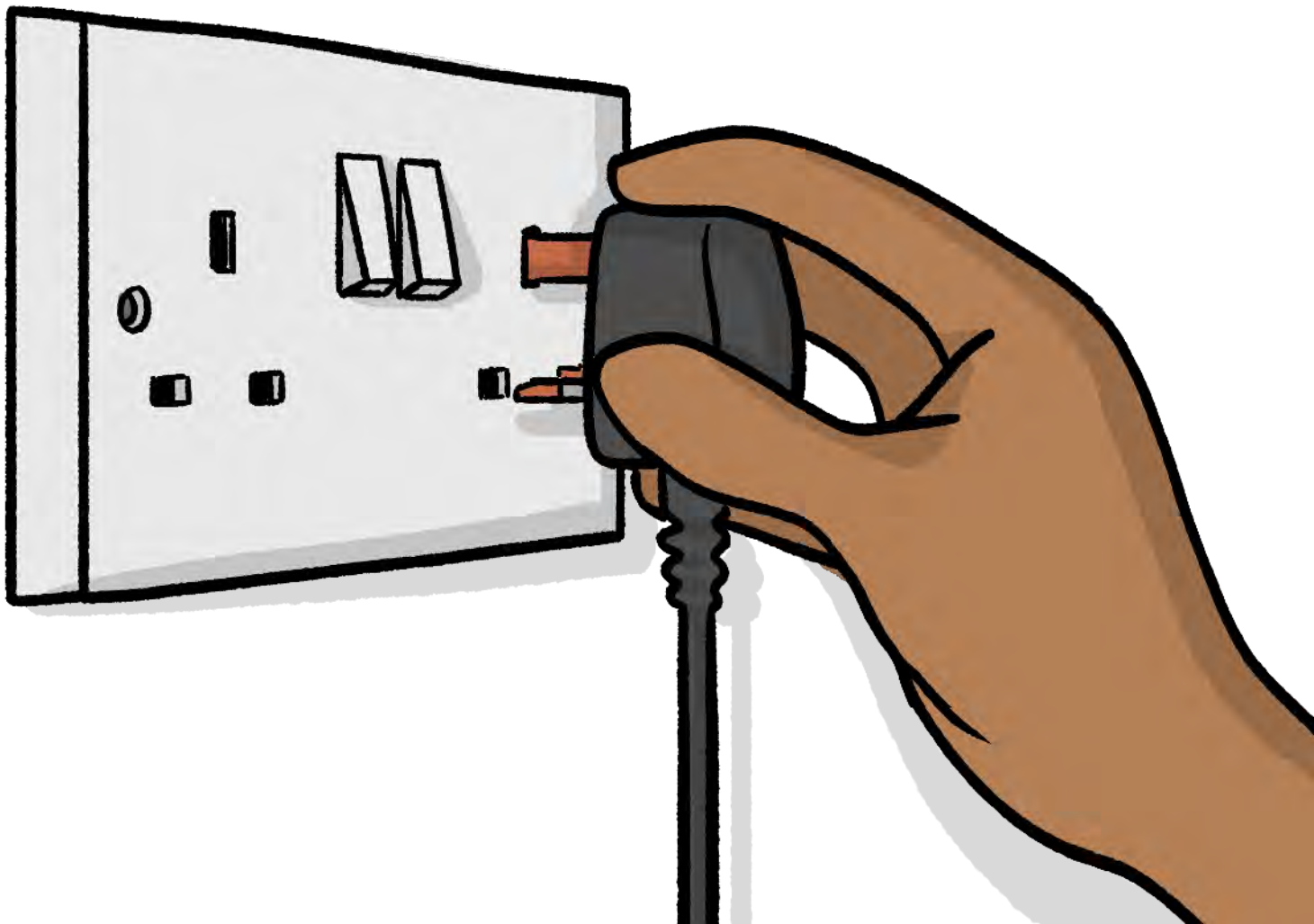




Easy
Read

Getting gas and electricity from 100Green



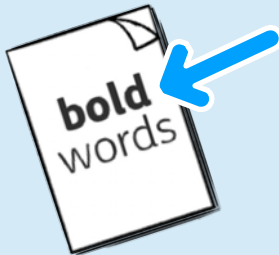
Easy Read



This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



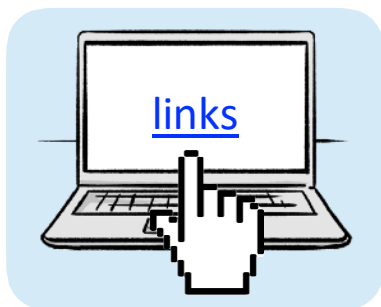
This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

