East Midlands	29.48	57.20
London	31.29	44.37
Merseyside & North Wales	31.12	69.33
Midlands	29.60	61.07
North	29.26	64.31
North West	29.94	58.37
Northern Scotland	29.98	66.36
Southern Scotland	29.63	69.20
South East	30.92	53.91
South	30.30	56.44
South Wales	30.22	60.91
South West	29.91	65.61
Yorkshire	29.24	62.80

Payment method	Payment on receipt of bill
Contract length	Not applicable
Price guaranteed until	Not applicable
Exit fees (if you cancel this tariff before the end date)	None

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Out Of Contract - Electricity

(Variable tariff)

Economy 7

Your region	Day rate (pence per kWh)	Night rate (pence per kWh)	Standing charge (pence per day)
East	34.41	22.93	50.16
East Midlands	33.19	22.12	57.18
London	34.93	23.29	44.37
Merseyside & North Wales	34.82	23.21	69.30
Midlands	33.33	22.22	61.04
North	32.91	21.93	64.27
North West	33.55	22.37	58.35
Northern Scotland	33.69	22.46	66.32
Southern Scotland	33.27	22.19	69.16
South East	34.57	23.04	53.90
South	33.99	22.66	56.43
South Wales	33.88	22.59	60.88
South West	33.53	22.35	65.58
Yorkshire	32.97	21.98	62.77

Payment method	Payment on receipt of bill
Contract length	Not applicable
Price guaranteed until	Not applicable
Exit fees (if you cancel this tariff before the end date)	None

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Out Of Contract - Gas

(Variable tariff)

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	7.69	34.97
East Midlands	7.67	34.97
London	7.81	34.97
Merseyside & North Wales	7.84	34.97
Midlands	7.73	34.97
North	7.72	34.97
North West	7.81	34.97
Northern Scotland	7.76	34.97
Southern Scotland	7.76	34.97
South East	7.83	34.97
South	7.91	34.95
South Wales	7.97	34.95
South West	8.02	34.95
Yorkshire	7.73	34.97

Payment method	Payment on receipt of bill
Contract length	Not applicable
Price guaranteed until	Not applicable
Exit fees (if you cancel this tariff before the end date)	None

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Effective from 01 January 2024

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Out Of Contract - Electricity

(Variable tariff)

Standard

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	29.21	44.00
East Midlands	28.01	50.68
London	29.73	38.49
Merseyside & North Wales	29.57	62.20
Midlands	28.12	54.35
North	27.80	57.44
North West	28.43	51.79
Northern Scotland	28.48	59.37
Southern Scotland	28.15	62.08
South East	29.38	47.55
South	28.78	49.96
South Wales	28.71	54.20
South West	28.42	58.67
Yorkshire	27.78	56.00

Payment method	Direct Debit
Contract length	Not applicable
Price guaranteed until	Not applicable
Exit fees (if you cancel this tariff before the end date)	None

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Out Of Contract - Electricity

(Variable tariff)

Economy 7

Your region	Day rate (pence per kWh)	Night rate (pence per kWh)	Standing charge (pence per day)
East	32.69	21.79	44.01
East Midlands	31.54	21.02	50.67
London	33.19	22.12	38.51
Merseyside & North Wales	33.08	22.05	62.19
Midlands	31.67	21.11	54.34
North	31.27	20.84	57.41
North West	31.87	21.24	51.79
Northern Scotland	32.01	21.35	59.36
Southern Scotland	31.62	21.07	62.06
South East	32.84	21.89	47.57
South	32.30	21.53	49.96
South Wales	32.19	21.46	54.19
South West	31.86	21.23	58.65
Yorkshire	31.32	20.88	55.99

Payment method	Direct Debit
Contract length	Not applicable
Price guaranteed until	Not applicable
Exit fees (if you cancel this tariff before the end date)	None

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Effective from 01 January 2024

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Out Of Contract - Gas

(Variable tariff)

