

A helpful guide to your
**Community
Energy Scheme**



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We're here to help

Got a question?

Need some help?

Or maybe you just fancy a natter?

You can give us a call on

01782 438 427

Or drop us a line at

stoke@communityenergyscheme.com

www.CommunityEnergyScheme.com

We
also offer
FREE LED
energy-saving light bulbs

This means not only will you
be charged less for your
electricity, you will
also use less!

What is the Community Energy Scheme?

The Community Energy Scheme offers the people of Stoke-on-Trent **affordable and renewable electricity**. It is in partnership between **Community Energy Scheme and Stoke-on-Trent City Council** that you can easily sign up for.

Whenever it's possible, Community Energy Scheme will **fit solar panels** on tenants' roofs, completely free. These panels use the sun's rays to make renewable energy. Amazing, isn't it?





Where does your electricity come from?

Your home will get energy from two places.

- 1 Some will come from the solar panels on your roof
- 2 The extra electricity you need will continue to be supplied by your normal grid energy supplier.

How much will I pay for my solar?

The energy you use from your solar panels will be charged at our Fair Market Price (FMP). This price is guaranteed to stay at or below the Ofgem price cap for electricity for Midlands region, which gives you peace of mind in terms of what you'll be paying each year. Our pricing structure is simple: we don't have standing charges, and everyone pays the same rate for a KWh of Solar energy. And if you qualify at the end of August each year for our Community Energy Rebate, we will give you an extra discount of 25%* on the cost (based on our Fair Market Price) of the solar energy we supplied to you in the previous 12 months.

We're so confident that your CES solar energy will be cheaper than the grid electricity you get from your licensed energy supplier that we'll match any cheaper price you can find.** That's our Price Match Promise!

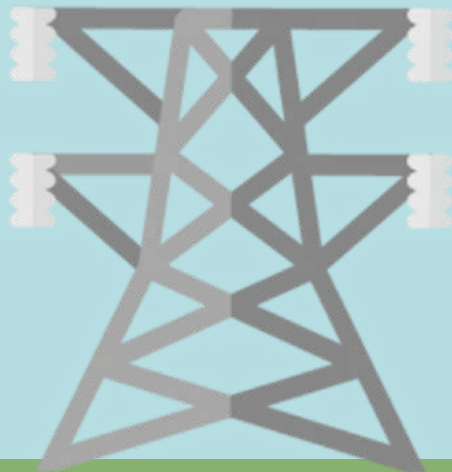
Do I still need to keep my grid electricity supply?

Yes. It's important to remember that the solar panels will not generate all of the electricity you need. This means you will still need to take some of your electricity from the grid, for example at night when our solar panels aren't generating. This grid electricity will continue to be provided by your licensed supplier and will be charged at their standard prices.

Solar energy rates

The great value Community Energy Scheme prices and rebate only applies to the solar electricity that you use, so in order to get the most out of the scheme we recommend that as much of your electricity usage as possible comes from our solar electricity. We've got lots of tips to help you cut down the overall amount of electricity you use, and where possible use solar electricity instead of grid electricity, so just give us a call if you'd like us to help!

Please note that none of the above affects any gas supply you have at the Property.





Did you know about your annual rebate?

If you've complied with your contract with us and you're all up to date with your payments in August each year you will qualify for the CES Community Energy Rebate. This gives you a 25%* reduction in the cost (based on our Fair Market Price) of the solar energy we supplied to you in the previous 12 months.

This reduction will take effect as a credit on your bill in December each year. The best way to make sure you are eligible for this is to get set up for Direct Debit payments so you can be sure you're paying all of your bills on time.



* For customers with CES battery storage systems installed, the Community Energy Rebate is 18%.

What are the benefits of joining the Community Energy Scheme?

Simply put... **lower energy bills!**



Our **Fair Market Price** is our promise to charge less than the Ofgem price cap for electricity for the Midlands region



FREE installation of solar panels on your home.



Community Energy Rebate, this is an annual rebate of 25%* payable at the end of the year if you stay up-to-date on payments.



FREE money-saving LED light bulbs
This means not only will you be charged less for your electricity, you will also use less!



Five ways to pay: direct debit, over the phone, web link, cheque or bank transfer. Whichever you chose, you will get the same rate.



Solar energy is a truly renewable source, so both you and your city! As it will reduced Stokes carbon footprint, which is better for our planet and for future generations.



Customer Service with a personal touch. Only deal with your dedicated Account Manager for customer support, while enjoying industry-leading waiting times.



Price Match Promise if you can find a grid supplier who can supply you for cheaper than our CES Fair Market Price (taking into account the 25% rebate), we'll match that price.

Could you explain the agreement please?

As a **Stoke Council Tenant**, if you wish to join the scheme you will need to sign a tenancy variation agreement and the CES Power Purchase Agreement. Here we have summarised the key facts of those agreements for you.



Before we start, we'll just make two terms clear by explaining them here:

Tenancy Variation Agreement

This amends your Tenancy Agreement with Stoke Council and gives us permission to install, maintain and repair the solar PV system (and battery system, if applicable) in your home.

Community Energy Scheme Power Purchase Agreement (PPA)

We have streamlined the agreement between CES and yourself into one easy to understand document, this is a PPA which covers the terms under which you pay for the energy you use being generated by the solar panels

along with the community energy scheme benefits which explain how much rebate you get and what you must do to ensure you get that rebate credited against your account.

A copy of all Terms and Conditions can be found in this booklet. Details of your right to cancel and your cooling off period are at the back.

Please call us on **01782 438 427** if you have any questions.



Key points

Ok, here are the main points in your contract. Clear and simple:

- You will not be charged for installation of the solar PV system, which will remain the property of Community Energy Scheme Stoke Limited. It's important that you don't interfere with the PV system and contact us if anything goes wrong.
 - You will pay for any electricity generated from the solar PV system that you use at the Property until your PPA contract with us comes to an end. The PPA contract will last for 25 years from the date the solar panels were installed, provided that you continue to live in the Property for that long. If you move into a Property with a newly installed solar PV system, the PPA contract will last for the full 25 years, unless you move out before then. But if you're moving into a Property with solar panels already installed, the PPA contract will be shorter. For example, if the solar PV system was installed 3 years before you moved in, the PPA contract will last for 22 years if you stay in the Property for that long. The precise installation date and length of your PPA contract will be included in your Welcome Letter, but you can also ask us at any time and we'll let you know.
 - There is no requirement under the PPA contract for you to stay living at the Property for any particular period of time, so if your tenancy agreement ends and you leave the Property at any time, your PPA contract with us will come to an end at the point you leave the Property (although you will be required to settle any outstanding bills and pay for any solar electricity you use before you leave). Just let us know before you move and we'll make the arrangements to cancel the PPA contract for you at the right time.
 - The amount of electricity produced by the solar PV system varies depending on the lighting weather conditions and the solar panels will not generate all of the electricity you need. This means you will still need to take some of your electricity from the grid. That grid electricity will continue to be provided by your licensed supplier and will be charged at their standard prices. This means you will have two electricity bills: one from us (for the electricity you use that's produced by our solar PV system on your roof), and one from your licensed grid electricity supplier (for the additional electricity you use from the grid). Please note that none of the above affects any gas supply you have at the Property
 - You have the right to change your mind and cancel the PPA contract within 14 days of the date of signing it. After this, you can still choose to stop receiving solar electricity from us if you wish, but you will need to pay us an End of Supply Charge. For more details on these charges, please see the "End of Supply Form" provided at page 39.
- For more information please see the full PPA contract Terms & Conditions, which can be found at page 22 of this booklet.

Your free energy-saving LED lightbulbs

What are LED lightbulbs and why are they better than my normal lightbulbs?

Well, regular lightbulbs (also known as “Incandescent bulbs”) were invented by Thomas Edison back in 1879 and they haven’t really changed much since then. They have a tiny wire filament inside that glows producing both light and heat.

LEDs use less energy to produce more light (and they don't produce unnecessary heat). It only takes a 10-Watt LED to make the same amount of light as a 60-Watt regular bulb, so they use over five times less energy! So, LEDs **reduce your energy costs** and are better for the environment. Also, they last much longer than regular bulbs, which means less waste, and less hassle of having to change lightbulbs.

When they first came along, there were some complaints that LED lights were too harsh, but technology has improved a lot and LEDs now give off a much broader, warmer light.

So, with the Community Energy Scheme, you'll not only be charged less for your electricity, **you will also use less!**

How many free LEDs will I get?

When you sign-up for the scheme we will provide you with free LED lightbulbs for your property. The number of free LEDs you receive will depend on the amount of fixed lights you have in your house, we will provide an LED for every fixed lighting point inside and out, we do not supply LEDs for table and occasional lamps.

We will replace faulty or not working LEDs on request, however a LED should last in excess of 25,000 working hours.



How can I get my free LED lightbulbs?



