

### Small Business Customers — Profile Class 3 or 4

#### Good Energy: Standard electricity tariff — standard

Region	Standard meter prices		Economy 7 prices		
	Standing charge (pence per day)	Unit charge (pence per kWh)	Standing charge (pence per day)	Day (pence per kWh)	Night (pence per kWh)
10 Eastern	21.88	13.35	22.85	13.93	8.01
11 East Midlands	21.82	13.51	22.53	14.38	7.95
12 London	21.09	13.41	22.08	14.26	8.04
13 North Wales & Merseyside	21.89	15.09	22.65	16.29	8.22
14 West Midlands	23.54	13.62	24.22	14.65	7.79
15 North East	25.21	14.19	26.25	15.53	8.30
16 North West	23.24	14.06	23.14	15.12	8.24
17 North Scotland	28.17	15.45	29.85	17.22	9.39
18 South Scotland	22.51	14.22	23.70	15.50	8.57
19 South East	21.69	13.47	22.76	14.34	8.01
20 Southern	21.12	13.87	22.65	15.35	7.98
21 South Wales	24.02	14.37	25.35	15.88	8.25
22 South West	24.05	13.80	25.37	15.64	8.17
23 Yorkshire	25.35	13.87	26.23	15.19	8.25

These standard Evergreen prices are effective from 1 April 2016. Price Commitment Tariff prices may vary. All prices exclude VAT.

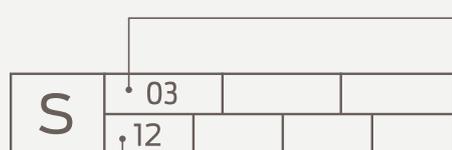
#### Prices for customers with profile 3 (standard) & profile 4 (economy 7) meters.

- For higher profile numbers, please phone us for a personalised quote.
- Knowing your region and type of meter will help you identify the correct pricing for your business.
- This can usually be found on a previous bill (see diagram below).

#### Payment methods:

- Fixed Monthly Direct Debit – we will send you quarterly statements
- Variable Direct Debit on receipt of monthly bill
- Card, cheque or internet transfer on receipt of monthly bill

**Please call 0800 254 0000 if you need any help at all.**



03 = **Standard Prices**  
04 = **Economy 7**

If is not 03 or 04 give us a call

The two digits here correspond with your region

#### Gas+

Our gas supply is only available to customers on our dual fuel tariff.

	Standing charge (pence per day)	Unit charge (pence per kWh)
Dual fuel customers	21.50	3.529

Prices effective from 1st April 2016. These prices exclude VAT.

### Standard Business – Evergreen Tariff

Your acceptance of these terms will create a legally binding contract with Good Energy

- You are able to terminate this contract at any time providing you have given us written notice 28 days in advance\*
- Prices are not fixed and are subject to change\*\*. In the event of a price change, you will have the option to terminate on 28 days' advance written notice and then switch to another supplier.
- We will inform you of any change to these Terms & Conditions.
- Prices exclude VAT (businesses charged at 20% and registered charities at 5%).
- We may share your information with credit reference agencies to help us make decisions about providing services and credit.
- We may ask for a reasonable security deposit or other form of security before or during the period of the contract.

### Price Commitment Tariff

Under the Price Commitment Tariff we will commit to maintain prices set out in the Tariff Sheet electricity price (based on your estimated annual consumption for 12 months), as long as you continue to meet the criteria (see clause 5). These prices are as detailed in the Contract Tariff Sheet.

\*If you have signed-up to the Price Commitment Tariff, a cancellation fee of £30 may be payable if you terminate in the first 12 months of your contract. Please note the cancellation fee will not be payable if we change our prices in the first 12 months.

\*\* If you have signed-up to the Price Commitment Tariff, we will endeavour to maintain the prices quoted for 12 months, as long as you continue to meet the Criteria. If you stop meeting the Criteria we may switch your Tariff to Good Energy's standard variable rate and a £30 administration fee may be payable. However, if we change the prices agreed with you within the first 12 months, a cancellation or administration fee will not be payable if you choose to switch to another supplier.