What is in this booklet

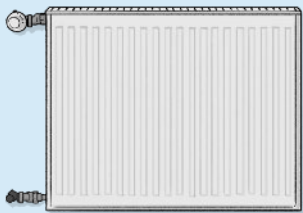
About this booklet	4
How we work	5
What you can expect	7
Contacting us.....	9
Your 100Green account.....	12
Your energy bill	15
Your gas and electricity meters.....	19
Support with paying your energy bill	22
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Making a complaint.....	38
Independent help with energy.....	42
Find out more	45

About this booklet



100Green is the organisation that gives you **energy**.

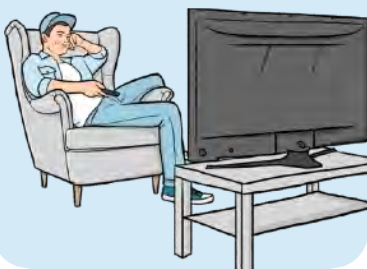
Energy means **gas** and **electricity**.



You need **gas** in your home to turn on your heating.



You might also need gas for cooking if you have a gas oven.

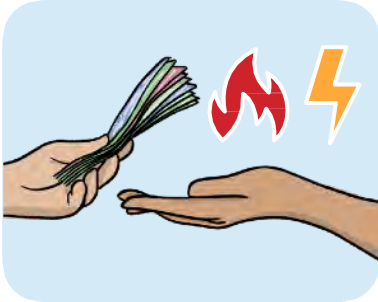


You need **electricity** in your home to use anything that plugs into a plug socket, like your TV.



This booklet will give you information about getting energy from us.

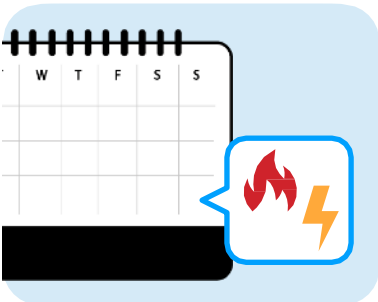
How we work



We buy energy from companies who make gas and electricity.



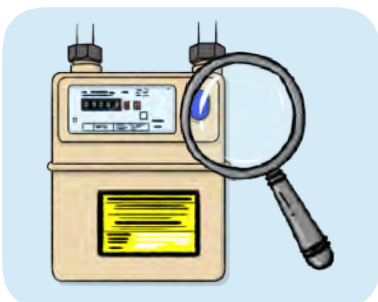
We make sure this energy goes to your home and you can use it.



At the end of every month, you tell us how much gas and electricity you have used.



If you just get gas from us then you only need to tell us how much gas you have used.



You do this by checking your gas meter and electricity meter, then recording how much you have used in your 100Green account.

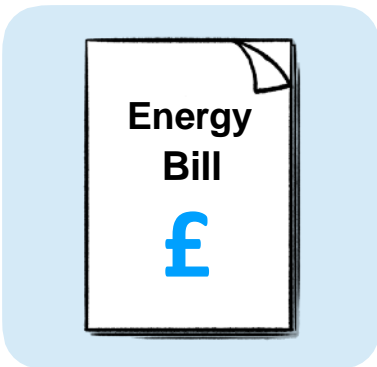
If you have a Smart Meter:



- Your Smart Meter tells us how much gas and electricity you use.



- You do not have to do anything.



We send you an **energy bill** at the end of every month.

Your **energy bill** is how much money you must pay for the energy you have used that month.

What you can expect

If you get energy from us, you can expect:



- Service that is of a good quality.



- Energy that is good for the **environment**.

The **environment** is where we live. It includes the land, the sea, the air and everything that lives in and on it.



- To get helpful information about how to manage your 100Green account.

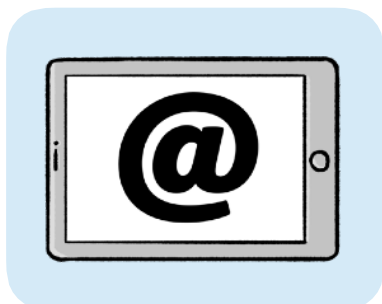


- To get good advice about how to manage your energy bills.

