

ecotricity

Our domestic electricity and gas tariffs for new customers

May 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	32.06	49.91
East Midlands	30.58	56.00
London	32.52	40.78
Merseyside & North Wales	32.21	67.03
Midlands	30.64	62.72
North	30.16	71.20
North West	31.47	51.18
Northern Scotland	31.75	61.09
Southern Scotland	30.78	63.30
South East	32.09	56.90
South	31.46	63.33
South Wales	31.31	63.25
South West	31.01	67.18
Yorkshire	30.16	67.43

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 April 2024

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	32.41	23.18	50.45
East Midlands	30.99	22.23	55.71
London	32.88	23.49	40.75
Merseyside & North Wales	32.60	23.31	66.94
Midlands	31.07	22.28	62.82
North	30.53	21.92	70.93
North West	31.76	22.74	51.01
Northern Scotland	32.20	23.04	62.24
Southern Scotland	31.12	22.31	64.56
South East	32.42	23.18	57.39
South	31.84	22.80	63.71
South Wales	31.70	22.70	62.79
South West	31.35	22.47	67.92
Yorkshire	30.59	21.97	67.39

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 April 2024

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Green Gas

(Variable tariff)

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	7.55	31.01
East Midlands	7.49	31.10
London	7.71	32.04
Merseyside & North Wales	7.60	31.89
Midlands	7.59	31.45
North	7.62	31.57
North West	7.55	31.62
Northern Scotland	7.55	31.57
Southern Scotland	7.55	31.67
South East	7.56	30.93
South	7.71	30.77
South Wales	7.84	31.74
South West	7.92	30.96
Yorkshire	7.60	31.55

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 April 2024

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 2024

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 2024. 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



1 Year Fixed Green Electricity V24.1

(Fixed tariff)

Standard

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	23.56	49.91
East Midlands	21.87	56.00
London	24.12	40.78
Merseyside & North Wales	23.94	67.03
Midlands	22.05	62.72
North	21.60	71.20
North West	23.19	51.18
Northern Scotland	23.41	61.09
Southern Scotland	21.83	63.30
South East	23.79	56.90
South	22.98	63.33
South Wales	22.80	63.25
South West	22.55	67.18
Yorkshire	21.56	67.43

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)	£75

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 May 2024

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



1 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	24.28	17.67	50.45
East Midlands	22.42	17.39	55.71
London	24.95	17.67	40.75
Merseyside & North Wales	24.70	17.79	66.94
Midlands	22.59	17.60	62.82
North	22.13	17.29	70.93
North West	23.90	17.38	51.01
Northern Scotland	24.49	18.23	62.24
Southern Scotland	22.87	17.45	64.56
South East	24.52	17.67	57.39
South	23.62	17.54	63.71
South Wales	23.41	17.56	62.79
South West	23.14	17.34	67.92
Yorkshire	22.08	17.49	67.39

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)	£75

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 May 2024

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



1 Year Fixed Gas V24.1

(Fixed tariff)

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	5.03	31.01
East Midlands	5.01	31.10
London	5.24	32.04
Merseyside & North Wales	5.22	31.89
Midlands	5.04	31.45
North	5.13	31.57
North West	5.03	31.62
Northern Scotland	5.04	31.57
Southern Scotland	5.04	31.67
South East	5.08	30.93
South	5.15	30.77
South Wales	5.28	31.74
South West	5.41	30.96
Yorkshire	5.20	31.55

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)	£75

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 May 2024

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



Green Electricity PAYG

(Variable tariff)

Standard

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	24.47	49.91
East Midlands	22.98	56.00
London	24.93	40.78
Merseyside & North Wales	24.63	67.03
Midlands	23.06	62.72
North	22.58	71.20
North West	23.88	51.18
Northern Scotland	24.17	61.09
Southern Scotland	23.19	63.30
South East	24.51	56.90
South	23.87	63.33
South Wales	23.73	63.25
South West	23.43	67.18
Yorkshire	22.58	67.43

Payment method	Prepayment
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 April 2024

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



Green Electricity PAYG

(Variable tariff)

Economy 7

Your region	Day rate (pence per kWh)	Night rate (pence per kWh)	Standing charge (pence per day)
East	27.01	18.00	50.45
East Midlands	25.58	17.05	55.71
London	27.46	18.30	40.75
Merseyside & North Wales	27.20	18.12	66.94
Midlands	25.66	17.10	62.82
North	25.13	16.75	70.93
North West	26.36	17.57	51.01
Northern Scotland	26.80	17.86	62.24
Southern Scotland	25.71	17.14	64.56
South East	27.01	18.01	57.39
South	26.43	17.62	63.71
South Wales	26.28	17.52	62.79
South West	25.95	17.29	67.92
Yorkshire	25.18	16.79	67.39