1

You can order your LEDs online by messaging www.communityenergyscheme.com/contact



2

You can call our Customer Service team on **01782 438 427**














3









If you do not want to use the internet or call, you can complete the order form on the next page and post it to the address provided



Your Free LED Lightbulbs order from

You can order  free bulbs. Once you've filled in your light bulb order, please cut out and return the form in an envelope addressed to: Unit 8 Peerglow Centre, Marsh Lane, Ware, Hertfordshire, SG12 9QL

Bulb & Fitting Type	Name & Wattage	Choose Colour	Qty
 	G9 Capsule Shape 3 Watt (Equivalent of 40 Watt Non LED Lamp)	<input type="text" value="Warm effect"/>	<input type="text"/>
		<input type="text" value="Cool effect"/>	<input type="text"/>
 	GU10 Spotlight 6 Watt (Equivalent of 35 Watt Non LED Lamp)	<input type="text" value="Warm effect"/>	<input type="text"/>
		<input type="text" value="Cool effect"/>	<input type="text"/>
 	MR16 Spotlight 3 Watt (Equivalent of 20 Watt Non LED Lamp)	<input type="text" value="Warm effect"/>	<input type="text"/>
		<input type="text" value="Cool effect"/>	<input type="text"/>
 	T8 600mm Single Tube Fitting 9 Watt (Equivalent of 18 Watt Non LED Tube)	<input type="text" value="Fluorescent effect"/>	<input type="text"/>
 	T8 1200mm Single Tube Fitting 18 Watt (Equivalent of 36 Watt Non LED Tube)	<input type="text" value="Fluorescent effect"/>	<input type="text"/>

Bulb & Fitting Type	Name & Wattage	Choose Colour	Qty
 	B15 (small bayonet) Candle Shape 5 Watt (Equivalent of 26 Watt Non LED Lamp)	<input type="text" value="Warm effect"/>	<input type="text"/>
		<input type="text" value="Cool effect"/>	<input type="text"/>
 	E14 (SES) Candle Shape 5 Watt (Equivalent of 46 Watt Non LED Lamp)	<input type="text" value="Warm effect"/>	<input type="text"/>
		<input type="text" value="Cool effect"/>	<input type="text"/>
 	B22 (bayonet) Standard Shape 12 Watt (Equivalent of 70 Watt Non LED Lamp)	<input type="text" value="Warm effect"/>	<input type="text"/>
		<input type="text" value="Cool effect"/>	<input type="text"/>
 	E27 (ES) Standard Shape 4 Watt (Equivalent of 30 Watt Non LED Lamp)	<input type="text" value="Warm effect"/>	<input type="text"/>
		<input type="text" value="Cool effect"/>	<input type="text"/>

Please write your name, address, email, phone and customer number:

*All bulbs are non-dimmable. We don't supply all fixtures/fitings.



How does solar energy work?

The sun provides a generous source of clean energy in the form of natural light. Your Solar PV systems convert this light into electrical power. It does this using a thin layer of semi-conducting material, usually silicon, which is in your solar panels between a sheet of glass and a polymer resin. When exposed to sunlight, electrons in the semi-conducting material become energised. These electrons are then able to flow through the material generating a direct current (DC).

Getting a battery installed

Some households may benefit from the installation of a battery storage system. If you are interested in having a battery storage system installed, please contact us on 01782 438 427. We will then look at your consumption profile and determine whether installing a battery storage system at your property will result in sufficient energy savings. Please note we cannot guarantee that a battery storage system will be appropriate for all scheme members.



1

SOLAR POWER

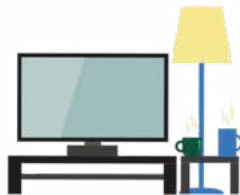
Solar panel converts sunlight to DC



2

INVERTER & BATTERY STORAGE*

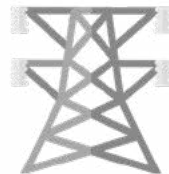
Inverter converts DC to AC and battery stores energy for future use



3

CONSUMER UNIT

Electricity generated is used within your home



4

NATIONAL GRID

Any excess energy goes back on to the grid

Help, billing queries and complaints

To help us answer your questions quickly, it's important you call the correct number to get through to the team you need. We're always open to hearing ideas or problems you might have. Here are the options if you need to contact us:



Customer Service

Call customer service on **01782 438 427**

Billing Queries

Please call credit control on 01782 438 391

Our opening hours are Monday-Friday, 9am to 5:30pm

What if I'm not happy or my complaint takes too long to resolve?

If you're unhappy with our service or wish to escalate your complaint, please email **complaints@communityenergyscheme.com**

If you're unhappy with a repair or anything in your property, please contact the council on: **01782 234234**.

How have we improved

We're excited to re-launch the scheme following feedback from both our members and the council. Check out some of the great improvements to our service that we have to offer:

- A **personal Account Manager** for every member
- We have reduced our call waiting times, our number is **01782 438 427**
- Physical and electronic versions of your contract and a thorough guide covering every element of the scheme
- **House visits** available with your dedicated Account Manager or a senior member of staff upon request. Got a question? Need some help? Or maybe you just fancy a natter? We are happy to come to you and help

We listen. We care.

Listening to our customers is one of the most important things we do each day and we are looking for ways to support the community.

Does your football team need equipment? How about Christmas lights for the Town Centre? We are committed to the growth and improvement of Stoke-On-Trent. So far we have invested over £14m in the community, but we want to do more. Tell us what is important to you, we are listening and we want to help.



Our impact so far...

We believe that sustainable and equitable growth is the only way to create long-term value, this means that as we grow, we are committed to see Stoke-on-Trent grow with us. So far we have **invested over £20 million GBP in the local economy and we have saved £1.8 million to tenants** in our first year. This is in addition to 3,802 tons of carbon saved every 12 months or the equivalent of over 11 thousand trees!



Businesses that thrive in the future will be those that serve society today



The community energy scheme is doing more than just helping members save money on their energy bills – our team are out in the community helping the tenants and continue to support anyone who needs help. During the challenging first half of 2020 **we stopped taking direct debit payments from customers for 3 months in order to provide a payment break and we will not be asking for this to be paid back.** This is in order to offset the financial difficulties caused by the COVID-19 crisis. In addition, whether it's picking up shopping and urgent supplies, posting mail, or simply a friendly phone call, the Community Energy Scheme remains available to anyone who needs it.

Some Frequently Asked Questions

1) How does the Community Energy Scheme work?

We have built a completely new type of scheme that helps people save money, reduce their carbon footprint and increase the energy efficiency of their homes. Our Community Energy Scheme installs solar panels for FREE on a council tenants' and home owners' property. We then sell the renewable energy produced from these panels to the tenants at our Fair Market Price – a lower price. In fact, the Scheme guarantees our customers that they will never pay more than the Ofgem price cap for electricity for the Midlands region. Those who sign up also receive free LED light bulbs to help reduce their energy use and an Intelligent Sub Meter placed alongside the Smart meter provided by their grid energy provider, meaning they only pay for what they use.

Everyone who signs up pays exactly the same rate. So far, thousands of households in Stoke have joined the scheme in order to help save money and save the planet from climate change!

2) Does Stoke Council support this Scheme?

Yes. Stoke Council and Community Energy have come together for this ground-breaking scheme. The reason for this collaboration is to build a sustainable city whilst saving tenants money. Together we are fighting fuel poverty numbers in Stoke in a way that is sustainable for our local residents, the council itself and for the Community Energy Scheme. This is not a quick-fix energy scheme aimed purely at attracting customers – we are here for the long run and believe in building a better Stoke.

3) What's different about the Community Energy Scheme?

Since April 1st 2019 all our solar installations have been done without any financial support from the government, saving tenants money without the use of a Feed-in Tariff. We don't know of another offer that is able to help society in such a way. If a customer can get the energy from the grid for less than our fair market price, we guarantee to match that price.

4) What does my long-term solar contract with The Community Energy Scheme give me?

The Community Energy Scheme covers the entire cost of installing and maintaining the solar panels.

You will continue to receive a bill for energy used from the solar panels for the whole time you are living in your home or for a 25-year period, whichever comes first. This bill will always be for energy that's cheaper than other providers thanks to our Price Match Promise. This means that if you find a cheaper electricity deal we will match it. That's our promise to you. You'll also get free LED light bulbs for the whole period of your contract.

5) What if I decide I don't want to be supplied with solar energy any more?

You can ask us to stop supplying you with solar electricity before your Power Purchase Agreement expires if you wish, but unless you are leaving within your 14-day cooling-off period, you will have to pay us an End of

Supply Charge. Please see the End of Supply Form at page 39 for more details on how to do this, including how the End of Supply Charge will be calculated.

6) What should I do if I have not got my energy bill this month? Or if I can't pay it?

Just let us know and we'll send your bill out straight away. We're here to help, so if you are having any trouble understanding or paying your bill, talk to us. For any customers who have run into debt, we can draw up a payment plan. Just give us a call.