You can also expect us to help you if you need it. To find help you can:



- Call us: 01920 486 156



- Email us: hello@100green.com



- Go to our website:
www.100green.com/faqs

Contacting us



We will always help you if you contact us.



To speak to one of our staff members you can call 01920 486 156.



You can call this number:

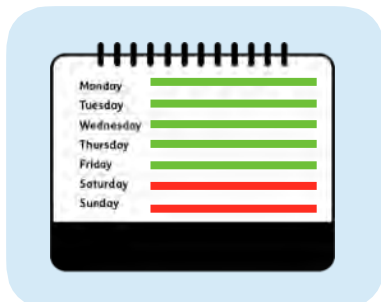
- Between 8am and 8pm on Monday to Friday.



- Between 9am and 1pm on Saturday and Sunday.



If you try to call at a different time, we will get back to you within 2 **working days**.



A **working day** is any day between Monday to Friday.

Saturdays and Sundays are not working days.

Dealing with questions



If you have a question or issue we will try and deal with it the day you contact us.



If we cannot do this, we will try and deal with your question or issue within 3 working days.



If we do not deal with your question or issue in the time that we say we will, you will get £40.

If you are deaf or find it hard to hear



If you are deaf or find it hard to hear, you can contact us using SignVideo.

SignVideo will help you contact us through a video call with an **interpreter**.



An **interpreter** is someone who can change sign language into spoken words.



To use this service, please go to this website:

www.greenenergyuk.signvideo.net

Your 100Green account

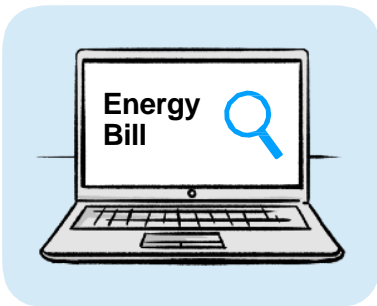


You can log in to your 100Green account online.

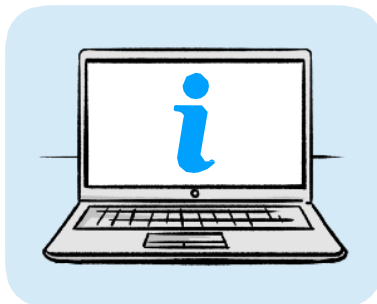


When you are logged in to your account you can:

- See how much money you have in your 100Green account.

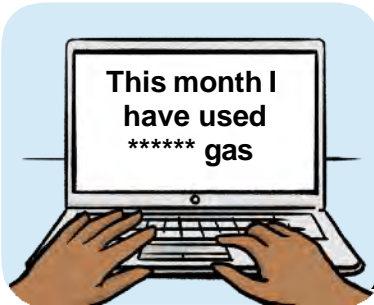


- Look at your energy bills.



- Change your personal information if you need to.

When you are logged into your account you can also:



- Record how much energy you are using - this is if you do not have a Smart Meter.



- Check the price of energy in your area.



- Tell us if you are moving home.

100Green app



We also have an app that you can download on your phone.

With the app, you will be able to log in to your 100Green account from your phone.

If you have an iPhone, you can download the 100Green app by:

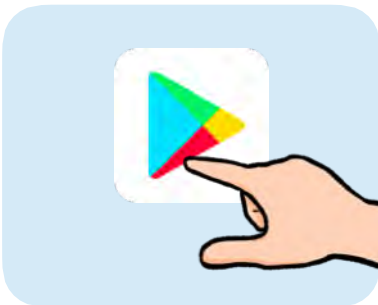


- Going to the App Store.

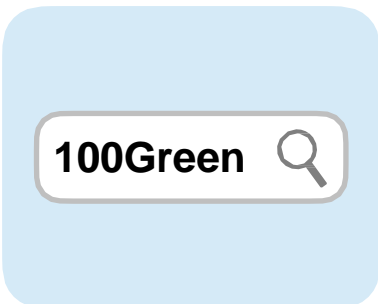


- Typing '100Green' in the search bar.

If you have an Android smartphone, you can download the 100Green app by:



- Going to Google Play.