Good Energy supplies 100% renewable electricity purchased from over 1,000 different locations across the UK. Founded in 1999, Good Energy's mission is to transform the UK energy market by helping homes and businesses to be part of a sustainable solution to climate change. Good Energy has more than 239,000 home and business customers, made up of electricity, gas and Feed in Tariff customers.

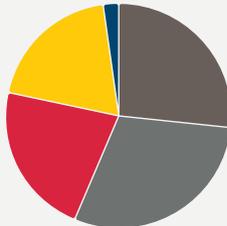
Our customers include a diverse range of organisations including UNICEF UK, Wyke Farms, Pukka Herbs and The Eden Project to name a few.

### Our electricity fuel mix

Good Energy fuel mix



UK average fuel mix



- Coal 26.7%
- Natural Gas 29.7%
- Nuclear 22.2%
- Renewable 19.3%
- Other 2.1%

Fuel mix disclosure period:  
April 2014 - March 2015  
Source: DECC, Fuel Mix  
Disclosure data table.

The average kWh of electricity in the UK results in 360g of CO<sub>2</sub> emissions and 0.007g of radioactive waste.

**As a 100% renewable electricity supplier, the electricity we supply contains 0g of CO<sub>2</sub> and no radioactive waste.**

## Business terms and conditions

<p><b>1 Supply Contract</b></p> <p>1.1 This Supply Contract includes the commercial details set out in the Good Energy Limited or Good Energy Gas Limited "Good Energy" tariffs from time to time in force, and these standard conditions which together form the binding legal contract between Good Energy and "You", the customer, for the supply to You of renewable electricity.</p> <p><b>2 Definitions</b></p> <p>The following words, which are used in these conditions, have specific meanings:</p> <p>2.1 'Renewable Generation' means electricity generating plant which produces renewable electricity;</p> <p>2.2 'Authorised Representative' means a meter reader, meter operator or a representative from the local electricity network company or gas transporter who visits Your premises, acting on behalf of Good Energy;</p> <p>2.3 'Connection Agreement' means, in respect of each of the Premises, either a Standard Terms of Connection agreement or any connection agreement between You and the local electricity network company;</p> <p>2.4 'Consumption Statement' means Your estimated annual electricity and / or gas consumption, provided to Good Energy by You in order for Good Energy to provide You with a Pricing Commitment;</p> <p>2.5 'Criteria' means the criteria set out in clause 5.2 of this contract;</p> <p>2.6 'De-energise (d)' means in relation to any Metering Point any action whereby no electricity and / or gas can flow through the Metering Point to or from the Premises;</p> <p>2.7 'Maximum Capacity' measured in kilovolt – amperes (kVA), means the maximum capacity usually specified under a Connection Agreement in respect of Premises;</p> <p>2.8 'Metering Point' means the point of measurement of the supply of electricity and / or gas to the Premises;</p> <p>2.9 'MRA' means Master Registration Agreement.</p> <p>2.10 'Premises' means any of Your sites which You require Good Energy to supply under this Supply Contract and which are specified on the front of this contract;</p> <p>2.11 'Price Commitment' means the price of electricity and / or gas Good Energy set out in the Tariff Sheet, subject to clause 5;</p> <p>2.12 'Price Commitment Period' means a period of 12 months from the date of supply in Your contract letter.</p> <p>2.13 'Prices' means the charges as stated by Good Energy within the Supply Contract;</p> <p>2.14 'Tariff Sheet' means the written record of Your tariff, pricing and other information enclosed with Your welcome letter.</p> <p>2.15 'Quarter' means every 3 months on the following dates: 31 March, 30 June, 31 September, 31 December;</p> <p>2.16 'Supply Number' means the unique number allocated to each Metering Point by the local electricity network or gas transporter company;</p> <p>2.17 'Termination Date' means, in respect of each of the Premises, the date on which either party terminates the supply under this Supply Contract;</p> <p><b>3 Start Date</b></p> <p>3.1 Your contract for any site will start with us as soon as we agree (including over the phone) the contract details for that site. Your supply will continue until terminated in accordance with Condition 9 of this Supply Contract. This contract relates to the Metering Points that are detailed in this contract, provided to Good Energy by You.</p> <p>3.2 If You already have a contract for the supply of electricity and / or gas with another supplier, You must cancel that contract or contracts by giving the supplier the required notice. You must then notify Good Energy of the date that the supply contract with another supplier is to be terminated so that Good Energy can make sure Your supply starts on the correct start date.</p> <p>3.3 When You enter into the Supply Contract You will automatically enter into the Standard Terms of Connection agreement with Your local electricity network company. There is no similar agreement for gas.</p> <p><b>4 What Good Energy Does</b></p> <p>4.1 Good Energy will supply electricity or gas to each Metering Point listed on the Supply Contract up to the Maximum Capacity provided that it is already connected to the electricity or gas distribution system. Unless You notify Good Energy otherwise, Your electricity supply will be single phase and alternating current at a declared voltage of 230 volts.