7) What happens if I switch grid suppliers?

Whichever supplier you use, our solar panels will continue to generate and supply renewable energy to your home, reducing the amount of electricity you use from the grid. This means that we will still send you a monthly bill for the solar electricity you use.

However, our Price Match Promise means that you will be paying the same price, or cheaper, for the electricity you use from your solar panels as you do for the electricity supplied to you by your grid energy supplier.

8) How can I claim my free LED light bulbs?

As part of our drive to lower energy bills and help the environment, Community Energy offers free LED light bulbs to members of the Community Energy Scheme in Stoke. All members need to do is visit communityenergyscheme.com/stoke-led fill the form enclosed, or get in touch with our friendly Customer Service team on 01782 438 427. We will arrange to have your LED light bulbs delivered to your doorstep.

9) How will you measure my consumption?

For this we will install a solar electricity sub-meter which will function in parallel to your grid energy meter. This means that the smart meter installed by your supplier will not be affected, we just install an additional meter that will allow us to measure how much solar energy is generated by your home and how much you consume.

10) Are you taking this initiative across the country or it is only for Stoke residents?

We are building a business that we can expand across the UK. At the moment our Community Energy Scheme is only available

to Stoke residents, but we are working with housing associations and councils across the UK to expand and provide savings to more people. Note: We have invested millions on generating green energy within Stoke-on-Trent and expect to invest around £30m in total on developing Stoke's renewable energy.

11) Do you provide Warm Home Discount?

We do not offer the Warm Home Discount (WHD) because we are not an energy supplier.

It is important to notice that while the energy generated by your panels does not qualify for the WHD one-off payment, if your grid supplier does offer this discount, being a member of the Community Energy Scheme will not interfere with that. In other words, you will be able to benefit from the one-off payment offered by the Warm Home Scheme from your grid energy supplier, and all the benefits of the Community Energy Scheme for your solar energy.

Your Price Guarantees



Fair Market Price Guarantee

This means that your price is guaranteed to stay at (or below) the Ofgem price cap for electricity for the Midlands region.

We don't have confusing standing charges; you only pay for the solar energy you use and everyone pays the same rate. Don't forget, you'll still have to pay your normal electricity supplier for the grid energy you use. Contact us for tips on how to reduce the amount of grid energy you use.

But what if your grid supplier offers you a better rate than our Fair Market Price guarantee?

Here is where our Price Match Promise kicks in. If your grid supplier offers you a price cheaper than the **Fair Market Price after your Solar Rebate has been applied** for your electricity you can contact us and we will match it!

How does the rebate work?

You can receive a 25% rebate* off your annual solar energy bills as a benefit for being part of the Community Energy Scheme. To receive this 25% rebate, you will need to be up to date with your payments by August each year, or have an agreed payment plan in place and the payments are up to date or pay by Direct Debit. The rebate will be shown in the form of credit against your bill in December each year.

* 18% rebate applies for customers with CES battery storage system installed

Terms & Conditions

Please read these Terms and Conditions and keep them safe for future reference.

1. Supply of PV Generated Electricity & LED Light Bulbs

1.1 These Terms and Conditions form part of the PPA which also includes the relevant “Acceptance Form” agreed by you. Together these documents form the entire agreement between COMMUNITY ENERGY SCHEME STOKE Limited, whose registered office is at Unit 8 Peerglow Centre, Marsh Lane, Ware, Hertfordshire, SG12 9QL (“us” (and where applicable “we” or “our”)) and you relating to the supply by us to you of electricity generated by a rooftop solar photovoltaic (PV) system installed by us at the “Property” described in the Acceptance Form (the “PV Supply”).

1.2 The roof top solar PV system referred to in this PPA (as installed by us at the Property) consists of some or all of the following: photovoltaic modules, inverters, combiners and load sharing, electricity storage, communications infrastructure, metering and monitoring equipment, ancillary works, cabling infrastructure and other media together with the fixings and the conduits containing them.

1.3 Please note that a solar PV system will only generate electricity in the daytime and when there is sufficient light, so it is important that you maintain a grid electricity supply arrangement (a “Grid Electricity Supply”) under a contract with a third-party retail energy supplier (a “Grid Electricity Supply Contract”) in addition to the PV Supply. You will use the PV Supply in priority to your Grid Electricity Supply, and the solar PV system will be configured to make this happen automatically for as long as we are required under the PPA to provide you with the PV Supply.

1.4 We have no obligation to provide you with any minimum level of PV Supply and we cannot commit to doing this because the amount of electricity generated by the solar PV system will vary depending on the light available. You will need to have a Grid Electricity Supply in addition to the PV Supply at all times.

1.5 We have the right to export to the grid and sell to someone else any electricity generated by the solar PV system which is not used by you at the Property.

1.6 The supply of electricity under this PPA (meaning the PV Supply as described above) is conditional upon satisfactory results of any appropriate credit or reference checks that we may choose to carry out.

1.7 If this PPA comes into existence before you move into the Property, then the start date for the PV Supply will generally be the date you move into the Property. If this PPA only comes into existence after you have moved into the Property, then the start date for the PV Supply will generally be the date that this PPA comes into existence. However, a different start date may apply in certain circumstances where we choose to carry out certain checks first (see clause 1.6 above) and/or where we first need to set-up the solar PV system so it is capable of supplying electricity to the Property - in these circumstances, we will write to you to tell you what the start date will be.

1.8 Please note that in making the PV Supply, we are not acting as a licensed electricity supplier and so will not be subject to the same rules as those which apply to a supplier who operates under an electricity supply licence granted by the energy regulator, Ofgem.

1.9 As well as the PV Supply, we will provide you, free of charge, with LED light bulbs for all the fixed light fittings at the Property. The particular conditions which apply to this arrangement are as follows:

- 1.9.1 LED light bulbs will only be provided for fixed light fittings, so not (for example) any table lamps or free-standing lamps which are plugged in to a three pin socket;
- 1.9.2 where an LED light bulb we have provided stops working due to it being faulty or it having worn out, we will provide a replacement free of charge. For clarity, we will not be required to provide a free replacement for any light bulb which gets broken or damaged through no fault on our part;
- 1.9.3 we will stop having any obligation to provide you with free LED light bulbs if you end the PV Supply under clause 8 (because you do not want certain proposed changes to the PPA to apply to you) or we end it under clause 12.4 (because you have not complied with the PPA in some way). However, if we choose to end the PV Supply under clause 12.2 (which allows us to end the PV Supply without needing to give you any particular reason for this), we will continue to provide you with free light bulbs until the Expiry Date or, if earlier, the date your tenancy of the Property comes to an end.

2. Your cancellation rights

2.1 You may cancel this PPA by notifying us of your desire to cancel within 14 days of signing the Acceptance Form. Just email us

at stoke@communityenergyscheme.com (quoting your account number) or alternatively contact us by phone at 01782 438 427 and we will guide you through the process. You do not need to give a reason for cancelling, it is sufficient that you have just changed your mind. If you cancel within 14 days the PPA will come to an end and you will not have to buy any solar generated electricity from us.

3. Prices

- 3.1 For each pricing period under the PPA (see clause 3.3 for what we mean by a pricing period), the basic price (per kWh unit) for the PV Supply (before taking into account, where applicable, any "Community Energy Rebate" or the "Price Match Promise" as described further on in this clause 3) will be the price that we tell you is the "Fair Market Price", as calculated in accordance with clauses 3.3 to 3.7 below, for that pricing period
- 3.2 For the first pricing period under the PPA, as described in the Acceptance Form, the relevant basic price (per kWh unit) for the PV Supply (before taking into account, where applicable, any "Community Energy Rebate" as described further on in this clause 3) will be the price set out in the Acceptance Form as applying for this initial period.

Fair Market Price

- 3.3 Except for the first pricing period, each pricing period for which we calculate the Fair Market Price will be a 12 month long period which starts on 1st April and ends on 31st March. The first pricing period will be the period which lasts from the date the PPA starts (see clauses 1.6 and 1.7 above) until the next following 31st March – meaning that (as set out in the Acceptance Form) the first pricing period will be less than 12 months long where the PPA starts on any date other than 1st April.
- 3.4 The Fair Market Price for any pricing period will not exceed (but may be lower than) what we estimate, acting reasonably, will be the average unit

price (the price per kWh) charged for a supply of grid electricity to domestic customers in your region by the six largest electricity suppliers at the time. For these purposes, for as long as the energy regulator, Ofgem, continues to publish a “price cap” (or “Default Tariff Cap” using Ofgem’s official wording) for the supply of grid electricity to domestic customers in your region (the “Ofgem Price Cap”), we will base our estimate of relevant average prices on what we estimate the relevant Ofgem Price Cap will be. This means that the Fair Market Price for a particular pricing period will never be higher than (but may be lower than) what we estimate, acting reasonably, the relevant Ofgem Price Cap will be during that period.