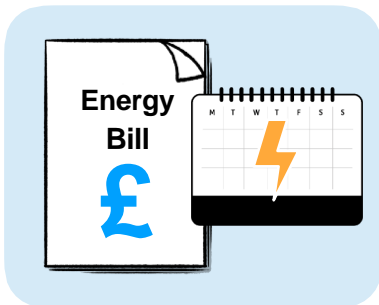


- Typing '100Green' in the search bar.

Your energy bill



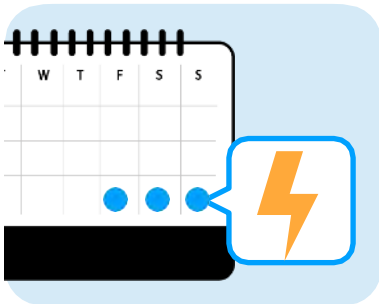
You will get an energy bill at the end of every month.



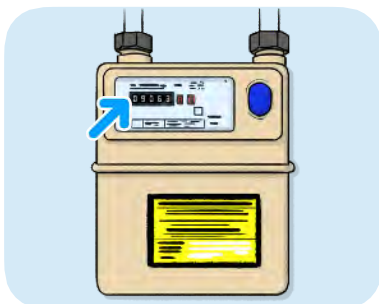
Remember, your **energy bill** is how much money you must pay for the energy you have used that month.



To make sure your energy bill is correct, you must tell us how much energy you have used.



You should do this during the last 3 days of the month



Remember, you do this by checking your gas meter and electricity meter, then recording how much you have used in your 100Green account.

Smart Meters



If you have a Smart Meter, your Smart Meter tells us how much gas and electricity you use.

Some good things about Smart Meters include:



- You do not have to record how much gas and electricity you use.



- They have a screen that shows how much energy you are using.



- It is easier to keep track of how much energy you are using so you can work out how to use less.

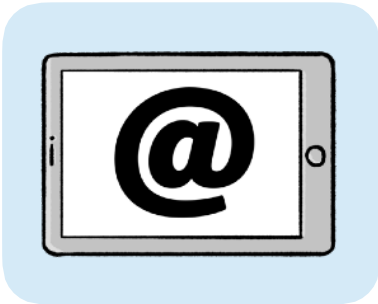


We can put a Smart Meter in your home for free.

If you would like a Smart Meter you can contact us by:

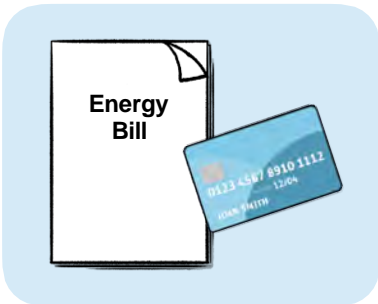


- Phone: 01920 486 156



- Email: hello@100green.com

Direct debit



You can pay your energy bills by **direct debit** if you would like.



This means the money comes out of your bank account on its own. You do not need to do anything.



To set up a direct debit you can contact us by:

- Phone: 01920 486 156



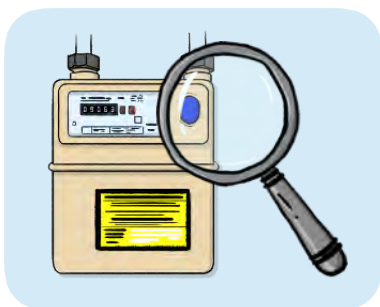
- Email: hello@100green.com

Refunds



If you think you have paid too much for energy in 1 month, you can ask for a **refund**.

A **refund** is when an organisation gives you your money back.



We may ask you to check your gas and electricity meters so that we can see how much energy you have used.



If we have asked you to pay too much we will give you a refund within 10 working days.

Your gas and electricity meters



If you have an issue with your gas or electricity meter, we will try and deal with it the day you contact us.



If we cannot do this, we will try and deal with your issue within 3 working days.

Booking an engineer



You can ask for a member of our team to come and check your gas or electricity meter, to work out how to fix it.

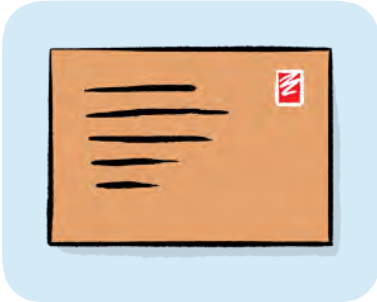
This member of staff is called an **engineer**.



We will get an engineer to come to your home within 20 working days.



