

are doing a huge amount at a national level to lobby for change to support renewables. Juliet, our CEO, is a member of the Renewables Advisory Board, which advises the government - so we are working where it counts.

**Q. What happens if the wind stops blowing?**

A: Good Energy customers will always get a supply of electricity, even if the wind stops blowing. All of the electricity that we buy for our customers is supplied into the grid - this ensures that whatever the weather, come rain or sun, our customers will be supplied with electricity.

**Q: Will I actually get physical green units of electricity directly to my home?**

A. When you sign up to Good Energy you are helping to increase the amount of renewable electricity in the national grid - think of it like a reservoir. At the moment, over 90% of the reservoir comes from brown sources of generation - coal, gas and nuclear and green electricity only makes up about 5% of the whole reservoir. So in switching to Good Energy you are helping to grow the contribution that renewable electricity is making to the whole mix. Instead of the units actually being delivered to your home, we feed them into the grid on your behalf.

**Q: How do you ensure that you always have enough renewable electricity to meet the needs of your customers?**

A: First up, we will never take on a new customer if we are in any doubt about whether we have enough renewable electricity available. We have never turned away a domestic customer but we have been forced to turn away a couple of really huge businesses - this is because our 100% guarantee is never compromised. Every year we get some independent auditors in to check over our 100% claims - we put the results in our Values Report.

**Q: Why don't you supply nuclear electricity?**

A: Nuclear does have some good points - like it doesn't create much carbon dioxide. However, there are some down-sides too. In particular, it is estimated that there is only 40 years supply of uranium left in the world so nuclear power is certainly not renewable. Then there are the problems of what to do with the waste products, the old plants as well as the huge cost of nuclear generation. So all in all we feel there are still some big uncertainties over nuclear electricity and so we are steering clear.

**Q: Why are you more expensive?**

A: Good Energy is a bit more expensive because every unit that we supply comes from a renewable source. The main reason for the extra cost is that as well as buying the electricity for our customers, we also purchase certificates called ROCs (see below). These ROCs give the generators a bit of additional income and help to boost investment in renewable generation. Also because we are small and independent we just can't be as competitive as the big guys. Think of us like the corner shop.

**Q: What is your policy on Renewable Obligation Certificates (ROCs)?**

A: ROCs are a financial instrument to help grow the renewable market (they are not a guarantee of greenness - that's a REGO). We buy a ROC with every megawatt of renewable electricity we buy - this helps the generators get a bit more money. Every electricity company has to obtain, and present to the industry regulator - a certain % of ROCs every year. By placing this obligation on suppliers to hold a specific proportion of ROCs (9.1% in 2008 - going-up to 10% by 2010) they develop a financial value. Any additional ROCs above the suppliers' obligation can be sold to those companies that haven't bought enough renewable electricity. Suppliers that don't hold enough ROCs face financial penalties. So, to help stimulate the market further, we don't sell all of the ROCs we don't need for our annual obligation - this is called retiring ROCs and helps push up their value in the market - simply as there are less to go round. **We retire 5% of ROCs above the required annual obligation in any one year.** Why not more? Well our electricity would just get too expensive.

**Q: Who owns Good Energy?**

A: Good Energy is owned by Good Energy Group, an independent UK company. Over 90% of