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	7.31	29.60
East Midlands	7.29	29.60
London	7.41	29.59
Merseyside & North Wales	7.44	29.59
Midlands	7.34	29.60
North	7.34	29.60
North West	7.41	29.59
Northern Scotland	7.37	29.60
Southern Scotland	7.37	29.60
South East	7.44	29.59
South	7.51	29.59
South Wales	7.57	29.59
South West	7.61	29.59
Yorkshire	7.34	29.60

Payment method	Direct Debit
Contract length	Not applicable
Price guaranteed until	Not applicable
Exit fees (if you cancel this tariff before the end date)	None

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Effective from 01 January 2024

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Summer Fixed Electricity (J22)

(Fixed tariff)

Standard

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	66.43	44.30
East Midlands	64.46	50.90
London	67.10	38.72
Merseyside & North Wales	67.15	56.47
Midlands	65.18	54.29
North	63.54	55.79
North West	64.94	50.51
Northern Scotland	64.23	57.12
Southern Scotland	65.82	57.79
South East	66.71	47.87
South	66.01	49.78
South Wales	65.26	54.22
South West	65.47	57.94
Yorkshire	64.53	55.05

Payment method	Monthly Direct Debit
Contract length	12 months
Price guaranteed until	12 months from start date
Exit fees (if you cancel this tariff before the end date)	£200

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Effective from 01 July 2023

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Summer Fixed Electricity (J22)

(Fixed tariff)

Economy 7

Your region	Day rate (pence per kWh)	Night rate (pence per kWh)	Standing charge (pence per day)
East	64.75	45.52	54.80
East Midlands	62.59	45.15	61.40
London	65.54	45.71	49.22
Merseyside & North Wales	65.50	45.93	66.97
Midlands	63.35	45.70	64.79
North	61.62	44.54	66.29
North West	63.15	45.13	61.01
Northern Scotland	63.18	45.97	67.62
Southern Scotland	64.39	45.52	68.29
South East	65.06	45.57	58.37
South	64.24	45.89	60.28
South Wales	63.41	45.61	64.72
South West	63.65	45.48	68.44
Yorkshire	62.67	45.22	65.55

Payment method	Monthly Direct Debit
Contract length	12 months
Price guaranteed until	12 months from start date
Exit fees (if you cancel this tariff before the end date)	£200

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Effective from 01 July 2023

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Summer Fixed Gas (J22)

(Fixed tariff)

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	18.56	34.44
East Midlands	18.63	34.43
London	18.45	34.38
Merseyside & North Wales	18.59	34.34
Midlands	18.60	34.32
North	18.55	34.37
North West	18.59	34.26
Northern Scotland	18.49	34.43
Southern Scotland	18.49	34.43
South East	18.51	34.36
South	18.54	34.45
South Wales	18.57	34.40
South West	18.64	34.57
Yorkshire	18.60	34.39

Payment method	Monthly Direct Debit
Contract length	12 months
Price guaranteed until	12 months from start date
Exit fees (if you cancel this tariff before the end date)	£200

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Effective from 01 July 2023

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Spring Fixed Electricity (A22)

(Fixed tariff)

Standard

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	51.19	37.82
East Midlands	49.39	44.49
London	51.67	32.18
Merseyside & North Wales	51.61	47.25
Midlands	49.84	47.79
North	48.56	48.55
North West	49.74	42.04
Northern Scotland	49.29	49.67
Southern Scotland	49.52	49.27
South East	51.45	41.48
South	50.60	43.17
South Wales	50.02	47.81
South West	50.32	51.20
Yorkshire	49.26	48.17

Payment method	Monthly Direct Debit
Contract length	12 months
Price guaranteed until	12 months from start date
Exit fees (if you cancel this tariff before the end date)	£200

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Effective from 01 July 2023

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Spring Fixed Electricity (A22)

(Fixed tariff)