</p> <p>4.2 Good Energy will take reasonable steps to ensure that Good Energy purchases sufficient Renewable Generation in an annual period to equal Your electricity demand. However, Good Energy will not be liable if events beyond Good Energy's control reasonably prevent Good Energy from doing so.</p> <p>4.3 Good Energy will arrange for an independent auditor to undertake an annual audit on Good Energy's renewable electricity supply.</p>	<p>4.4 The amount of electricity supplied by exempt renewable supplies made by Good Energy in each averaging period (within the meaning of paragraph 19 of Schedule 6 Finance Act 2000) shall not exceed the difference between -</p> <p>a. the total amount of renewable source electricity acquired or generated by Good Energy during that period, and</p> <p>b. so much of that total amount as is allocated by Good Energy otherwise than to renewable source electricity supplies made by Good Energy in that period.</p> <p><b>5 Price Commitment Criteria</b></p> <p>5.1 This Clause 5 only applies if we have agreed a Price Commitment with You.</p> <p>5.2 Good Energy will maintain the price specified in the Price Commitment for at least 12 months from the later of (1) Your Supply Start Date and (2) the date on which we agree the Price Commitment with You, as long as You continue to meet the following criteria:</p> <p>5.2.1 You provide a meter reading via Good Energy's website <a href="https://www.goodenergy.co.uk/customer-care/your-meter">https://www.goodenergy.co.uk/customer-care/your-meter</a> or other electronic means for each Quarter during the first 12 months of the contract, with a reading as close as possible to Your Supply Start date;</p> <p>5.2.2 Your electricity and/or gas consumption in each Quarter does not substantially differ from the Consumption Statement provided by You; and</p> <p>5.2.3 You make payments by monthly direct debit and sign-up to receive your bills via e-billing or other electronic means and don't cancel within the Price Commitment Period. (together the "Criteria")</p> <p>5.3 Good Energy reserves the right to change the price of electricity and/or gas provided to you under the Price Commitment. However, if Good Energy changes the Price Commitment in the first 12 months while you continue to meet the criteria, a cancellation fee will not be payable if you choose to switch supplier.</p> <p>5.4 If you stop meeting the Criteria during the Price Commitment Period, Good Energy may switch your contract to the Our standard variable rate and a £30 administration fee will be payable to Good Energy.</p> <p><b>6 Charges</b></p> <p>6.1 Subject to clause 5, the charges for electricity and / or gas supplied will be as stated in the Good Energy tariffs from time to time in force.</p> <p>6.2 All charges will be subject to any UK tax or duty payable on the supply of electricity and / or gas at the prevailing rates. If there are any changes in any tax or duty, Good Energy will inform You.</p> <p>6.3 Value Added Tax on business tariffs is charged at the standard rate. If You use less than 12,000 kWh of electricity per year in total then a lower rate of VAT applicable to electricity supplied to domestic premises may apply. If You use less than 150 therms (or 4397 kWh) of gas per month, then a lower rate of VAT applicable to gas supplied to domestic premises may apply.</p> <p>6.4 Good Energy's charges for Your sites depend on the information which You have provided to Good Energy. In the event that the information You have provided is inaccurate or insufficiently defined, then Good Energy reserves the right to re-assess and vary Good Energy's charges to the appropriate extent. The tariff applied is based on the estimated annual consumption provided by You. Actual annual consumption may be reviewed after 12 months and Good Energy may review the tariff accordingly.</p> <p><b>7 Payment</b></p> <p>7.1 Good Energy will send You regular quarterly or monthly bills or statements of the electricity and / or gas supplied and payments made.</p> <p>7.2 You must pay bills, including estimates, as soon as the bill or statement is issued unless You pay by Direct Debit or any other agreed arrangement.</p> <p>7.3 Good Energy will send You a reminder within 20 working days but your obligation to pay will remain even if no reminder is sent.</p> <p>7.4 Good Energy will estimate Your bill if an up to date meter reading is not available. Good Energy will adjust Your next bill if necessary on receipt of an actual meter reading.</p> <p>7.5 Good Energy will charge You interest at the rate of interest of 3% per annum above Barclays Bank base rate from time to time on any charges which are outstanding from the date of the first reminder sent to You.</p> <p>7.6 If You do not pay Your charges for electricity and / or gas from the date of the second reminder Good Energy will be entitled to arrange to De-energise Your supply. Good Energy reserves the right to recover any costs incurred in relation to any De-energising or re-energising of supply or any metering change, as a result of non-payment of bills.