- 3.5 We will contact you prior to the start of each pricing period to tell you what the Fair Market Price during that pricing period will be.
- 3.6 During each pricing period, and for as long as there continues to be an Ofgem Price Cap, we will monitor the actual Ofgem Price Cap and make sure that the Fair Market Price we charge you for the PV Supply each month is no higher than the applicable Ofgem Price Cap for that month.
- 3.7 We will let you know both the Fair Market Price and the applicable Ofgem Price Cap so that you can see how our pricing compares.

Community Energy Rebate

- 3.8 Subject to the conditions set out in clause 3.12, you will be entitled to a “Community Energy Rebate” on the amount you paid to us for the electricity we supplied to you under the PPA in a particular “Rebate Period” – meaning a 12 month period ending on 31st August each year.
- 3.9 Unless we have installed a battery storage system at your Property as well as the solar PV system, the Community Energy Rebate will be a sum equal to 25% of the amount you paid to us for the

electricity we supplied to you under the PPA during the relevant Rebate Period.

- 3.10 If we have installed at a battery storage system at your Property as well as the solar PV system, the Community Energy Rebate will be a sum equal to 18% of the amount you paid to us for the electricity we supplied to you under the PPA in the relevant Rebate Period.
- 3.11 Subject to the conditions set out in clause 3.12, the Community Energy Rebate for any particular Rebate Period will be paid to you by way of a credit to the monthly bill we send you in the December that follows the end of that Rebate Period. To illustrate how this works (but just using made-up example numbers for these purposes):
 - 3.11.1 you pay us a total of £500 for electricity we supplied to you during a 12 month “Rebate Period” that runs from 1st September 2023 until 31st August 2024
 - 3.11.2 your Community Energy Rebate (assuming you only have a solar PV system installed by us, not a battery storage system as well) will be 25% of £500 = £125
 - 3.11.3 subject to the conditions set out in clause 3.12, your Community Energy Rebate of £125 will be paid to you as a credit on the bill we send you for December 2024
- 3.12 You will lose your entitlement to receive a Community Energy Rebate for a particular Rebate Period if, as at the end of that Rebate Period (meaning the 31st August which is the last day of the relevant Rebate Period), you are in arrears with any payment owing to us under the PPA at the time (see clause 4.3 below) or have yet to do any other thing which we have, acting reasonably, asked you to do to rectify a previous failure by you to comply with any of the terms of the PPA.

Price Match Promise

3.13 Subject to certain conditions, as set out in clause 3.14 below, if for a particular pricing period the price you will be charged for your Grid Electricity Supply during that same period will be lower than the Fair Market Price, as adjusted to reflect the discount provided by the Community Energy Rebate, we will reduce the price that we charge you for the PV Supply so that it matches the lower price you will be charged for your Grid Electricity Supply. This price matching arrangement is our “Price Match Promise”.

3.14 The conditions which apply to our Price Match Promise are as follows:

- 3.14.1 the relevant electricity supplier who is providing you with your Grid Electricity Supply must be a licenced electricity supplier and must have accepted you as its customer;
- 3.14.2 the relevant price for your Grid Electricity Supply must be a fixed price which applies for a period of at least 12 months;
- 3.14.3 you must provide us with a copy of the contract you have entered into with the relevant electricity supplier so that we can verify the terms of its pricing offer to you;
- 3.14.4 when calculating the price of the PV Supply for comparison purposes, we will assume that you are entitled to the Community Energy Rebate (although your actual entitlement will depend on the conditions set out clause 3.12) and so apply a corresponding discount to the Fair Market Price;
- 3.14.5 when calculating the price of your Grid Electricity Supply for comparison purposes, we will take into account discounts or cashback offers on the price of electricity, but not any discounts or cashback offers on other products or services.

3.14.6 when calculating the price of your Grid Electricity Supply for comparison purposes, we will exclude prices which apply to any of the following amounts of electricity: (i) electricity used to charge electric/hybrid vehicles; (ii) electricity supplied under the night-time rate of an economy seven tariff or differential tariff (or other similar night time consumption based discounted rate); and (iii) electricity used otherwise than in the normal and reasonable operation of your Property for residential use.

Calculation of our charges

3.15 Our charges for the PV Supply will be based on: (a) the number of units (kWhs) of electricity, as generated by our solar PV system, which are consumed at the Property in any relevant billing period, (this may be estimated by us if an actual read cannot be obtained), multiplied by the basic price (per kWh unit) for the PV Supply, plus (b) all taxes or levies associated or imposed on the PV Supply at the prevailing rates. These taxes and levies include VAT which will be added to the basic price for the PV Supply, so any increase (or decrease) in the rate of VAT will also change the amount you pay to us.

4. Payment

4.1 You must pay us the charges for the PV Supply which are described in clause 3 of this PPA, together with any other reasonable charges which you may separately agree to pay us in relation to arrangements connected with this PPA.

4.2 We will send you regular bills or statements. You must pay us the charges referred to in clause 4.1 above in accordance with our agreed payment method. Your bill or statement will show your energy use, the relevant price per unit of electricity, your estimated annual consumption and your estimated annual total bill.

- 4.3 You must pay us via direct debit unless you have agreed in writing an alternative method of payment and/or a payment plan. Where you pay by direct debit, you must pay the agreed direct debit amount monthly. Payments are due 17 days after we have sent you your bill and if payment remains outstanding after this 17 day period or you have not paid your monthly direct debit your account will be in arrears.
- 4.4 If for any reason we are unable to collect your direct debit or you fail to pay us by your chosen payment arrangement, we will try to contact you by email and/or by phone and then by letter.
- 4.5 Should any amounts remain unpaid after the date of the first reminder to you, we shall be entitled to charge interest on any unpaid amounts at the rate of three per cent (3%) per annum above Barclays Bank plc base rate. Such interest will be calculated on a daily basis from the date of the first reminder we have sent to you until the date of actual payment of the overdue amount.
- 4.6 If you consistently fail to pay we will refer your account to a debt collection agency to work on our behalf. Should it become necessary to instruct any external agent in recovery of arrears, or, any proceedings are instigated resulting in costs incurred with relation to your account, then any such costs may be applied as your liability. Please note that we do reserve the right to review the level of this charge from time to time, and shall notify you of any changes to it.

5. **Meters, inspection, testing and operation**

- 5.1 The PV Supply will be measured using one or more meters which we reserve the right to have installed and will be owned by us or our agent. The meter(s) will be installed at appropriate locations at your property in order to measure and record the net electrical energy generated by the solar PV system and the electricity units forming the PV Supply.
- 5.2 We reserve the right to test the relevant meter(s) periodically at our expense.

6. **Ownership & Operation of the Solar PV System**

Please note: this clause will continue to apply in certain circumstances even if the PV Supply comes to an end – see clause 12.8 for more detail

- 6.1 We will not charge you for any costs relating to the installation and on-going operation and maintenance of the solar PV system (including, but not limited to, the cost of any internal/external wiring and/or any electrical equipment that we install at the Property). You will not have any right, ownership or claim upon the solar PV system which will belong always to us or our successors.
- 6.2 Subject always to clauses 6.3 to 6.6 below and clause 9, responsibility and risk of loss for any property damage or injury to persons caused by the PV Supply will be our responsibility up to and including any meter installed in accordance with clause 5 above.
- 6.3 You must inform us, as soon as possible after becoming aware of the situation, in the event of any malfunction or emergency of or related to the solar PV system or electrical systems at the Property that creates an imminent risk of damage or injury to person or property. In these circumstances, you may (but will not be obligated to) take such action as you deem appropriate in order to prevent such damage or injury, at your own cost.

6.4 You must tell us as soon possible after becoming aware of any damage to or related to the solar PV system or the electrical systems at the Property (however the damage is caused). If you are unsure whether there is any damage, please call our customer service department on 01782 438427 or by email to stoke@communityenergyscheme.com , quoting your account number.

6.5 You must not interfere or tamper with or alter the solar PV system (in whole or in part, whether by causing it to be switched-off, obstructing the flow of light to it or doing something else which amounts to interference or tampering) as this could decrease the output or efficiency and / or performance of the solar PV system. You will be responsible for any damage or injury caused as a result of your interference with the solar PV system.

6.6 You agree that:

6.6.1 we are entitled to receive all the renewable electricity benefits associated with the generation of electricity from the solar PV system installed at the Property and the exporting to the grid of any electricity not supplied to you, including benefits associated with any relevant government subsidy schemes and benefits arising by way of receiving money from someone else for electricity that we export to the grid;

6.6.2 we may transfer these benefits to any third party without your consent; and

6.6.3 you must not do anything or, for something which is within your reasonable control and we reasonably ask you to do, fail to do something which may affect our ability to receive these benefits - this could include (as just one example) something which if done or (as applicable) not done reduces the amount of electricity which the solar PV system is capable of generating.