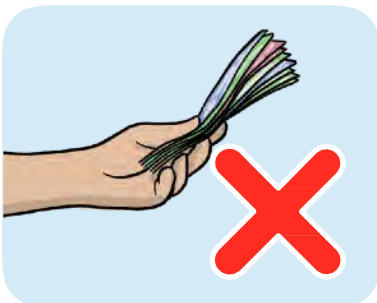
You can choose for the engineer to come to your home at any time of the day.



We will send you a letter with the date and time an engineer will come to your home.



We will send the letter at least 2 days before the engineer will come.

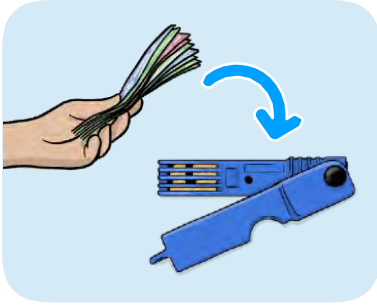


If there is a problem with your gas or electricity meter, you will not need to pay for it to be fixed.

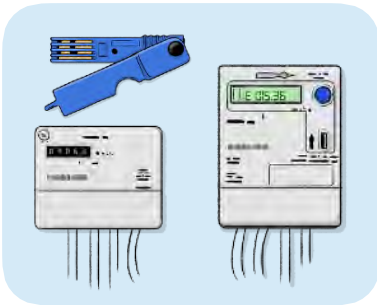


There may be other things you have to pay for. We will let you know if you need to pay anything.

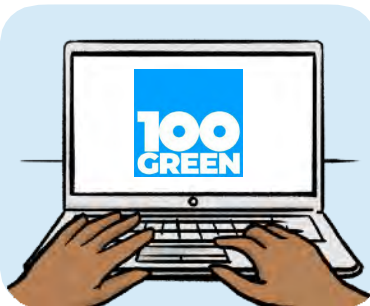
Prepayment meters



If you have a prepayment meter, you pay for energy before you have used it.



You put an amount of money on the prepayment meter and use energy until the money runs out.



For more information about prepayment meters, you can go to this website: www.100green.com/prepayment-meters

Support with paying your energy bill



If you are finding it hard to pay your energy bills, please speak to us.

You can call us at 0808 175 4975.

We can help you by:



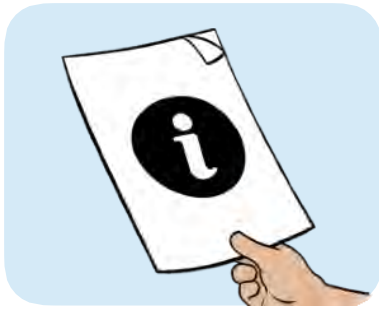
- Giving you advice about how to use less energy, so that your energy bills are less money.



- Finding out if you can get any money from the Government.



- Setting up a **payment plan**.
A **payment plan** is where you pay your energy bill in a few smaller amounts, instead of all in one go.



We can also help you by giving you information about organisations and charities that can support you with money.

Other help and support with money

The Warm Home Discount



The Government has set up the Warm Home Discount.



The Warm Home Discount will take some money off your energy bills during the winter.



For information, you can go to this website: www.gov.uk/the-warm-home-discount-scheme

StepChange



StepChange is a charity that can help you with **debt**.

Debt is money that you have borrowed and now have to pay back.



For more information, you can go to this website: www.stepchange.org

The Money and Pension Service



The Money and Pension Service can give you free and helpful advice about money.



For more information, you can go to this website: www.moneyandpensionsservice.org.uk

Help for Households



The Government has set up Help for Households to give families lots of different support across the UK.



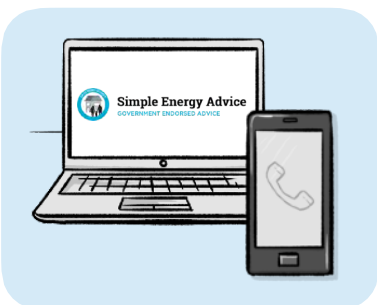
For more information, you can go to this website:

www.helpforhouseholds.campaign.gov.uk

Simple Energy Advice



If you live in England or Wales, Simple Energy Advice can give you advice about using less energy.



You can contact them by calling 0800 444 202.

For more information, you can go to:

www.simpleenergyadvice.org.uk



Nest

If you live in Wales, Nest can give you advice about using less energy.