</p> <p>7.7 The terms of payment are based on Your credit rating at the date of this Supply Contract. If this credit rating deteriorates, Good Energy will be entitled to require</p>	<p>amendment to the terms of payment or to require You to post security satisfactory to Good Energy.</p> <p>7.8 You may not deduct or set off any payments to be made under this clause 6 against any payments which may be due under any other contract.</p> <p>7.9 Your obligations under this will survive any termination of this Supply Contract.</p> <p><b>8 Access to the Premises</b></p> <p>8.1 You must allow Good Energy and anyone else authorised by Good Energy, having given reasonable prior notice, safe access to the property at reasonable times, for the maintenance and operation of Your electricity and / or gas supply, or meter reading or replacement or for any other reasonable purpose in connection with the electricity and / or gas supply.</p> <p>8.2 You must allow Good Energy's Authorised Representatives safe access at any time to inspect and cut off the electricity and / or gas supply if it is reasonably suspected that it is dangerous.</p> <p><b>9 Meter Reads, Metering and Service Equipment</b></p> <p>9.1 You must provide Us with up to date readings from your meter(s) at the start of this Supply Contract and at the end, and at regular intervals in between. If We request a meter reading from You, You will use reasonable efforts to provide one promptly.</p> <p>9.2 You may have to pay if any of the metering or service equipment is damaged. If the metering or service equipment appears to be already damaged when You move in, You must inform Good Energy immediately. You must not tamper or interfere with the equipment. It is illegal and dangerous to do so.</p> <p>9.3 Good Energy reserves the right to pass through to You all costs in providing the metering and service equipment.</p> <p><b>10 Duration and Termination</b></p> <p>10.1 You must continue to pay Good Energy for all electricity and / or gas received and billed under this Supply Contract.</p> <p>10.2 Either party may end this Supply Contract in its entirety or the operation of this Supply Contract in respect of any one or more Metering Points immediately by written notice to the other if the other fails to comply with any of its material obligations under this Supply Contract and fails to remedy any breach to the reasonable satisfaction of the other.</p> <p>10.3 You must give Good Energy at least 28 days' advance written notice to end this Supply Contract in respect of any one or more of the Premises related to this contract, and Good Energy will stop supplying when another supplier has started supplying the Premises, or the Premises has been De-energised. You will remain liable to Good Energy for all Charges and for all electricity consumed before Your supply switches to another supplier, even if Your period of notice has expired.</p> <p>10.4 The Agreement may be terminated by You in the event that Good Energy alters its Charges and/or the terms of this Supply Contract on or after receipt of written notice by Good Energy in accordance with this agreement by You giving not less than twenty-eight (28) days' written notice.</p> <p>10.5 If You are on the Price Commitment Tariff and You choose to switch supplier in the first 12 months of the contract, a cancellation fee of £30 will be payable to Good Energy. Please note the cancellation fee will not be payable if Good Energy changes the price of electricity and / or gas provided to You under the Price Commitment before You give Your notice.</p> <p>10.6 At the end of this Supply Contract, readings will be taken from meters at each of the Premises at which the operation of this Supply Contract is ending and Good Energy will issue You with a termination account for all charges due. You will remain liable for all charges due in respect of each of the Premises.</p> <p>10.7 At the end of the Price Commitment Period, the Price Commitment shall cease and You shall pay for electricity supply by Good Energy at Good Energy's standard variable rate as publicised from time to time.</p> <p>10.8 The ending of this Supply Contract will not affect any rights which may already have accrued to either party.</p> <p><b>11 Disconnection of Supply</b></p> <p>11.1 Good Energy may De-energise any site in the event of:</p> <p>a. force majeure, to avoid dangerous circumstances whereby Good Energy may be in breach of legislation, regulations or licence requirements; or</p> <p>b. in case of accident or other emergency affecting or likely to affect the local electricity network operator's distribution system, transmission system or the gas transportation system through which You receive Your supply or if the Secretary of State gives a direction under Section 34 of the Electricity Act which necessitates De-energising Your supply.</p> <p>11.2 Good Energy may also De-energise Your supply if it is improperly used, if Good Energy has reasonable grounds to suspect theft of electricity and / or gas or tampering with metering arrangements or if Your supply is likely to cause damage or interference with Your local electricity network operator's system or the gas transportation system.</p>
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## Business terms and conditions