Economy 7

Your region	Day rate (pence per kWh)	Night rate (pence per kWh)	Standing charge (pence per day)
East	52.17	35.44	37.82
East Midlands	50.21	35.19	44.49
London	52.74	35.60	32.18
Merseyside & North Wales	52.61	35.76	47.25
Midlands	50.66	35.55	47.79
North	49.34	34.77	48.55
North West	50.60	35.23	42.04
Northern Scotland	50.77	35.98	49.67
Southern Scotland	51.49	35.47	49.27
South East	52.46	35.47	41.48
South	51.48	35.67	43.17
South Wales	50.85	35.53	47.81
South West	51.18	35.41	51.20
Yorkshire	50.05	35.23	48.17

Payment method	Monthly Direct Debit
Contract length	12 months
Price guaranteed until	12 months from start date
Exit fees (if you cancel this tariff before the end date)	£200

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Spring Fixed Gas (A22)

(Fixed tariff)

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	15.81	35.24
East Midlands	15.75	35.21
London	16.11	35.35
Merseyside & North Wales	15.82	35.34
Midlands	15.79	35.31
North	15.77	35.50
North West	15.81	35.37
Northern Scotland	15.88	35.44
Southern Scotland	15.88	35.44
South East	15.83	35.34
South	15.89	35.33
South Wales	15.86	35.49
South West	15.91	35.41
Yorkshire	15.78	35.41

Payment method	Monthly Direct Debit
Contract length	12 months
Price guaranteed until	12 months from start date
Exit fees (if you cancel this tariff before the end date)	£200

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Winter Fixed Electricity (021)

(Fixed tariff)

Standard

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	48.26	36.20
East Midlands	47.82	37.81
London	48.36	34.01
Merseyside & North Wales	48.26	44.25
Midlands	49.55	35.41
North	49.22	35.95
North West	48.41	37.66
Northern Scotland	49.42	40.02
Southern Scotland	48.64	38.28
South East	48.98	35.63
South	47.84	40.16
South Wales	49.35	38.02
South West	50.30	36.71
Yorkshire	48.78	36.00

Payment method	Monthly Direct Debit
Contract length	12 months
Price guaranteed until	12 months from start date
Exit fees (if you cancel this tariff before the end date)	£200

Prices are inclusive of VAT and rounded to 2 decimal places. This may be different to how it appears on your bill
Effective from 01 July 2023

For more information, email us at
switching@ecotricity.co.uk



Winter Fixed Electricity (021)

(Fixed tariff)

Economy 7

Your region	Day rate (pence per kWh)	Night rate (pence per kWh)	Standing charge (pence per day)
East	47.75	33.48	35.76
East Midlands	47.50	33.61	37.25
London	46.85	32.40	33.59
Merseyside & North Wales	48.54	33.34	43.58
Midlands	48.17	33.57	34.91
North	47.46	32.84	35.52
North West	47.17	33.68	37.24
Northern Scotland	48.63	35.25	39.38
Southern Scotland	47.17	33.22	39.43
South East	48.21	32.41	33.71
South	47.83	34.01	39.59
South Wales	49.06	33.96	37.22
South West	49.72	33.44	36.42
Yorkshire	46.83	33.35	35.57

Payment method	Monthly Direct Debit
Contract length	12 months
Price guaranteed until	12 months from start date
Exit fees (if you cancel this tariff before the end date)	£200

Prices are inclusive of VAT and rounded to 2 decimal places. This may be different to how it appears on your bill
Effective from 01 July 2023

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Winter Fixed Gas (O21)

(Fixed tariff)

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	11.25	35.24
East Midlands	11.22	35.21
London	11.20	35.35
Merseyside & North Wales	11.17	35.34
Midlands	11.26	35.31
North	11.08	35.50
North West	11.03	35.37
Northern Scotland	10.85	35.44
Southern Scotland	10.79	35.44
South East	11.13	35.34
South	11.34	35.33
South Wales	10.94	35.49
South West	11.59	35.41
Yorkshire	11.18	35.41

Payment method	Monthly Direct Debit
Contract length	12 months
Price guaranteed until	12 months from start date
Exit fees (if you cancel this tariff before the end date)	£200

Prices are inclusive of VAT and rounded to 2 decimal places. This may be different to how it appears on your bill
Effective from 01 July 2023

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Green Electricity + EV

(Variable tariff)