7. Access to the Property

Please note: this clause will continue to apply in certain circumstances even if the PV Supply comes to an end - see clause 12.8 for more detail

7.1 You must allow us, our agents or contractors safe access to your Property at all times (in the case of an emergency) and at all reasonable times (when it is not an emergency) for installation, maintenance, replacement, inspection and operation of the PV system and, in the circumstances described in clause 12.7, to do any necessary reconfiguration of the solar PV system. We will always endeavour to contact you in advance (where possible) to let you know if we require access to your Property and seek to agree a mutually convenient time to visit the Property, but please note that this may not be possible in the event of an emergency.

7.2 You agree that physical access to the solar PV system in your Property will not be obstructed.

7.3 Our rights of access will override and take precedence over any agreed rights of access under the terms of any tenancy agreement which you have signed. If there is any inconsistency between these Terms and Conditions and any tenancy agreement, these Terms and Conditions will prevail.

7.4 In all cases, other than an emergency and our requirement to inspect and take meter readings, our rights to gain access to the Property will be subject to any applicable statutory and/or regulatory restrictions.

7.5 Any person visiting or seeking access to the Property on our behalf will comply with all relevant health and safety standards and will carry appropriate identification.

8. Changes to the PPA

Please note: this clause will continue to apply in certain circumstances even if the PV Supply comes to an end - see clause 12.8 for more detail

8.1 If changes in law or regulation occur which adversely affect the UK electricity market, the solar PV market and/or electricity suppliers in the UK and which have a significant impact on how we operate the solar PV system and/or provide the PV Supply, we may make what we consider, acting reasonably, to be appropriate changes to the PPA, including to the Fair Market Price and its calculation. If we do so, we will inform you of any changes at least 45 days prior to the relevant change taking effect or (if this is not possible) as soon as it is reasonably practicable to do so. If the changes have a significant adverse effect on your rights or obligations in relation to the PV Supply, you may bring the PV Supply to an end, as long as you tell us in writing of your decision within 30 days of receipt of the letter from us notifying you of the changes – see clause 12.8 for more detail on which parts of this PPA will then continue to apply.

8.2 Except in the circumstances described in clause 8.1 above, no changes can be made to the PPA unless agreed in writing by both you and us.

8.3 Your rights and obligations under the PPA are personal to you and you may not transfer any of them to any third party without our permission in writing. We may transfer our rights and obligations under the PPA to a company who is legally entitled to take on the relevant rights and obligations and we may also transfer some or all of our rights under the PPA by way of security to any third party providing funding to us.

9. Liability

9.1 We are responsible for loss or damage you suffer that is a foreseeable result of our breaking the terms of the PPA or our failing to use reasonable care and skill when carrying out activities relating to this PPA, other than business losses of the kind described in clause 9.6 below.

9.2 We will not be treated as having broken the terms of this PPA where we are hindered, delayed or prevented from carrying out any of our obligations under the PPA by circumstances which are beyond our reasonable control.

9.3 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the products and for defective products under the Consumer Protection Act 1987

9.4 If we are carrying out activities in the Property, we will make good any damage to the Property caused by us while doing so. However, we are not responsible for the cost of repairing any pre-existing faults or damage to the Property that we discover while installing the solar PV system or carrying out maintenance activities.

9.5 The PV Supply is for domestic and private use only. If you use the PV Supply for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity, even if we, or anyone acting on our behalf, did break the terms of the PPA or fail to use reasonable care and skill when carrying out activities relating to this PPA.

9.6 Nothing in these terms and conditions will alter your liability which you may have under any tenancy with your landlord.

10. Data Protection

10.1 For the purposes of this clause 10, the following words will have the following meaning:

“Data Protection Legislation” means all applicable data protection and privacy legislation in force from time to time in the UK, including the Data Protection Act 2018, “UK GDPR”, the Privacy and Electronic

Communications Regulations 2003 and the guidance and codes of practice issued by the Information Commissioner or any other relevant regulatory authority

10.2 We, our agents and relevant industry bodies may use and share your information (and any information your previous supplier has about you) in accordance with our Privacy Policy and obligations under the Data Protection Legislation in order to fulfil our contractual obligations and provide you with services that you have asked for. This includes using your information in order to:

- 10.2.1 record and monitor any communications we have with you, including phone conversations and emails, in order to ensure we are providing a good service, and that we are meeting our regulatory and legal responsibilities;
- 10.2.2 verify your identity when you make enquires by phone, email or letter; and
- 10.2.3 demonstrate and test computer systems.

10.3 We may use your information for our own legitimate interests in order to carry out our own market and statistical analysis. To the extent possible we will anonymise your information where we intend to use it in this way.

10.4 We may use your information in order to comply with our legal obligations. This includes using your information in order to:

- 10.4.1 detect debt, fraud, or loss or make credit or similar enquires into your financial standing (for example by giving this information to a credit-reference agency); and
- 10.4.2 provide information for legal or regulatory purposes (for example when we have been asked to by Ofgem, a relevant government department or a lawyer); as well as part of government data-sharing initiatives (for

example, those designed to help stop fuel poverty, where people cannot afford to pay for heating and electricity).

10.5 We may share information in accordance with our Privacy Policy about your energy usage with your landlord/housing association including but not limited to energy consumption and where we suspect fraud, stolen energy by tampering with any meter(s) or diverting the energy supply.

10.6 We may from time to time contact you with details of up to date products and/or special offers to the extent they relate to the same or similar products or services supplied under these terms, including by letter, email, phone, SMS or other forms of electronic communication. You can ask us not to send you any information on our offers at any time by contacting us by telephone on 01782 438427 or by email to stoke@communityenergyscheme.com and giving us your account details.

10.7 If we suspect someone has committed fraud or stolen energy by tampering with the meter or diverting the PV Supply, we will record these details on your account and may share this information with Ofgem, 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 the PV Supply and other relevant services. This may include recording sensitive personal information such as criminal offences you have been accused of. Also, if the electricity supply to the Property has previously been tampered with, or if electricity has been stolen, or we suspect it has been 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.

10.8 You may be able to opt out of your information being used in some circumstances and have the rights of objection, erasure, rectification, access and data portability as set out in our Privacy Policy. Please contact us by telephone on 01782 438427 or by email to stoke@communityenergyscheme.com to exercise such rights or if you have any questions on how we use your personal information.

10.9 We will always handle your personal data in accordance with our Privacy Policy and our responsibilities and obligations under the Data Protection Legislation.

11. **Complaints**

11.1 If you are dissatisfied with the level of service that you receive or you disagree with your bill or our measurement of the PV Supply to the Property, you can lodge a complaint by contacting our customer service department on 01782 438427 or by email to stoke@communityenergyscheme.com, quoting your account number.

11.2 If you are still dissatisfied, or 8 weeks have passed since you first registered your complaint with us, you can contact Citizens Advice Staffordshire North & Stoke on Trent, Cheapside, Hanley, Stoke on Trent ST1 1HL, Phone: 01782 408625 or email moneyadvice@CASNS.org.uk who can investigate your complaint on a free and independent basis.

12. **Ending the PV Supply**

12.1 The PV Supply will end either on the “Expiry Date” set out in the Acceptance Form or any earlier date on which the PV Supply is brought to an end in one of the following ways:

12.1.1 you end the PV Supply under clause 8.1 (because you do not want certain proposed changes to the PPA to apply to you);

12.1.2 we end the PV Supply under clause 12.2 (which allows us to end the PV Supply without needing to give you any particular reason for this) or clause 12.4 (because you have not complied with the PPA in some way); or

12.1.3 you end the PV Supply under clause 12.3 (which allows you to end the PV Supply early by completing an “End of Supply Form” and paying us an “End of Supply Charge”); or

12.1.4 you leave the Property (see clauses 12.5 and 12.6 below)

12.2 We will have the right to end the PV Supply early at any time, without needing to give you any reason for this, as long as we give you at least three months’ written notice.

12.3 You will have the right to end the PV Supply early at any time as long as you complete and send to us the “End of Supply Form” provided to you as part of this PPA and pay us the “End of Supply Charge” which is described in this End of Supply Form. For clarity, the PV Supply will not end until the relevant End of Supply Form has been completed and sent to us and the relevant End of Supply Charge has been paid to us in full. A copy of the End of Supply form can be found on our website.

12.4 We will also have right to end the PV Supply immediately, on telling you that this will be happening, for the following reasons:

12.4.1 you fail to pay us any charges which you are required to pay us under the PPA and you have still not paid the full amount owing to us 14 days after we have given you given you a written reminder about the need to pay us the overdue amount; or

12.4.2 you fail to comply with any other terms of this PPA in a serious way and do not then take, within a reasonable period of time specified by us, any steps which, acting reasonably, we ask you to take to rectify that failure.

Leaving the Property

12.5 If you intend to leave the Property at any time prior to the Expiry Date, you must give us a minimum of 30 days written notice and provide us with your new address.

