

# sunshine tariff customer charter

**This customer charter is our commitment to you.  
Your best interests will always be our priority.**

**Your experience is very important to us:**

- Your experience during our innovation project matters to us and we want to ensure your satisfaction
- We will work together to ensure a consistent and coordinated approach in all our dealings with you
- We understand that privacy matters to you and will not bombard you with unnecessary information
- We hope you will not want to complain, but if you do we will resolve any complaints quickly, to your satisfaction and in line with Ofgem complaint handling rules

**We will keep you informed:**

- We will speak to you in plain English
- We will provide you with clear communications at the start of the trial so you know exactly what to expect
- We will let you know when the trial is over and remind you of your options
- We will share the learning from the trial with you

**We will respect your property:**

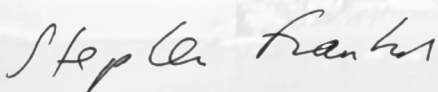
- We will tidy up after we have installed the smart meter and any other equipment at your property and make sure things are as we found them

**We will respect your rights:**

- Your data will only be used for the project's learning and Tempus Energy's usual business activities as an electricity supplier
- You can ask for a copy of any information we hold about you at any time. We'll provide it free within 21 days and, where possible, in the format you want
- You have the right to leave the trial at any time

**We hope you enjoy your experience using the Sunshine Tariff.**

Stephen Frankel



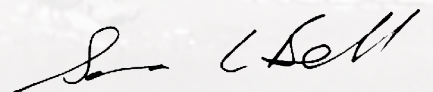
Chairman of the Board  
WREN

Paul Jewell



Policy Manager  
WPD

Sara Bell



CEO & Founder  
Tempus Energy