Standard

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	30.87	43.87
East Midlands	29.62	50.56
London	31.34	38.37
Merseyside & North Wales	31.25	62.12
Midlands	29.75	54.23
North	29.43	57.31
North West	30.08	51.67
Northern Scotland	30.11	59.26
Southern Scotland	29.81	61.97
South East	31.05	47.44
South	30.44	49.84
South Wales	30.37	54.09
South West	30.09	58.57
Yorkshire	29.40	55.88

Payment method	Monthly Direct Debit, or payment on receipt of bill
Contract length	Not applicable
Price guaranteed until	Not applicable
Exit fees (if you cancel this tariff before the end date)	None

Prices are inclusive of VAT and rounded to 2 decimal places. This may be different to how it appears on your bill
Effective from 01 July 2023

For more information, email us at
switching@ecotricity.co.uk



Green Electricity + EV

(Variable tariff)

Economy 7

Your region	Day rate (pence per kWh)	Night rate (pence per kWh)	Standing charge (pence per day)
East	34.14	22.75	43.97
East Midlands	32.99	21.99	50.65
London	34.61	23.07	38.46
Merseyside & North Wales	34.53	23.03	62.21
Midlands	33.13	22.08	54.33
North	32.73	21.81	57.40
North West	33.33	22.22	51.77
Northern Scotland	33.48	22.32	59.37
Southern Scotland	33.09	22.05	62.07
South East	34.28	22.86	47.54
South	33.75	22.50	49.94
South Wales	33.65	22.44	54.19
South West	33.32	22.21	58.66
Yorkshire	32.78	21.85	55.98

Payment method	Monthly Direct Debit, or payment on receipt of bill
Contract length	Not applicable
Price guaranteed until	Not applicable
Exit fees (if you cancel this tariff before the end date)	None

Prices are inclusive of VAT and rounded to 2 decimal places. This may be different to how it appears on your bill
Effective from 01 July 2023

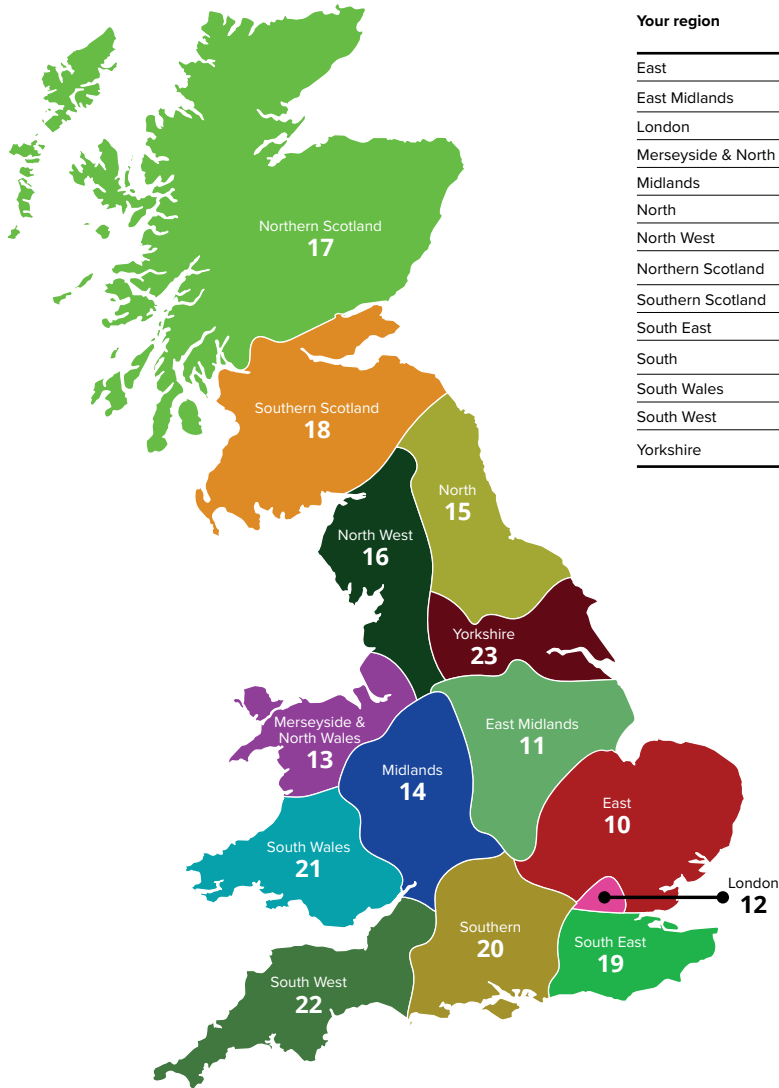
For more information, email us at
switching@ecotricity.co.uk