12.6 Where you have given us the required 30 days of notice in advance of the date that you actually leave the Property, then you will stop being responsible for paying for the PV Supply (and this PPA as a whole will come to an end) on the date that you leave the Property. Alternatively, if you have not given us the required 30 days of advance notice, you will remain responsible for paying us for any electricity generated by the PV system which is used in the Property after the date you leave the Property up to the earlier of: (a) the date that is 30 days after the date on which we received notice of you leaving ; or (b) the date when a new occupier of the Property agrees with us to start paying for the PV Supply. In any case, you will remain responsible for paying us, even after you have left the Property, for any electricity generated by our PV system which was used at the Property before you left it.

Not leaving the Property – but PV Supply still ending

12.7 If the PV Supply comes to end in circumstances where you are not leaving the Property on the relevant end date, we will do what we reasonably can to reconfigure the solar PV system so that, from this end date or otherwise (if not possible from the end date itself) as soon as possible after this end date, all electricity generated by the solar PV system is exported to the grid. Until this happens, you will remain responsible for paying us, on the terms set out in clauses 3 and 4 above, for any electricity generated by the PV System which continues to be used at the Property, rather than exported to the grid

12.8 In circumstances where you are not leaving the Property, but the PV Supply has come to end due to you ending it under clause 8.1 (because you do not want certain proposed changes to the PPA to apply to you), you ending it under clause 12.3 (at your choice, where you are willing to pay us the relevant End of Supply Charge) or us ending it under clause 12.5 (because you have not complied with the PPA in some way), then certain parts of this PPA will continue

to apply until you actually leave the Property. Specifically, clause 6 (Ownership and Operation of the Solar PV System) clause 7 (Access to the Property) and clause 8 (Changes to the PPA) will continue to apply until you actually leave the Property.

12.9 In circumstances where you are not leaving the Property, but you have chosen to cancel the PPA under clause 2 within 14 days of signing the Acceptance Form, then the whole of the PPA will end on the relevant cancellation date or PV Supply end date whichever is sooner. The whole of the PPA, apart from clause 1.9 (provision of free LED light bulbs), will also end if we choose to end the PV Supply under clause 12.2 (which allows us to end the PV Supply without needing to give you any particular reason for this),

Continuation of certain PPA terms

12.10 Certain clauses in this PPA are, by their nature, intended to continue applying even after the PPA has come to and as a whole. These clauses, which include clause 9 (Liability), will not require you to take any particular actions but would apply if (for example) any claims were to be made by you or us after the relevant end date.

13. General

13.1 Our notices to you will be sent to your billing address. You must send notices to us at Unit 8 Peerglow Centre, Marsh Lane, Ware, Hertfordshire, SG12 9QL or such other address as we notify to you in writing from time to time. Please remember to quote your customer reference number on all correspondence.

13.2 The laws of England and Wales (and the exclusive jurisdiction of the courts of England and Wales) will apply to the PPA.

13.3 No third party will be entitled to enforce the PPA under the Contracts (Rights of Third Parties) Act 1999.

Cut out forms



PPA Acceptance Form

In this Acceptance Form, “we”, “us” or “our” means Community Energy Scheme Stoke Limited, “you” means the customer named below and other capitalised expressions have the meaning given to them in our “Terms and Conditions” as described below.

The documents forming this PPA (standing for “Power Purchase Agreement”) contract between you and us (referred to below as the “PPA”) are: (a) this Acceptance Form; (b) our “Terms and Conditions” (as attached to this Acceptance Form) and (c) an “End of Supply Form” (as attached to this Acceptance Form) which we refer to at clause 12 of our Terms and Conditions. Also relevant to the PPA is our “Privacy Policy”, as available on our website at www.communityenergyscheme.com, describing how we will use your personal data.

Customer Full Name

(referred to in this PPA as “you” or “your”)

Customer Reference Number

Customer Contact Details

Existing Grid Electricity Supplier details and Customer Reference Number

Property Address

(referred to in this PPA as the “Property”)

Confirmation of Landlord consent obtained (tick appropriate box)

Yes

No



Key Facts

You rent (or wish to rent) the Property where we have installed a rooftop solar photovoltaic (PV) system.

The amount of electricity produced by the solar PV system will vary depending on the lighting conditions and so you will need to maintain another grid electricity supply to the Property with an alternative supplier which can provide you with electricity from the mains grid.

We will supply you under this PPA with the electricity which is generated by the solar PV system and used at the Property, and you must pay us for this electricity, until the “Expiry Date” - meaning (as set out below) the date that is 25 years after the date on which we installed the solar PV system at the Property. However, as further described in clause 12 of the Terms and Conditions, some or all parts of this PPA may end before the Expiry Date, including where your tenancy of the Property ends before this date.

You have the right to change your mind and cancel this PPA within 14 days of the date of signing it. Please see clause 2.1 of the Terms and Conditions for more information.

We reserve the right to undertake any credit referencing before commencing supply.

Your personal information (including sensitive personal data or special categories of personal data (e.g. criminal records) will be collected, processed and may be shared in accordance with clause 10 of the Terms and Conditions and our Privacy Policy.

By ticking the boxes below you will be confirming that you specifically agree to the following marketing activity:

that Community Energy Scheme Stoke Limited may provide you with information about promotional offers and marketing material; and

that other companies related to Community Energy Scheme Stoke Limited may provide you with information about promotional offers and marketing material.

Expiry Date

This means the date that is 25 years after the date on which we installed the solar PV system at the Property – see next two sections below.

See also clause 12 of the Terms and Conditions for more detail on the circumstances in which some or all parts of the PPA may end before this date, including where your tenancy of the Property ends before this date.

Date we installed solar PV system

Number of years left before Expiry Date

Price of electricity generated by the solar PV system and supplied to you under the PPA (stated in pence per unit – a unit meaning a kilowatt hour or, written in short form, kWh)

The price you pay will be the “Fair Market Price”, as described in clause 3 of the Terms and Conditions and confirmed to you ahead of each pricing period in accordance with that clause.

For the first pricing period which ends on 31st March [2024] the price will be [22.8] pence per kWh, plus VAT

The overall cost to you of the electricity supplied under the PPA may be lower than the prices referred to above if you are entitled to a “Community Energy Rebate” (as described in clause 3 of the Terms and Conditions) and/or if our “Price Match Promise” (as also described in clause 3 of the Terms and Conditions) applies

Payment terms

Monthly bills to be paid by you within 17 days of us sending them to you



PPA Acceptance Form - Continued

By signing this Acceptance Form, you will be confirming that you agree to the terms of this PPA, including: (i) the price and other details set out in this Acceptance Form; and (ii) our Terms and Conditions (as attached to this Acceptance Form).

As soon as you sign this Acceptance Form, a PPA contract between you and us (based on this Acceptance Form and our Terms and Conditions) will then come into existence and be binding on you and us. However, if at the time of signing this Acceptance Form, you have not yet moved into the Property, then:

- all of the obligations on you and us under this PPA will be conditional on you moving into the Property in the next 90 days (or any longer period we might agree with you for these purposes);
- if you do move into the Property in the next 90 days (or any longer period we might agree with you for these purposes) this PPA will start to apply from the date you move in - although see clause 1.7 of the Terms and Conditions for more detail on when the supply of solar electricity by us under the PPA will start;
- if you do not end-up moving into the Property in the next 90 days (or any longer period we might agree with you for these purposes), the obligations on you and us under this PPA will never become applicable and this PPA will just come to an end without you or us ever having to do anything under it.

Signed

Print Name

Date

**Community Energy Scheme
Stoke Limited Signature**

Print Name

Date



Our new Community Energy Scheme terms and conditions: What are your options?

What are the new PPA terms and conditions?

The new PPA terms form the basis of your “Power Purchase Agreement” (or “PPA”) with Community Energy Scheme Stoke Limited in relation to the “Solar PV System” (meaning the solar panels and related equipment) installed at your property.

These terms include our obligation to provide you with clean solar energy for the 25-year¹ term and your obligation to pay for any solar-generated electricity you use during that time. They also deal with a number of other matters, for example what happens if the Solar PV System isn't working properly or we need to maintain the system and have to access the property to carry out repairs.

¹ Unless you leave the property before then, in which case our agreement will come to an end. Please also note the 25- year term runs from the date the solar PV system was first installed in the property you rent. That means if you moved into a property with solar panels already installed, the length of your contract may be less than 25 years.

What does this mean for me?

The main reason we've changed our PPA terms & conditions is to add an exit without cause clause, this enables you to pay a fee to exit the contract, the new PPA is also clearer and easier to understand.

That means there is nothing in the New PPA that will have a significant impact on your rights or obligations as a member of the Community Energy Scheme. You will still be charged our Fair Market Price (which means you will never pay more than the default tariff cap published by Ofgem for the Midlands region) and

you will continue to benefit from our 25% Community Energy Rebate¹ and Price Match Guarantee.