Payment method	Prepayment
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 April 2024

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



Green Gas PAYG

(Variable tariff)

Your region	Unit rate (pence per kWh)	Standing charge (pence per day)
East	5.76	31.01
East Midlands	5.68	31.10
London	5.89	32.04
Merseyside & North Wales	5.74	31.89
Midlands	5.70	31.45
North	5.71	31.57
North West	5.70	31.45
Northern Scotland	5.71	31.57
Southern Scotland	5.71	31.57
South East	5.73	30.93
South	5.91	30.77
South Wales	6.00	31.74
South West	6.16	30.96
Yorkshire	5.68	31.10

Payment method	Prepayment
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 April 2024

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

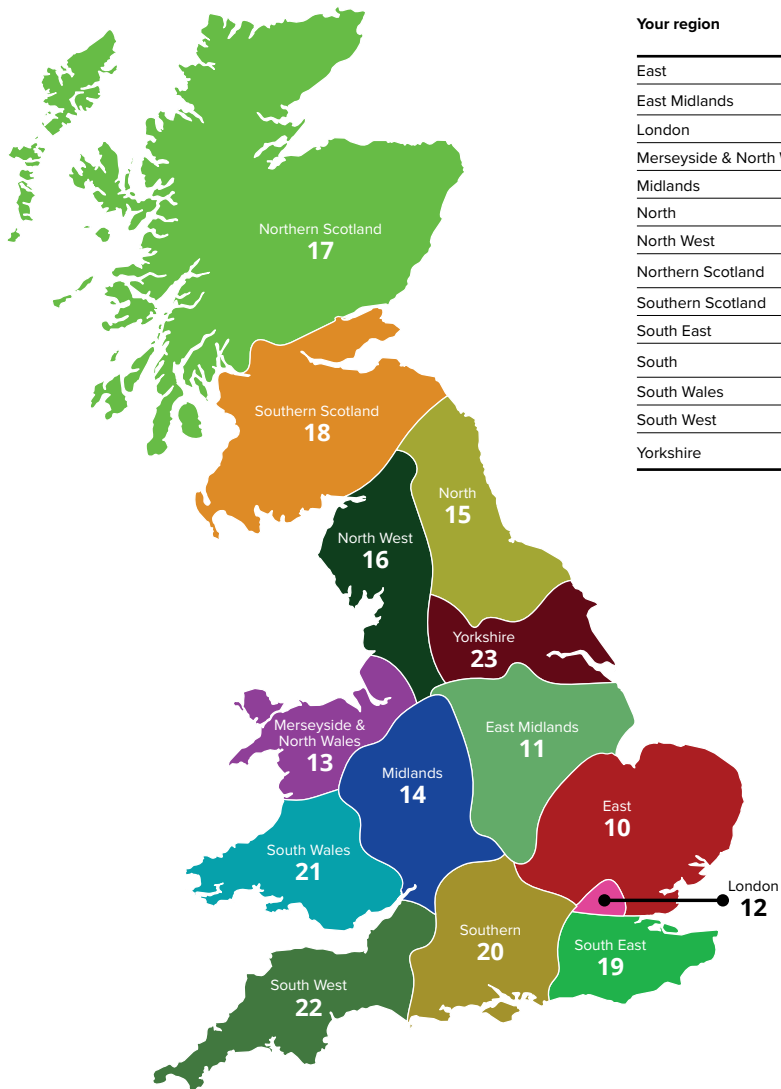
Check Your Region

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.

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 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.

1 Year Fixed Green Tariff

V24.1 Principal Terms

V0.4 April 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 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.
- Where you have both fuels with Ecotricity, this tariff is only available where you take both Gas and Electric on a fixed tariff.
- 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.
- The terms of the contract will not change until your contract end date unless:
 - I. The change is not disadvantage to you.
 - II. Or you have provided information you have that is incomplete or incorrect.
 - III. We have installed a prepayment meter due to request or non-payment.
 - IV. Update of Government taxes including increases and decreases in VAT payable.
 - V. Your fixed tariff with us is continuous, which means it 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.

Our charges

- 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 £75 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.
- This tariff is only available to customers paying by Direct Debit.
- 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.
- 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 these details are available within your welcome pack].

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.
- A smart meter, submitting half hourly meter readings, is required for this tariff. If you don't currently have a smart meter installed, we will arrange an appointment for installation.
 - If a meter is not installed or is refused within 3 months, and delays are not due to Ecotricity Ltd the account will revert onto our Green Variable Tariff and exit fees will be payable for the tariff change.

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.
- Where you move house during your fixed term tariff, you won't be subject to exit fees where you set transfer the tariff to the new property. The tariff rates may change dependent on the location of the new 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.

Cancellation Rights

- The contract can be cancelled within 14 days of the date you entered 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 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.