Check Your Region

If you are unsure of your region, grab a recent electricity bill and look for the MPAN (Meter Point Administration Number). It looks like the image you can see on the right hand side of this page.

Your region number is the first two digits on the second line. Match those numbers up with the map below and you've found your region.

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	13	1234	5678	345



Domestic Tariff

Principal Terms

V0.3 April 2023

The Principal Terms are a summary of the key points within your contract; however, these are not a substitute for the full Terms and Conditions. It's recommended that you read both documents. A deemed contract is in place where Ecotricity supply the property, where you haven't expressed a formal request to be supplied by ourselves. An Out of Contract Tariff relates to customers on a deemed contract and also the follow on of a Fixed Tariff where no other tariff has been chosen.

Contract Duration

- Our variable tariffs are continuous, which means they will only end when you switch supplier, if we choose to end it, or if you agree a new contract with us, or where we are instructed to under a Supplier of Last resort action.
- Contact us to see if we can offer you a more suitable tariff to your needs; our details are in your welcome information. Where you agree a new contract with us, this tariff will end when your new contract starts.
- On a variable tariff, you are able leave at any time without providing notice and with no penalty.

Our Charges

- Our Out of Contract rates are priced at or below Ofgem's current price cap.
- Our variable Green Tariffs have derogation from the Ofgem price cap because they allow us to build more green generation assets.
- The rates are variable and are subject to change.
- The charges for the supply of your gas/electricity are detailed in your welcome letter or on our website.
- We will always notify you of any changes to your charges in advance of the change being made and you are free to leave should you want to, although we'd love you to stay.

Billing and payments

- You will receive your bills monthly.
- **Monthly Direct Debit:** This is a set monthly amount, which is assessed in line with your consumption and reviewed regularly to ensure you pay the right amount.
- **Variable Direct Debit:** Ecotricity will take the full amount of the most recent Gas/Electricity bill a number of days after the bill was generated.
- **Payment on receipt of bill:** You will be expected to pay the full amount on receipt of the bill. This can be done by cash, cheque, Bacs, debit card online through your customer portal, the automated payment line or by calling up.
- If you're having trouble paying your energy bills, we'll do everything reasonable to help, this could be through the setting up of a payment plan, directing you to appropriate debt charities or installing a Smart prepayment meter to manage your payments upfront.
- You may receive your bills in paper or electronic form. This includes accessing your bills online, where we have your details and agreement through your online account. To change your billing preferences please contact us.

Smart Meters

- For some smart meters, we may not be able to communicate with your meter initially. For these meters we'll request monthly meter readings until we are able to automate communications.
- Where we are communicating with your smart meter, we will collect half-hourly data.

Moving Home

- Where you've moved into a property that's already supplied by Ecotricity please contact our customer service team and provide your details and an up-to-date meter reading. This allows us to set your account up as soon as possible. If you are moving home, please contact our customer service team at least two Working Days before the day you move, and we will request a final meter reading and your forwarding address on the day you move out. Where you don't contact us, you may remain responsible for any energy used in the property.

Leaving us

- Where you don't have an outstanding balance, you are free to leave at any time. The transfer should not take more than 5 working days
- Prepayment Meters - If you are supplied by a prepayment meter, you may switch supplier if the debt that you are repaying is less than £500 per meter and your new supplier agrees to take on this debt.