You can contact them by calling 0808 808 2244.

For more information, you can go to:
www.nest.gov.wales



Home Energy Scotland

If you live in Scotland, Home Energy Scotland can give you advice about using less energy.



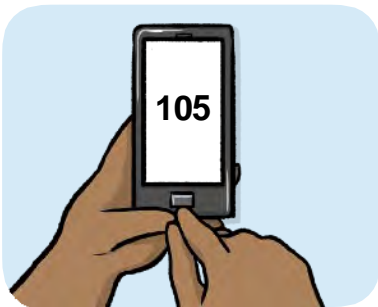
You can contact them by calling 0808 808 2282.

For more information, you can go to:
www.homeenergyscotland.org

Energy emergencies

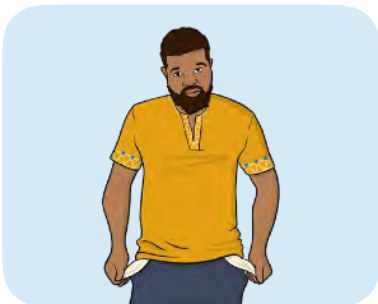


If you smell gas in your home, call 0800 111 999 straight away.

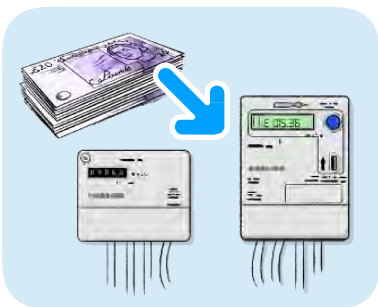


If the electricity in your home suddenly stops working, call 105.

Prepayment meters



If you need energy and do not have enough money to put on your prepayment meter, we can help.



We can add money to your prepayment meter. We call this Additional Support Credit.



You will need to pay this back.

To ask for Additional Support Credit, you can contact us by:



**Monday to
Friday**

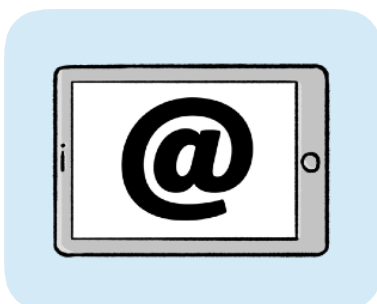
- Calling: 0808 175 4975 between 8am and 8pm on Monday to Friday.



- Going to: www.100green.com/prepayment-meters

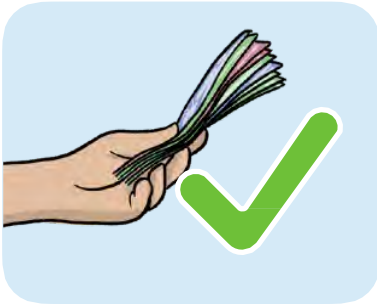


If you need to call us at a different time, please use our Out of Hours Support number: 01412 493 999

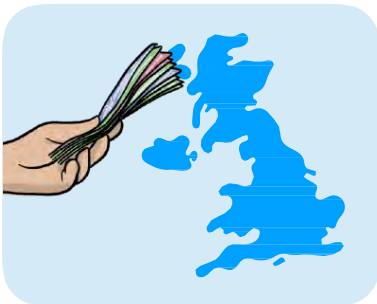


You can also email:
emergency@sms-plc.com

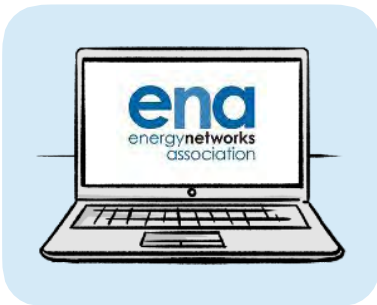
Problems with electricity



If the electricity in your home suddenly stops working, you may be able to get some money back.

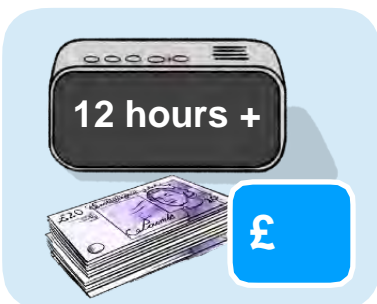


This money will come from the electricity company that provides electricity in your area.