Just as a reminder, the price you currently pay for your grid electricity is capped at 27p/kWh under the government's Energy Price cap, but the CES Fair Market Price you pay for your solar is just

23.94p- that's 11% less.² If you are eligible for the Community Energy Scheme rebate, the CES price works out at an even lower 17.96p meaning every unit of solar you use will be 33.5% cheaper than the grid electricity you use, assuming your grid supplier is charging the full amount allowed under the Energy Price Cap. Those savings will apply regardless of whether or not you choose to accept the New PPA.

¹ 18% for Scheme members with a battery storage system installed. For further details on eligibility for the Rebate please see the CES Scheme guidebook provided with this letter.

² Energy Price Guarantee for Direct Debit Customers applicable until 31 December 2023. CES rate effective until April 2024 is 23.94p/kWh.

Will I be able to leave Community Energy Scheme in the future if I want to?

Under the terms of the Scheme agreed with Stoke on Trent City Council, the period of solar supply lasts for 25 years from the date when the Solar PV System was first installed. This means the agreement is due to continue for a 25 year period unless of course you leave the property before then or choose to exit the agreement. Having this certainty helps us provide the solar panels free of charge at the point of installation.

Option 1 - What do I do if I want to accept the New PPA?

If you want to move across to our New PPA, all you have to do is complete the new "PPA Acceptance Form" provided with this letter.

Just return a signed copy of your completed PPA Acceptance Form to us by post using the pre-paid envelope provided in your pack. For more information on how to do this, please see the Explanatory Notes (Q&A) provided with the new PPA Acceptance Form.

Alternatively, if you'd prefer to complete the form electronically, just email us a ppa@communityenergyscheme.com and we will arrange to forward you a DocuSign version by email.

Option 2 - Do I have to accept the New PPA?

No. While we think you'll find our updated terms as beneficial, they are easier to understand, there's no pressure and you don't have to agree to them if you don't want to.

If you don't want to accept the New PPA you don't have to do anything. If you don't respond to this letter you will remain on your existing PPA terms and conditions. Consumers will remain on the existing PPA but they will still have the right to leave the Scheme at any time by paying an exit fee. As noted above, this won't have any impact on the savings you can make under the Community Energy Scheme.

However, the new PPA, with the added exit clause, will give you the option of leaving early if you wish to do so. Leaving early means ending the PPA early, so we will stop supplying you with electricity from the Solar PV System and you will stop receiving bills from us for this electricity.

To leave the scheme early you will have to pay the fee as outlined in End of Supply Form enclosed with this letter.

The process if you decide to leave the scheme is...

1. If you wish to leave the scheme for any reason, you can complete the End of Supply Form provided with this letter and return it to us. Alternatively, if you'd prefer to complete the End of Supply Form electronically, just email us at ppa@communityenergyscheme.com and we will arrange to forward you a DocuSign version by email. The panels will remain on the roof of the property and
2. However, before we can complete the End of Supply process, you will also need to let us into the property so that we can reconfigure the solar PV system to make it export the electricity to the grid instead of supplying your home. It's important to be aware that this may mean that you end up paying more for your electricity.
3. Once this has been done, you will then receive a final bill. The process of leaving the Scheme will be completed once an agreement has been reached about paying any outstanding bill.
4. Once consumer leaves the scheme, you will then go back to receiving 100% of your energy from your licensed grid supplier.

Please note that if you choose to leave, the Solar PV System will remain on the roof of the property you rent as part of our agreement with Stoke on Trent City Council and we will have the right to hold you to certain obligations relating to the Solar PV System, which you have under your tenancy agreement with the Council. These obligations include letting us have access to the property when needed in order to maintain the Solar PV System, as long we have given you reasonable notice beforehand.

As always, if you have any questions regarding your options or anything else, just get in touch at stoke@communityenergyscheme.com or 01782 438427.

End of Supply Form

This Form sets out the terms on which we will stop supplying you with solar energy if you decide to end your Power Purchase Agreement with us early.

For more information on what this End of Supply Form means in practice, please read the Q&A below. This includes information on what you need to do to end this agreement, including payment of an End of Supply Charge.

Name

Address

I confirm that I would like to end my Power Purchase Agreement (PPA) with Community Energy Scheme Stoke Limited (CES), so that I stop being supplied by CES with electricity generated from the Solar PV System installed on the Property. In return for CES allowing me to end my PPA, I agree to the following things:

- 1) I will pay CES an "End of Supply Charge" (as calculated in line with the table at the end of this form and the arrangements described in the Q&A section of this form below) and agree that the supply of solar electricity under the PPA will not end until this End of Supply Charge has been paid to CES.
- 2) For as long as I still occupy the Property under my tenancy agreement with Stoke on Trent City Council, I will comply with the following obligations:
 - I will provide CES with access to the Property where required in order to maintain, repair or upgrade the Solar PV System, as long as CES provides me with reasonable notice beforehand.
 - I will not cause any damage to the Solar PV System, or cause it to be switched-off, and will not interfere with it in any other way
 - I will comply for the benefit of CES with any other obligations under my tenancy agreement which relate to the Solar PV System.

Please note that

- The agreement outlined above to end the PPA cannot take effect until you have (i) provided CES with access to the Property to reconfigure the Solar PV System so that it exports all electricity to the grid instead of supplying electricity to the Property and (ii) you have reached an agreement with CES regarding any unpaid bills, which may include a Repayment Plan if you have a large amount of debt.
- You must have arranged a date for CES to access the Property to reconfigure your Solar PV System within 120 days of returning this PPA End of Supply Form. If you do not do so, your request to end the Power Purchase Agreement will not be effective. This will mean that the PPA will not end and so we will continue to supply your Property with electricity from the Solar PV System and you will continue to receive bills from us for the electricity from the Solar PV System which you use.
- After the Solar PV System in the Property has been reconfigured as described above, CES will issue you with a final bill for any additional electricity from the Solar PV System which you have used between the date of completing this Form and the date on which the reconfiguration happens and the Property therefore stops being supplied with electricity from the Solar PV System. You will be required to pay this final bill in accordance with CES' normal payment terms, as set out in the PPA.



Signed

Print Name

Date

Email

Telephone



End of Supply Form: Q&A

What happens if I sign this form?

By signing this form, you will be confirming that you would like your PPA with us (CES) to end, so that we stop supplying the property that you rent from Stoke on Trent City Council with solar energy from the Solar PV System installed on the roof of your property.

This means that once the process of ending your supply has been completed:

- You will no longer be able to receive or use solar energy from the panels from your roof. It's important to be aware this may result in your overall electricity bills going up.
- You will not receive any bills from Community Energy Scheme for the period after we reconfigure the Solar PV System at your property.

Reconfiguring the Solar PV System means we'll switch the system to work in a way that means all of the electricity it generates is fed into or "exported" to the grid instead of being supplied to the property you rent.

You will still have to pay for any electricity you use at the property until we have completed the process of reconfiguring the Solar PV System. Once we have done this, we will issue you with a final bill which you will be required to pay in accordance with our normal payment processes.

What do I have to do to complete the End of Supply process?

There are three important things you have to do in order for us to complete the process of ending your PPA with us and so stop being supplied with electricity by us:

1. You have to reach an agreement with us regarding any unpaid invoices. If you can't pay right away and are having difficulties with payment, just let us know and we would be happy to agree a manageable Repayment Plan.
2. You will need to pay us an End of Supply Charge to compensate us for the financial loss we will incur as a result of your decision to bring the PPA to an end early. The exact amount of your End of Supply Charge will depend on how many years you have remaining on your agreement with us. Please see below for more details.
3. You will need to allow us into the property so that we can reconfigure the Solar PV System so that it no longer supplies electricity to the property you rent. We'll be in touch with you to agree a convenient time to visit the property, but please note that if you haven't confirmed a date when we can access the property within 120 days of signing this form, the request to end the PPA will not be effective. If that happens, the PPA will continue to apply, meaning we will continue to supply your property with electricity from the Solar PV System and you will continue to receive bills from us for the electricity from the Solar PV System which you use. If you have already paid an End of Supply Charge to us, this will be refunded to you.

Will the solar panels remain on my roof?

Yes, even if you leave, our roof lease agreement with Stoke on Trent City Council means that the solar panels will remain on the roof of the property you rent from the Council. These will continue to generate electricity and we will look to use the revenue generated to continue to benefit the Stoke community.

Under your tenancy agreement with Stoke on Trent City Council you are already required not to damage or interfere with the Solar PV System and we will have the right to hold you to these obligations, even though you have chosen to stop receiving a supply of solar electricity at the property.

Very occasionally you may need to give us access to the property so we can carry out repairs, upgrades or maintenance where required. We will have the right to require you to give us access, but we'll always give you reasonable notice if we need to do this.

Why do I have to pay an End of Supply Charge?

As part of our agreement with Stoke on Trent City Council, we agreed to pay for the up-front cost of installing the Solar PV System on the roof of your property. This was on the basis that we would receive income for the electricity generated by the Solar PV System for 25 years.

