

**ecotricity**

# Our domestic electricity and gas tariffs for new customers

October 2023





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

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](mailto: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	<b>Monthly Direct Debit, or payment on receipt of bill</b>
Contract length	<b>Not applicable</b>
Price guaranteed until	<b>Not applicable</b>
Exit fees (if you cancel this tariff before the end date)	<b>None</b>

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

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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	27.49	46.21	50.98
East Midlands	26.32	52.87	57.63
London	27.98	40.73	45.50
Merseyside & North Wales	27.81	64.32	69.09
Midlands	26.42	56.51	61.28
North	26.13	59.58	64.34
North West	26.78	53.96	58.73
Northern Scotland	26.82	61.51	66.28
Southern Scotland	26.45	64.20	68.96
South East	27.66	49.75	54.52
South	27.07	52.14	56.91
South Wales	27.01	56.36	61.13
South West	26.74	60.82	65.58
Yorkshire	26.08	58.15	62.92

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

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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	30.59	20.61	46.21	50.98
East Midlands	29.47	19.86	52.85	57.61
London	31.07	20.93	40.74	45.51
Merseyside & North Wales	30.94	20.85	64.30	69.07
Midlands	29.58	19.93	56.49	61.26
North	29.23	19.70	59.56	64.32
North West	29.83	20.10	53.95	58.72
Northern Scotland	30.00	20.20	61.49	66.26
Southern Scotland	29.54	19.90	64.18	68.94
South East	30.73	20.71	49.75	54.52
South	30.20	20.35	52.13	56.90
South Wales	30.11	20.29	56.34	61.11
South West	29.81	20.07	60.80	65.56
Yorkshire	29.25	19.70	58.13	62.90

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

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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	6.59	34.21	40.45
East Midlands	6.54	34.21	40.45
London	6.67	34.20	40.44
Merseyside & North Wales	6.67	34.20	40.44
Midlands	6.57	34.21	40.45
North	6.60	34.21	40.45
North West	6.57	34.21	40.45
Northern Scotland	6.60	34.21	40.45
Southern Scotland	6.60	34.21	40.45
South East	6.68	34.20	40.44
South	6.76	34.20	40.44
South Wales	6.78	34.20	40.44
South West	6.92	34.19	40.43
Yorkshire	6.54	34.21	40.45

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

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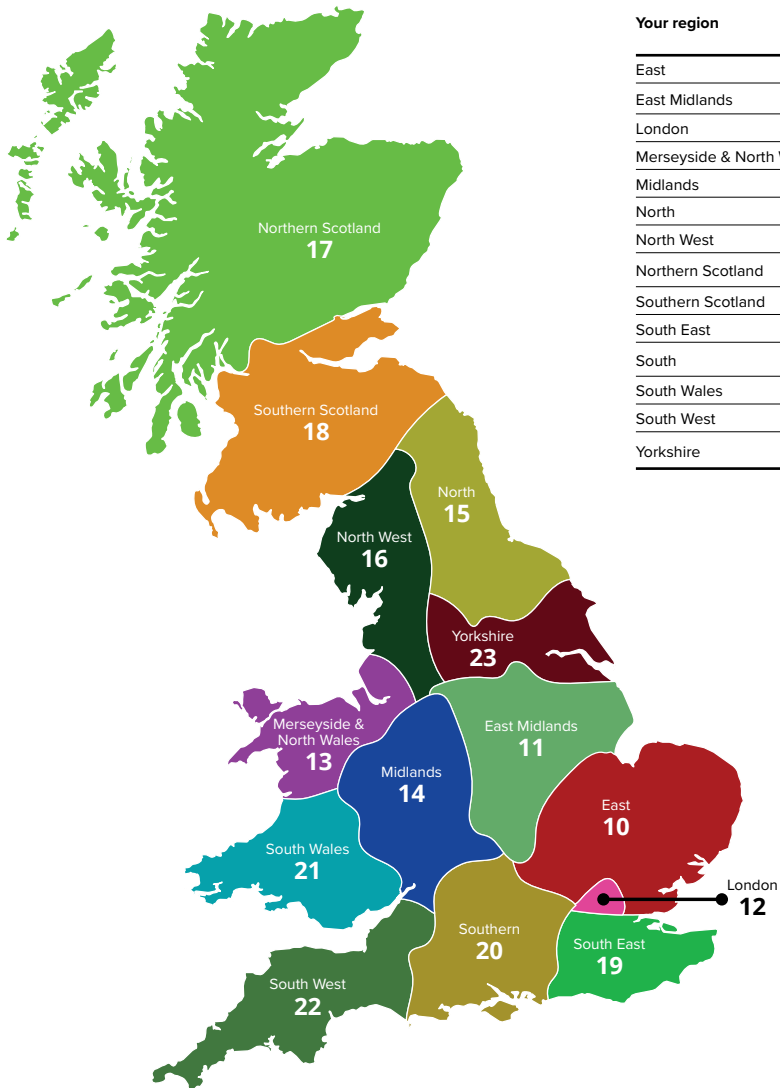
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# Check Your Region

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.

S	00	111	222
	13	1234 5678	345



Your region	Area ID
East	10
East Midlands	11
London	12
Merseyside & North Wales	13
Midlands	14
North	15
North West	16
Northern Scotland	17
Southern Scotland	18
South East	19
South	20
South Wales	21
South West	22
Yorkshire	23



# 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](https://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](https://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.