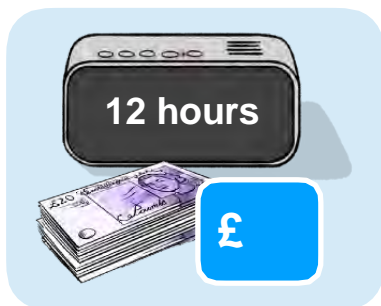


To find out the electricity company in your area, you can go to this website:
www.energynetworks.org

Normal weather



If you do not have electricity for 12 hours or more in normal weather, you can get a payment.



Every 12 hours after that you will get another payment.

This is until you get to £300 or your electricity starts working again.

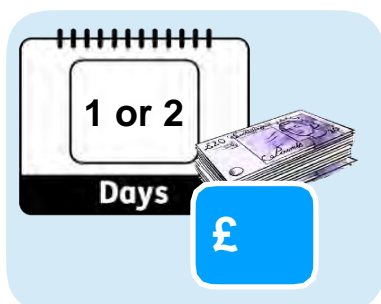


If you do not have electricity for 3 hours or more, 4 times in a year, you can ask for a payment.

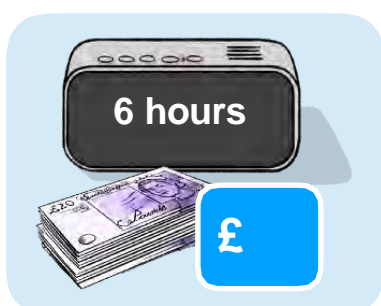
Bad weather



If there is a bad storm, your electricity might stop working.



If you do not have electricity for 1 or 2 days in bad weather, you can get a payment.

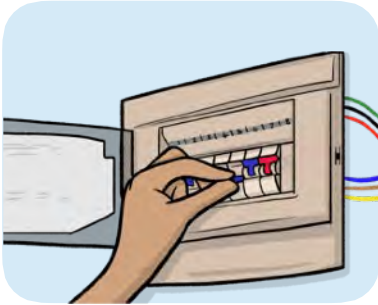


Every 6 hours after that you will get another payment.



This is until you get to £2000 or your electricity starts working again.

Planned stop



Sometimes the electricity in your home will be turned off on purpose.



This is usually so that building work or repairs can happen safely.



You will be told at least 2 days before your electricity stops working.



If you are not told at least 2 days before, you can get a payment.



If your electricity is turned off on a different day than when you were told, you can get a payment.

Visiting your home



Sometimes an engineer or electrician from the electricity company in your area might need to come to your home.



You can choose for the engineer to come to your home at any time of the day.



If they do not come to your home at the time you agreed, you can get £40.

Getting your money

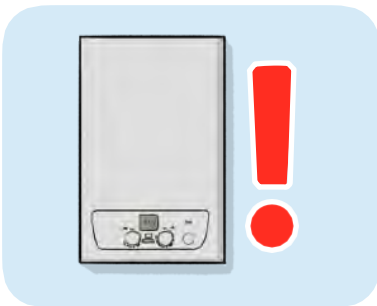


You must ask the electricity company in your area for the money you are owed within 3 months of the issue happening.

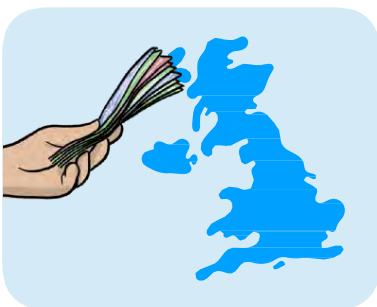


To find out more about how to get the money you are owed, you can go to this website: www.ofgem.gov.uk/publications/knowning-your-rights-power-cuts

Problems with gas



If the gas in your home suddenly stops working, you may be able to get some money back.



The money will come from the gas company that provides gas in your area.



To find out the gas company in your area, you can go to this website:
www.energynetworks.org

An accident



Your gas might suddenly stop working because the gas company in your area has had an accident.



Your gas should start working again after 24 hours.

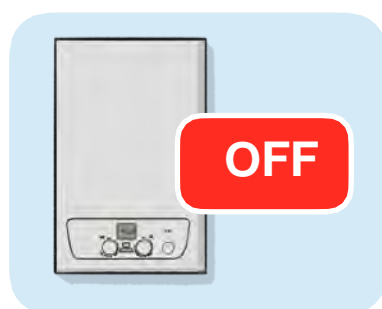


If your gas does not start working after 24 hours, you can get £60.