- 11.3 Good Energy will not be responsible for any loss or damage of any kind whether direct or indirect and whether or not foreseeable resulting from any such De-energisation. You should note that Good Energy will not be responsible for any loss, injury or damage resulting from the use of any apparatus or equipment at the Premises even if Good Energy has inspected or tested such equipment.
- 12 Dispute Resolution**
- 12.1 If You genuinely disagree with the amount billed to You, You must let Good Energy know in writing within 14 days of Good Energy issuing Your bill. You must explain why You disagree in sufficient detail so that Good Energy can attempt to resolve any disagreement.
- 12.2 You must still pay all undisputed amounts within 28 days of the date of the invoice sent to you pursuant to clause 7.
- 12.3 If You do not meet these payment requirements, You will have to accept the accuracy of the account and pay the full amount charged.
- 12.4 Any outstanding amounts which are disputed must be paid within 7 days of the resolution of the dispute.
- 13 Liability**
- 13.1 Neither of us is liable to the other for any breach of this Supply Contract directly or indirectly caused by matters beyond Good Energy's respective reasonable control. Neither of us will be liable for the other's loss of use, profits or revenue or any indirect or consequential loss arising out of this Supply Contract. Save for personal injury or death, Good Energy's liability for negligence shall not exceed £100,000.
- 13.2 These limitations of liability override any other provision in this
- 13.3 Supply Contract unless otherwise expressly stated.
- 13.4 Nothing in this Supply Contract excludes or limits the liability of either of us for death or personal injury resulting from negligence.
- 13.5 Nothing in this clause 13 shall operate so as to reduce, restrict or limit Your obligation to make Your payment under clause 7.
- 14 Variations to the Supply Contract**
- 14.1 Good Energy will give 30 days' prior notice before Good Energy changes any of the terms and conditions of this Supply Contract.
- 14.2 If You are on the Price Commitment tariff and You stop meeting the Criteria, Good Energy may switch Your contract to the Standard Terms and Conditions and a £20 administration fee will be payable to Good Energy.
- 14.3 You cannot transfer this Supply Contract to anyone else without Good Energy's permission. Good Energy may transfer this Supply Contract to any company which can legally supply You.
- 14.4 If Ofgem or the Government make changes to Good Energy's supply licence then Good Energy may need to make changes to this Supply Contract. If this happens Good Energy will tell You as soon as is reasonably practicable and You agree to co-operate reasonably in agreeing to those changes that need to be made.
- 15 Credit Assessment**
- 15.1 The information You provide Good Energy with will be used to assess Your credit status. Good Energy may also share Your information with external credit reference agencies.
- 16 General**
- 16.1 Notices in relation to this agreement will be sent to You at the billing address. Your notices must be sent to Good Energy, Monkton Reach, Monkton Hill, Chippenham, Wiltshire SN15 1EE or email enquiries@goodenergy.co.uk You must include Your Supply Number(s).
- 16.2 Any notice or consent must be in legible writing and sent by first class pre-paid letter, by hand or by email (from the email address that you have registered with Good Energy). Any posted notice is deemed to have been given 2 days after it was sent and a notice delivered by hand or email is deemed to have been given when delivered or on receipt of a read receipt.
- 16.3 Good Energy has the right under this Agreement to object under the MRA (in relation to electricity) or SPAA (in relation to gas) to another supplier supplying the premises if the Terms and Conditions of this contract have been breached.
- 16.4 If there is any inconsistency between these Terms and Conditions and any other documents comprising the Supply Contract, then these Terms and Conditions prevail.
- 16.5 Where You comprise more than one person (for example, if You are partners in a firm), the obligations and liabilities under this Supply Contract are joint and several.
- 16.6 Each of the clauses and sub-clauses of this Supply Contract operate separately from the others and survives independently of the others.
- 16.7 Neither of us has entered into this Supply Contract in reliance on any representation or warranty or other undertaking not fully reflected in these terms.