Possible additional charges and discounts

- Please note that Ecotricity may charge you in relation to any additional costs incurred due to ancillary matters relating to your supply. There is a non-exhaustive list of examples of additional charges within our help and support guides.

Struggling to Pay

- If you need help with an energy problem - for example with your bills or meters, or if you're struggling to pay for the energy you use, Citizens Advice are the official source of free and independent energy advice and support. They will support and provide any independent advice required.
- Go to citizensadvice.org.uk/energy or call them on 03454 04 05 06 between 9am and 5pm Monday to Friday. Calls are charged at your normal rate and all calls are confidential.

Complaints

- If you do need to make a complaint, you should contact our Customer Services Team to enable us to resolve it. The team will do their best to resolve the complaint, however if you're still unhappy with our response you can speak to our Customer Contact Specialist Team.
- Should you remain unhappy with our resolution of the complaint, or if your complaint has not been resolved within 8 weeks of the date you told us about it, you could refer the matter to the Ombudsman Services: Energy on 0330 440 1624 or at ombudsman-services.org/sectors/energy. They are free and independent, and we are bound by their decision

Supplier of Last Resort

- Should you be switched to us because of your previous supplier exiting the market, we will take reasonable steps to carry out any agreement made with Ofgem, include honouring any credit balance held on your account with your previous supplier.

Please note that the above elements are provided as a limited guide only, please take the time to read the full Domestic Terms and Conditions along with your Supply Contract as this is a legally binding agreement.

1 Year Fixed EV Tariff V24.1

Principal Terms

V0.2 January 2024

The Principal Terms are a summary of the key points within your contract; however, these are not a substitute for the full Terms and Conditions. We recommend that you read both documents. The 1-year fixed EV contract is an agreed contract between you and us for a set time period.

Contract Terms

- The contract has fixed charges for 1 year (12 months) from the day you enter into the contract or your supply start date whichever is the sooner.
- This tariff is only available if you pay through the Direct Debit payment scheme.
- This product is only available where there is a communicating Smart meter on site, for which we will take half hourly reads.
- The lower off-peak rates are set between midnight – 5am everyday of the week.
- After the end of your tariff, unless you choose a further fixed tariff, you will be moved on to our cheapest variable green price tariff; this tariff has variable pricing and isn't for a fixed term.
- We will contact you before the end of the contract to advise you of your new rates.
- We may end this contract or amend or move your remaining supply to our Green Variable tariff in the following circumstances:
 1. The change is not disadvantageous to you.
 2. You have provided information that is incomplete or incorrect.
 3. Your Smart meter stops communicating, and we are unable to resume communications.
 4. We have installed a prepayment meter due to your request or for non-payment.
 5. Update of Government taxes including increases and decreases in VAT payable.
- Your fixed tariff with us is continuous for the duration of one year, which means it will only end when you switch to another supplier, if we choose to end it, or if you agree a new contract with us, or under a supplier of last resort action.
- We have the right to request proof of ownership of an EV charger installation at the property.

Our Charges

- Our contracts are exempt from, and may be higher than, the energy price cap set by Ofgem. This is because the energy we supply is a deep green offering].
- The charges for the supply of your gas/electricity are detailed in your welcome letter. You can also sign up to our customer portal, where the details are available.
- The standing charge and rates are fixed for the duration of the contract. Government charges may change, and we will notify you if this will affect how much you pay.
- Where you end your contract more than 49 days before the contract end date or change to another Ecotricity tariff you will be subject to a £100 exit fee.

Credit Checking

- We will use your information to conduct a credit check for this tariff, the result will remain on your credit file.
- On some occasions we may require a security deposit as a condition of Ecotricity supplying you.
- This tariff is only available for communicating smart credit meters.

Billing and payments

- You will receive your bills monthly.
- **Monthly Direct Debit:** Your Direct Debit will be set as a monthly amount, which is assessed in line with your consumption. This will be reviewed quarterly to ensure you pay the right amount and you have a zero balance on your annual review. The Direct Debit will be collected on the agreed date as per the welcome pack.
- You may receive your bills in paper or electronic form, this includes accessing your bills online, where we have your details and agreement through your online account. To change your billing preferences please contact us [online or by phone].

