



sunshine tariff  
customer information

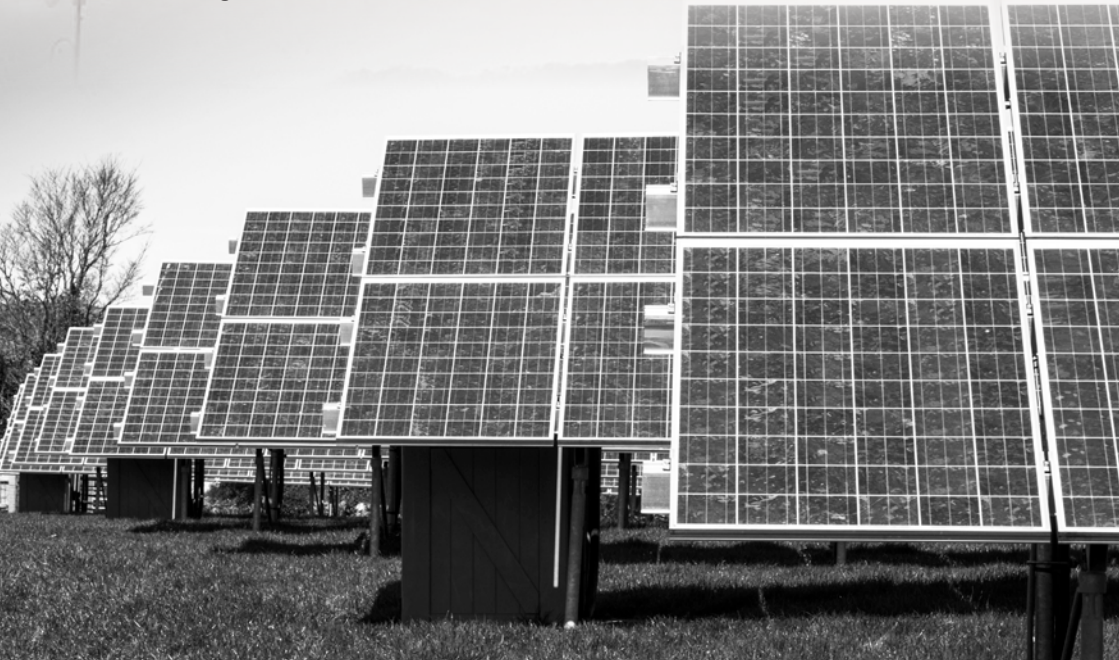
# sunshine tariff general information

## about the trial

The trial is called the Sunshine Tariff project and is only being trialled in Wadebridge. The trial is unique and all learning will be shared with other electricity companies for potential replication.

The trial is looking to understand different customers' level of interest in changing electricity usage by offering a lower price of electricity at certain times of the day.

For the project we are keen to shift electricity usage to the time of greatest solar generation, which will be between 10am and 4pm from 1 April to 30 September 2016. We expect that this shifted use of electricity during the day will be offset by reduced use of electricity in the evenings.



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## the project will comprise four groups

### **It's up to you, group 1:**

We will provide you with some tips at the start, but once you've signed up, it's up to you what you do.

### **Notifications, group 2:**

How low can you go? We will provide you with some tips at the start, and during the trial we will remind you of many easy ways you can save money.

### **Immersion heater only, group 3:**

This group is all about generating savings when you heat your water. You don't need to do a thing – we'll use a timer to connect you to the cheapest possible electricity and save you money.

### **As many electrical devices as you have, group 4:**

Let's go all the (electrical) way! Do you have devices such as an electric storage heater, air-conditioning, heat pump, water heating, underfloor heating or electric vehicle charging? We'll use a smart controller to connect you to the cheapest possible electricity and save you money.

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## tariffs

Enjoy reduced electricity prices over summer days. We know British weather is unpredictable, so just to be clear, even if it's a rainy afternoon in May, you will only pay 5p per kilowatt hour for your electricity.

### winter

from signing-up to 31 March 2016

#### evolution tariff

13.4p per kilowatt hour

### summer

1 April 2016 to 30 September 2016

#### sunshine tariff

5p per kilowatt hour (10am to 4pm)

18p per kilowatt hour (4pm to 10am)

## customer requirements

By taking part in this project you are agreeing to:

- Switch to Tempus Energy as your electricity supplier. The switch will be free of charge and will be managed by Tempus Energy. You are free to switch to another supplier at any time, but we would hope you remain part of the trial until the end of September 2016, which will allow us to understand more about Wadebridge renewable generation and complete our research.
- Have a smart meter, and if necessary some secondary equipment, installed at your premises by Tempus Energy at no extra cost. This will be arranged by Tempus Energy.
- Share your sign-up details as well as your energy consumption data with Tempus Energy and WREN. This data will be used to administer the tariff and provide feedback to you and others on electricity use. This data will be anonymised before being shared with RegenSW and WPD in order for the allowable additional generation to be analysed and to report on the trial.
- Allow WPD to inform WREN if you are on their Priority Services Register and if so why. This will be used to allow WREN to carry out a specific risk assessment for vulnerable customers involved in the project. This information will be destroyed by WREN following the completion of the project.
- Respond to a survey at the end of the project to help with analysis of the project outcomes.
- You need to be 18 years old or over and responsible for paying the electricity bill.

## our commitment to you



- A reduced summer electricity tariff between 10:00-16:00 from April to September 2016. Details of the tariff are in this information pack.
- We will not share your personal data with any other parties . Your energy consumption data will be anonymised before it is shared with project partners (Regen SW and WPD) for analysis. All project partners have robust data protection policies in place.
- At any point during the trial you have the right to leave the trial. If this happens you will be removed from the trial and automatically transferred onto Tempus Energy's standard supplier rate. Your consumption data will cease to be transferred to WREN by Tempus Energy. You also have the right to switch supplier at any point during the trial; this process will be conducted to normal industry standards.
- At the end of the trial, you will be automatically transferred to Tempus Energy's standard tariff and the smart meter will remain at your property. As with any point in the trial you will also be free to switch to any supplier of your choice.
- If a hot water timer is installed at your property (group 3) it is yours to keep. Any maintenance during the trial will be done by WREN, however following the trial this responsibility shall pass to you.
- Additional switching equipment installed by Tempus for group 4 will remain the property of Tempus Energy and will be removed if you leave Tempus Energy.
- If you leave the trial or Tempus Energy the smart meter that was installed in your home will become the responsibility of your new chosen supplier.
- The findings of the trial will be made available to you via [westernpowerinnovation.co.uk](http://westernpowerinnovation.co.uk).


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## next steps

If you would like to participate in this project, please fill in the sign-up form and return it to:

@ [dominic.comonte@wren.uk.com](mailto:dominic.comonte@wren.uk.com)

 The Energy Shop, Hamilton House, The Platt, Wadebridge,  
 Cornwall, PL27 7AA

 If you have any further questions about the project, please call Dominic on the following number during office hours: **01208 812992**

Alternatively, you can find an online form at  
[wren.uk.com/sunshine](http://wren.uk.com/sunshine)

More information is available via our Frequently Asked Questions



the  
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