

Colleague Tariff Principal Terms

V0.2 March 2025

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.

Key points

- The tariff is only open to existing Green Britain Group employees, where your employment ends, you will be moved to the Green Variable tariff.
- Payments: Direct Debit only
- Communication preferences: Electronic only (Paperless)
- Account information: Your account may be used for training and testing purposes.
- The tariff cannot be used in conjunction with any additional cashback or Refer a Friend offers.

Contract Duration

- Our Colleague variable tariffs are subject to price changes, and we will notify you in advance of any change.
- Our variable Colleague tariff is 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 option to your needs; our details are in your welcome information.
- On a Colleague variable tariff, you can leave at any time without notice and with no exit fees or penalty, unless there are any outstanding debts. – see 'Leaving Us'

Our Charges

- Our Colleague variable tariff rates are tracked at 1.88% or below the price cap.
- The charges for the supply of your gas/electricity are detailed in your welcome letter and 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 would love you to stay.
- Your rates and charges are subject to change.
- Rates and charges in line with your tariffs will appear on your monthly bills but can also be accessed via your online account.
- You can monitor your usage and charges via your smart meter, or your online account.

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.
- Where you cancel or miss Direct Debits you may be moved onto the Green Variable tariff.

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 communication for your reads.
- Where we are communicating with your Smart meter, we'll collect half-hourly readings.

Moving Home

- Where you have 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 and wish to take us as your supplier, please contact our customer service team at least two working days before the day you move, and we will discuss tariffs and send the necessary payment information and means to top up your meter.

- 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 us at any time. The transfer should not take more than 5 working days.
- 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 / Support

- If you're having trouble paying your energy usage, we'll do everything reasonably possible to help, this could be through the setting up of a payment plan, bringing an affordable repayment rate of any debts alongside your daily usage, also directing you to the appropriate debt advice charities.
- Prepayment emergency support credits, if you are struggling to afford to top up your meter, we can help you. Just contact us, call, or log in your online account
- Where we see you may be struggling to afford to top up on the Prepayment meter or running low on credit regularly, we may contact you to offer support where needed.
- If you need help with an energy problem, or if you're struggling to pay for the energy you use, Citizens Advice is 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 need to make a complaint, contact our Customer Services Team 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, including honoring any credit balance held in 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.

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