Moving Home

- Where you've moved into a property that's already supplied by Ecotricity please contact our customer service team and provide your details and an up-to-date meter reading. This allows us to set your account up as soon as possible.
- If you are moving home, please contact the customer service team at least two working Days before the day you move where we will request a final meter reading and your forwarding address on the day you move out. Where you don't contact us, you may remain responsible for any use in the property.

Leaving us

- Where you don't have an outstanding balance, you are free to leave at any time, although if you are outside of the 49-day window you will be subject to the exit fee. The transfer should not take more than 5 working days.
- Switching over from your current supplier
- Where you have applied for a dual fuel tariff and your current supplier objects to the transfer of one fuel and this cannot be resolved, we may choose to supply you with the other fuel only. You will lose associated discounts relating to the dual fuel tariff.

Cancellation Rights

- The contract can be cancelled within 14 days of the date you entered into it by contacting Ecotricity. Following this time, you will be subject to our exit fees.
- Possible additional charges and discounts
- Please note that Ecotricity may charge you in relation to any additional costs incurred due to ancillary matters relating to your supply. There is a non-exhaustive list of examples of additional charges within our help and support guides.

Struggling to Pay

- If you're having trouble in paying your energy bills, we'll do everything reasonable to help, this could be through the setting up of a payment plan, directing you to appropriate debt charities or installing a Smart prepayment meter to manage your payments upfront.
- If you need help with an energy problem - for example with your bills or meters, or if you're struggling to pay for the energy you use, Citizens Advice are the official source of free and independent energy advice and support. They will support and provide any independent advice required.
- Go to citizensadvice.org.uk/energy or call them on 03454 04 05 06 between 9am – 8pm, calls are charged at your normal rate or online on www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/. This service is confidential.

Complaints

- If you need to make a complaint, you should contact our Customer Services Team to enable us to resolve it. The team will do their best to resolve the complaint, however if you're still unhappy with our response you can speak to our Customer Contact Specialist Team.
- Should you still remain unhappy with our resolution of the complaint, or if your complaint has not been resolved within 8 weeks of the date you told us about it, you could refer the matter to the Ombudsman Services: Energy on 0330 440 1624 or at ombudsman-services.org/sectors/energy. They are a free and independent service, and we are bound by their decision.

Supplier of Last Resort

- Should you be switched to us as a result of your previous supplier exiting the market, we will take reasonable steps to fulfil any agreement made with Ofgem, include honouring any credit balance held on your account with your previous supplier.

Please note that the above elements are provided as a limited guide only, please take the time to read the full Domestic Terms and Conditions along with your Supply Contract as this is a legally binding agreement.

2 Year Fixed Green Tariff

V24.1 Principal Terms

V0.2 January 2024

The Principal Terms are a summary of the key points within your contract; however, these are not a substitute for the full Terms and Conditions. We recommend that you read both documents. A fixed contract is an agreed contract between you and us for a set time period.

Contract Terms

- The contract has fixed charges for 2 years (24 months) from the day you enter into the contract or your supply start date whichever is the sooner.
- After the end of your tariff, unless you choose a further fixed tariff, you will be moved on to our cheapest variable green price tariff; this tariff has variable pricing and isn't for a fixed term.
- We will contact you before the end of the contract to advise you of your new rates.

Our charges

- We may end this contract or amend or move your remaining supply to our Green Variable tariff in the following circumstances:
 1. The change is not disadvantageous to you.
 2. You have provided information that is incomplete or incorrect.
 3. We have installed a prepayment meter due to your request or for non-payment.
 4. Update of Government taxes including increases and decreases in VAT payable.
- Your fixed tariff with us is continuous for the duration of one year, which means it will only end when you switch to another supplier, if we choose to end it, or if you agree a new contract with us, or under a supplier of last resort action.
- The charges for the supply of your gas/electricity are detailed in your welcome letter. You can also sign up to our customer portal, where the details are available.
- The standing charge and rates are fixed for the duration of the contract, Government charges may change, and we will notify you if this affects how much you pay.
- Where you end your contract more than 49 days before the contract end date or change to another Ecotricity tariff you will be subject to a £150 exit fee per fuel.