You can get more money the longer your gas is not working.

Planned stop



Sometimes the gas in your home will be turned off on purpose.



This is usually so that building work or repairs can happen safely.



You will be told at least 7 days before your gas stops working.



If you are not told at least 7 days before, you can get £40.



If you are not told at least 5 days before, you can get £20.

Getting your money



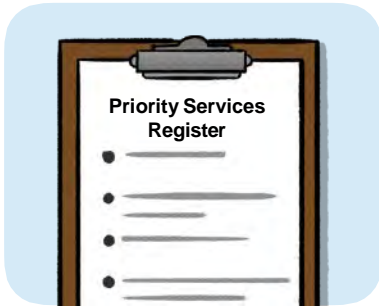
You do not need to ask the gas company for the money you are owed.

The gas company in your area should contact you and pay you within 10 days of the issue happening.



If you are not paid within 10 days, you will get an extra £40.

Priority Services Register (PSR)



The **Priority Services Register** is a list of people who need help first if there is a shortage of something that people need to live, like gas or electricity.



Groups of people who often need help first include disabled people and older people.



If you think you should be on the Priority Services Register, you can go to: www.100green.com/priority-services-register

Making a complaint



We want you to tell us if you are unhappy with our services.



To tell us if you are unhappy with our services, please follow these steps:

1. Talk to us first



Please talk to us about what you are unhappy about. You can contact us by:

- Calling: 0808 175 4975
- Emailing: complaint@100green.com



We will look into your issue and get back to you within 5 working days.



We will work together to deal with your issue in a way that suits you.



But if you are unhappy with how we dealt with your issue, please move on to step 2.

2. Make a complaint



If you are unhappy with how we dealt with your issue, you can make a more serious complaint.



This complaint will go to our **Board of Directors**.

A **Board of Directors** is a group of important members of staff who make difficult decisions about how an organisation should be working.

To make a complaint to the Board of Directors, please contact us by:



- Emailing:
complaints@100green.com

In your email make sure you write:
'for the attention of the Directors.'



- Writing a letter and posting it to:
The Directors
100Green
Black Swan House
23 Baldock Street
Ware, Hertfordshire
SG12 9DH



If you are unhappy with how the Board of Directors dealt with your issue, please move on to step 3.

3. Contact the **Energy Ombudsman**



The **Energy Ombudsman** is a free government service for dealing with complaints about energy.

You can contact the Energy Ombudsman by:



- Writing a letter and posting it to:
Energy Ombudsman
PO Box 966
Warrington
WA4 9DF



- Visiting this website:
www.energyombudsman.org



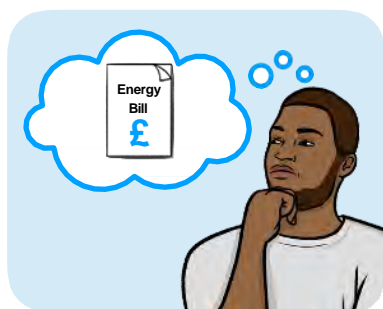
- Calling: 0330 440 1624
- Emailing:
enquiry@energyombudsman.org

Independent help with energy



If you need help with something to do with energy but do not want to talk to us, Citizens Advice can help you.

Citizens Advice can give you advice about lots of things to do with energy, like:



- Understanding your energy bills.



- Problems with your gas and electricity meters.



- Money and paying your energy bills.

If you live in England or Wales

For free and helpful advice, you can contact Citizens Advice by:



- Phone: 0808 223 1133
You can call this number between 8am and 5pm, Monday to Friday.



- Going to:
www.citizensadvice.org.uk/energywebchat

You can use the online messaging service to speak to someone at Citizens Advice.



- Relay UK: 18001 then 0808 223 1133



If you would like to speak to someone in Welsh, please call: 0808 223 1144

If you live in Scotland

For free and helpful advice, you can contact Citizens Advice by:



- Phone: 0808 196 8660



- Going to: www.energyadvice.scot



If you would like to speak to someone using British Sign Language, please go to: www.contactscotland-bsl.org

Find out more



You can look at our website here:

www.100green.com

You can contact us by:



- Post:

Black Swan
House 23 Baldock
Street Ware
Herts
SG12
9DH



- Phone: 01920 486 156

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