



Shell energy green tariff

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Shell Energy offers a range of fixed, variable and innovative tariffs. Its Go Further tariff is one of the greenest around. But although Shell Energy's prices are competitive, its customer service is lacking.

Cheaper green tariffs elsewhere

Shell Energy is the rebranded name of First Utility. Due to the company's recent acquisition of Hudson Energy Supply, Shell Energy now supplies almost one million homes across the country, making it one of Britain's largest energy suppliers.

When it comes to tariff choice, Shell Energy is a market leader. The supplier has three different fixed-term tariffs and a variable tariff available. One of these is a Go Further tariff that helps your home go completely carbon neutral.

Price-wise, Shell's 12-month fixed rate tariff is a mid-priced green option. The supplier's pricing is comparative to E.ON and cheaper than British Gas. However, cheaper deals are available with challenger brands such as Octopus Energy and Bulb Energy.

However, many users report that the company's customer service leaves a lot to be desired. Shell's own complaint data shows that the supplier is one of the poorest performing energy providers, with 1,667 complaints per 100,000 customers in Q2 of 2020. In addition, although our call was answered straightaway, many customers on Trustpilot have complained about lengthy waiting times when contacting the company via phone or email.

Shell Energy offers four main tariffs, including three fixed tariffs and a flexible option. The supplier's 12-month Go Further fixed tariff is its most popular and often the cheapest. It comes with 100% renewable electricity as standard, and you receive carbon credits for electricity and gas. With this plan, you also get price rise protection until October 2021 and exclusive rewards with Shell Go+. The supplier estimates that this tariff will cost the average UK home £1,035 per year.

If you'd prefer to lock in the price of your electricity for longer, you can choose a 23-month fixed tariff or a 34-month fixed tariff. Neither of these tariffs are as green as the supplier's Go Further option, but you still get 100% renewable electricity, and you have price rise protection for longer. According to the supplier, these tariffs are slightly more expensive. They estimate that the 23-month fixed tariff will cost the average home £1,094 annually, while the 34-month fixed tariff will cost £1,137 per year.



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If you'd rather not be tied into a contract, you can choose the supplier's Flexible 4 tariff. With this option, you get renewable electricity and you can leave at any time without an exit fee. If Shell plans to change its prices, it'll give you 30 days' notice. The supplier estimates that the average home will pay £1,043 annually, but remember that because the tariff is flexible, prices can go up as well as down.

Shell also offers a couple of specialist tariffs for anyone with solar panels. The firm's Solar Storage tariff can be used by households that have installed a SonnenBatterie to complement their solar PV system. The tariff allows people to earn solar credits in the summer and save on their bills in winter.

Alternatively, there's Shell Energy's Smart Export Guarantee tariff. On this plan, you'll sell all the electricity you've generated but haven't used to Shell, and receive a payment. The exact amount can be calculated via your smart meter readings.

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