- 16.8 If You require anything from Good Energy in addition to the supply of electricity and / or gas, including requests for meter tests, Good Energy will be entitled to charge a further reasonable amount for any work or materials, including administration charges.
- 16.9 You will allow Good Energy to use any information Your previous supplier has about Your metering.
- 16.10 The laws of England apply to this Supply Contract. This Supply Contract is subject to the non-exclusive jurisdiction of the English Courts.
- 17 Data Protection and Disclosure of Information**
- 17.1 Good Energy is committed to protecting Your privacy rights. Except for clause 17.7, this clause applies to personal information Good Energy holds about individual people, people registered as sole traders, and partnerships. It does not apply to information Good Energy holds about companies and other organisations.
- 17.2 We or our agents may use Your information to do the following:
- 17.2.1 provide you with the services You have asked for (which may include loyalty and incentive schemes Good Energy may run) and help train our staff to do so;
- 17.2.2 offer you other services and products from us and our partners. To help us make these offers, we may use an automatic scoring system, which also uses information about you from other credit-reference agencies as well as other companies;
- 17.2.3 help run, and contact You about improving the way Good Energy run, any accounts, services and products we have provided before, now or in the future;
- 17.2.4 create statistics, test computer systems, analyse customer information, create profiles and create marketing opportunities (including using information about what You buy from us and how You pay for it. For example, the amount of electricity and/or gas You use and any discounts Good Energy has offered to You);
- 17.2.5 help to prevent and detect debt, fraud or loss;
- 17.2.6 help maintain Your health, safety and security and that of the members of Your family or households; and
- 17.2.7 contact you in any way (including by post, email, phone, text, multimedia message, other forms of electronic communications, such as smart meters or smart phone, tablet or other technology based applications, or by visiting you) about products and services we and our carefully selected partners are offering.
- 17.3 Good Energy may also monitor and record any communication we have with You, including phone conversations and emails, to make sure we are providing a good service and to make sure Good Energy is meeting our legal and regulatory responsibilities.
- 17.4 If we suspect someone has committed fraud or stolen energy by tampering with the meter or diverting the energy supply, we will record these details on Your account and may share this information with Ofgem and other people who are interested (such as other energy suppliers, landlords and housing associations). We may use this information to make decisions about You, Your character, how likely we think You are able to pay for Your electricity and/or gas and future energy services. This may include recording sensitive personal information such as criminal offences You have been accused of. Also, if the electricity and/or gas supply to Your site has previously been tampered with, or if electricity and/or gas has been stolen, or we suspect that it has stolen, we may take this into account when we decide what products or services we can offer You and the terms and conditions we give You.
- 17.5 You agree that we can ask Your previous supplier for information that will allow us to take over Your supply, such as information about meter readings and equipment or charges You owe Your previous supplier. You agree that we can provide information we hold about you (such as information about meter readings, equipment or money You owe us) to Your new supplier so that they can begin supplying You.
- 17.6 This clause applies to individuals, sole traders and partnerships and to the directors of corporate organisations as well as limited companies and other corporate organisations. We will check Your details with one or more credit reference and fraud prevention agencies to help us decide whether there is a risk that You may not pay your bills, to help us make decisions about the goods and services we can offer You and to help us manage your account. Below, we have given a brief guide to how we and the credit reference and fraud prevention agencies will use Your information.