If you cancel your PPA with us before it expires, we will be unable to receive this anticipated income as you will no longer be paying us for the electricity generated by the Solar PV System.

We will attempt to reduce our expected losses by 'exporting' the electricity to the grid and selling it on the wholesale market – but this will not fully cover our expected losses. The End of Supply Charge you will pay is calculated to compensate us for this.

How will the End of Supply Charge be calculated?

The amount you will pay us is a reasonable pre-estimate of the difference between what we expected to earn by selling the solar electricity to you and the amount we expect to receive by selling the electricity on the wholesale market instead.

This is calculated for the remainder of the duration of the PPA, which means that the amount you will pay will depend on how many years are left before your PPA expires. It will also depend on the generating capacity of your Solar PV System.

For example, if you have 20 years remaining on your PPA, the End of Supply Charge will be £818.92 per KW. This means that if your Solar PV System has a generating capacity of 3KW, the End of Supply Charge would be calculated as follows: $£818.92 \times 3 = £2,456.76$

A full table setting out the applicable End of Supply Charges depending on the number of years remaining on the PPA can be found in the Annex to this PPA End of Supply Form.

If you are unsure how many years you have left on your PPA or have any other questions about how the End of Supply Charge is calculated, please contact us at ppa@communityenergyscheme.com

What happens if I move out of the property after paying the End of Supply Charge and the new tenant enters into a PPA with CES?

If you move out of the property after paying an End of Supply Charge and the new tenant at the property decides to enter into a PPA with us, you may be entitled to a partial rebate of your End of Supply Charge. The amount of the rebate will depend on how many years are remaining on the 25 year PPA term when new tenant signs a PPA with us.

This is best illustrated through the following example:

- Tenant A has a 3KW Solar PV System installed on their property by CES. Tenant A decides to bring their PPA to an end early with 20 years still remaining on the original 25- year term. They pay an End of Supply Charge of £2,456.76 to CES and the Solar PV System is reconfigured to export to the grid.
- 10 years later Tenant A leaves the property and Tenant B moves in. Tenant B decides they want to purchase the electricity from the Solar PV System and enters into a PPA with CES right away. CES reconfigures the Solar PV System to supply direct to the property again.
- As there is still 10 years left on original 25-year term, CES is able to receive income from the tenant at the property for the next 10 years, which means it is no longer necessary for CES to receive compensation for that period of time. As a result, Tenant A is entitled to a partial rebate of their End of Supply Charge to cover this 10-year period.

- The applicable fee for 10 years under the Annex to this End of Supply Form is £606.82 per KW. As Tenant A has a 3KW Solar PV System, the 10-year rebate works out at £1,820.46.

If you become eligible for a rebate after paying the End of Supply Charge, we will contact you using the contact details provided to us to arrange for the rebate to be paid. It is your responsibility to ensure that these contact details remain accurate.

Can I change my mind after you have stopped supplying me with electricity generated from the Solar PV System?

If we reconfigure the Solar PV System and stop supplying you because you have asked us to do so using this form, this does not stop you from contacting us afterwards if you wish to start buying electricity from us again. We will need to assess the work required to alter the Solar PV System to allow it to start supplying your property again (and will likely need access to your property to do so) but we will happily discuss this with you as we're keen to supply electricity to anyone who wants to receive it and has one of our Solar PV Systems on their roof. Just give us a call at any time to discuss your options.

How do I work out my End of Supply Charge?

The End of Supply Charge you pay will be determined by how many years are left on your PPA at the point you CES stops supplying you with solar energy. This will be the date that is 25 years after the date the Solar PV System was installed at your property.

For example, if you decide to end your agreement with us 10 years after the Solar PV System was installed, there will still be 15 years remaining on your PPA and the applicable End of Supply Charge will be £745.25 per KW. You then need to multiply this by the installed capacity of your Solar PV System. For a 3KW system over 15 years this would result in an End of Supply Charge of £2,235.75 (3 x £745.25)

If you are unsure when your PPA ends or how to calculate your End of Supply Charge, please get in touch at ppa@communityenergyscheme.com

Years left on PPA**Exit Fee (per KW)**

25	£849.03
24	£845.71
23	£841.15
22	£835.24
21	£827.88
20	£818.92
19	£808.24
18	£795.70
17	£781.13
16	£764.38
15	£745.25
14	£723.57
13	£699.12

Years left on PPA**Exit Fee (per KW)**

12	£671.67
11	£641.00
10	£606.82
9	£568.88
8	£526.87
7	£480.47
6	£461.35
5	£429.32
4	£400.90
3	£334.53
2	£261.77
1	£182.12

Information on the ways to pay

Direct debit:

Please fill the form on the opposite page. Alternatively, call us on **01782 438 391** to set this up. You will pay the same amount each month so you will always know how much you are paying.

By Phone:

Give us a call on **01782 438 391**. Remember to have your payment card handy.

By Cheque:

To pay via cheque please use the following details:

Community Energy Scheme Stoke Limited

Unit 8 Peerglow Centre
Marsh Lane, Ware
Hertfordshire, SG12 9QL

Please quote your customer number in any reference fields.

By Online Banking:

Account Number: 64496353
Sort Code: 23-18-84

Please quote your customer number in any reference fields.

Need other assistance?

We recognise that some customers might need special accommodations due to disabilities or special circumstances.

If this is the case for you please get in touch. We are listening and we want to help.



Instruction to your Bank or Building Society to pay by Direct Debit

Please complete your details, sign the Direct Debit Instruction and return to the following address:

Community Energy Scheme Limited
Unit 8 Peerglow Centre, Marsh Lane
Ware, Hertfordshire
SG12 9QL
Tel: 01782 438 427



Customer Number	1st Direct Debit Amount
Customer Name	Subsequent Direct Debit Amount
Customer Address	Direct Debit Start Date MM/YY (must be at least 14 days from today)
Email	Payment Date (tick appropriate box)
Telephone	1st <input type="checkbox"/> 15th <input type="checkbox"/>
	Frequency
	Total No. of Payments (if applicable)

Instruction to your Bank or Building Society to pay by Direct Debit (cont.)



Name(s) of Account Holder(s)										Email									
Account Number										Ref.									
Sort Code										Service Use Number									
Name and address of your Bank or Building Society										Instruction to pay your bank or Building Society Please pay Eazy Collect Re CES Stoke-On-Trent from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Eazy Collect Re CES Stoke-On-Trent and, if so, details will be passed electronically to my Bank or Building Society.									
										Signature									
										Date									

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

The Direct Debit Guarantee

- This guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, Eazy Collect Re CES Stoke-On-Trent will notify you 10 days in advance of your account being debited or as otherwise agreed. If you request Eazy Collect Re CES Stoke-On-Trent to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by either Eazy Collect Re CES Stoke-On-Trent or your Bank or Building Society, you are entitled to a full and immediate refund of the amount paid from your Bank or Building Society. If you receive a refund you are not entitled to, you must pay it back when Eazy Collect Re CES Stoke-On-Trent asks you to.
- You can cancel your Direct Debit at any time simply by contacting your Bank or Building Society. Written confirmation may be required. Please also notify us.



Notice of Right to Cancel



**Notice of rights to cancel - you have the right to cancel your application within 14 days of signing up.
You can do this by:**

By completing the cancellation form on the reverse of this page which can be torn out and returned by post to:

Community Energy Scheme
Unit 8 Peerglow Centre
Marsh Lane
Ware
Hertfordshire
SG12 90L

Or via email: stoke@communityenergyscheme.com



Cancellation form

Customer number:	
(Optional) Reason I wish to cancel	Name & Address
Telephone	Postcode
Email	

I/we*, the named tenant/tenants/homeowner/homeowners* of the above address, hereby give notice **I/we*** wish to cancel **my/our*** agreement (*delete where appropriate)

Signed	Date
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This cancellation form must be received within the 14 day cooling off period to be accepted. If you're a dual tenancy, both tenants need to sign this cancellation form.

Please post to: Cancellations, Community Energy Scheme, Unit 8 Peerglow Centre, Marsh Lane, Ware, Hertfordshire, SG12 9QL.

Or, send a scanned copy of this document to **stoke@communityenergyscheme.com**. Once we receive your notifications we will confirm in writing your request to cancel.



The savings you can make



Customer number:

Agent Name:

Date:

EAC (Estimated Annual Consumption) £ per month

Enjoy big savings in the first year. We estimate you will save £

Your **monthly payment** will work out to be approximately

£

Annual CES Rebate:



25% of your annual Solar PV bill

LED Savings:



Estimated at 11% of Electricity used per Annum

No Standing Charges

The above estimate is based on information you supplied to us at the sign up stage.



Got a question?

You can give us a call on

01782 438 427

Or drop us a line at

stoke@communityenergyscheme.com

www.CommunityEnergyScheme.com