



Shell
ENERGY

Fix for less

Product Terms & Conditions

For customers who signed up to Green Star Energy

Effective from 3 December 2019

Version number: 1.0

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These terms and conditions apply to the energy plan you have selected (“the Plan”), as set out above, and in addition to (and do not replace) the Shell Energy Retail Limited (“we”, “us”, “our”) Residential Terms and Conditions of Supply* which you have received a copy of.

Features:

- 100% renewable electricity
- Carbon offsetting and tree planting projects
- Price protection for the duration of the plan
- Early cancellation charges: £30/fuel

Eligibility:

This offer is open to new, existing and renewing Shell Energy Retail Limited customers. The Plan is not available to gas-only new customers or in conjunction with any other offer.

Payment method:

The Plan is available to new customers paying by Direct Debit only. We may transfer you to a different tariff or rate and/or remove any Direct Debit discounts if you change your payment method before the end of your contract.

Account communications:

Account communications for the Plan are electronic, so you must provide us with a valid email address and set up an online account. We'll send you an email to let you know how to activate your online account. You may request paper copies of your account communications for a fee.

Meter type:

The Plan is available for credit or smart meter customers. It is not available for prepayment meter customers.

*These Product Terms and Conditions take precedence over the Residential Terms and Conditions of Supply in the event of any inconsistency