- a. we will ask credit reference and fraud prevention agencies for information about You, Your business, any people you are applying with and directors of your business (if You are providing information about others on a joint application, You must make sure they agree that we can use their information to do this). If You provide false or incorrect information and Good Energy suspects fraud, we will pass Your details to credit reference and fraud prevention agencies. Law enforcement agencies (for example, the police and HM Revenue & Customs) may use this information.
- b. Good Energy and other organisations may also access and use the information credit reference and fraud prevention agencies give us to, for example:
- i. check details on applications You make for credit and credit related services;
- ii. check Your identity;
- iii. prevent and detect fraud and money laundering;
- iv. manage credit and credit related accounts or services;
- v. recover debt;
- vi. check details on proposals and claims for all types of insurance; and
- vii. check details of employees and people applying for jobs with us.
- c. when Good Energy asks credit reference agencies to carry out a search for us, they will record this on Your credit file whether Your application for a contract with us is successful or not.
- d. we may send information on Your account to credit reference agencies and they will record it. If You have an account with us, we will give details of it and how You manage it to credit reference agencies. If You have an account and we tell a credit reference agency that You have not repaid money You owe in full or on time, credit reference agencies will record this debt. They may give this information to other organisations and fraud prevention agencies to carry out similar checks, find out where You are and deal with any money You owe. The credit reference agencies may keep records for up to six years after Your account with Good Energy has been closed. You have paid the debt or action has been taken against You to recover the debt.
- e. we and other organisations may access and use, from other countries, information recorded by fraud prevention agencies.
- f. we may contact credit reference agencies to confirm that the residential address You provide is the same as that shown on the restricted register of directors' usual addresses at Companies House.
- 17.7 If You give us information on behalf of someone else, You confirm you have given them the information set out in this contract, and that they have given permission for us to use their personal information in the way we have described in clauses 17.1 to 17.6. If You give us sensitive information about Yourself or other people (such as health details or details of any criminal convictions of members of your household), you agree (and confirm that the person the information is about has agreed) that we can use this information in the way set out in this contract.
- 17.8 You are entitled to have a copy of the information we hold about You, and to have any inaccurate information corrected. We may charge you a small fee for providing a copy of any information we hold about you.
- 18 SECTION B  
National Terms of Connection**
- Your supplier is acting on behalf of your Network Operator to make an agreement with you. The agreement is that you and your Network Operator both accept the National Terms of Connection (NTC) and agree to keep to its conditions. This will happen from the time that you enter into this contract and it affects your legal rights. The NTC is a legal agreement. It sets out rights and duties in relation to the connection at which your Network Operator delivers electricity to, or accepts electricity from, your home or business. If you want a copy of the NTC or have any questions about it, please write to: Energy Networks Association, 18 Stanhope Place, London, W2 2HH; phone 0207 706 5137, or see the website at [www.connectionterms.co.uk](http://www.connectionterms.co.uk)
- Supply characteristics**
- The electricity delivered to Your premises through the network will normally be at one of the voltages stated below and will have the frequency, number of phases, and margins of variation associated with it: connection voltage and permitted variations: at 400/230, 460/230 and 230 volts, plus 10% or minus 6%; and, number of phases of supply: at 400/230 volts, three phase; at 460/230 volts and 230 volts, one phase; and frequency of supply and permitted variations; at all voltage levels, 50 hertz, plus or minus 1%.