Credit Checking

- We will use your information to conduct a credit check for this tariff, the result will remain on your credit file.
- On some occasions we may require a security deposit as a condition of Ecotricity supplying you.
- This tariff is only available for credit meters.

Billing and payments

- You will receive your bills monthly.
- Monthly Direct Debit: Your Direct Debit will be set as a monthly amount, which is assessed in line with your consumption. This will be reviewed quarterly to ensure you pay the right amount and you have a zero balance on your annual review. The Direct Debit will be collected on the agreed date as per the welcome pack.
- Variable Direct Debit: Ecotricity will take the full amount of the Gas/Electricity bill 10 days after the bill was generated.
- Payment on receipt of bill: You will be expected to pay the full amount on the bill within 14 days of the date on the bill. This can be done by cash, cheques, Bacs, debit card online through your customer portal, the automated

payment line or by calling up.

- You may choose to receive your bills in paper or electronic form, this includes accessing your bills online, where we have your details and agreement through your online account. To change your billing preferences please contact us [online or by phone].

Smart Meters

- For some smart meters, we may not be able to communicate with your meter initially. For these meters we'll request monthly meter readings until we are able to enable communications.
- Where we are communicating with your meter, we will take half hourly reads.

Moving Home

- Where you've moved into a property that's already supplied by Ecotricity please contact our customer service team and provide your details and an up-to-date meter reading. This allows us to set your account up as soon as possible.
- If you are moving home, please contact the customer service team at least two working days before the day you move where we will request a final meter reading and your forwarding address on the day you move out. Where you don't contact us, you may remain responsible for any use in the property.

Leaving us

- Where you don't have an outstanding balance, you are free to leave at any time, although if you are outside of the 49-day window you will be subject to the exit fee. The transfer should not take more than 5 working days.

Switching over from your current supplier

- Where you have applied for a dual fuel tariff and your current supplier objects to the transfer of one fuel and this cannot be resolved, we may choose to supply you with the other fuel only. You will lose associated discounts relating to the dual fuel tariff.

Cancellation Rights

- The contract can be cancelled within 14 days of the date you entered into it by contacting Ecotricity. Following this time, you will be subject to our exit fees.

Possible additional charges and discounts

- Please note that Ecotricity may charge you in relation to any additional costs incurred due to ancillary matters relating to your supply. There is a non-exhaustive list of examples of additional charges within our help and support guides.

Struggling to Pay

- If you're having trouble in paying your energy bills, we'll do everything reasonable to help, this could be through the setting up of a payment plan, directing you to appropriate debt charities or installing a Smart prepayment meter to manage your payments upfront.
- If you need help with an energy problem - for example with your bills or meters, or if you're struggling to pay for the energy you use, Citizens Advice are the official source of free and independent energy advice and support. They will support and provide any independent advice required.
- Go to citizensadvice.org.uk/energy or call them on 03454 04 05 06 between 9am – 8pm, calls are charged at your normal rate or online on www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/. This service is confidential.

Complaints

- If you need to make a complaint, you should contact our Customer Services Team to enable us to resolve it. The team will do their best to resolve the complaint, however if you're still unhappy with our response you can speak to our Customer Contact Specialist Team.
- Should you still remain unhappy with our resolution of the complaint, or if your complaint has not been resolved within 8 weeks of the date you told us about it, you could refer the matter to the Ombudsman Services: Energy on 0330 440 1624 or at ombudsman-services.org/sectors/energy. They are a free and independent service, and we are bound by their decision.

Supplier of Last Resort

- Should you be switched to us as a result of your previous supplier exiting the market, we will take reasonable steps to fulfil any agreement made with Ofgem, include honouring any credit balance held on your account with your previous supplier.

Please note that the above elements are provided as a limited guide only, please take the time to read the full Domestic Terms and Conditions along with your Supply Contract as this is a legally binding agreement.

