



Good Energy

Disclosure Report

Date Submitted: March 26th, 2024



Disclosure Materials

Certified B Corporations must complete a Disclosure Questionnaire to identify potentially sensitive issues related to the company (e.g. historical fines, sanctions, material litigation, or sensitive industry practices).

This component does not affect the company's score on the B Impact Assessment. If the company answers affirmatively to any items in the Disclosure Questionnaire that B Lab deems relevant for public stakeholders, then, as a condition of their certification, the company must:

- 1) Be transparent about details of the disclosure issues identified on the company's public B Impact Report
- 2) Describe how the company has addressed this issue
- 3) Demonstrate that management practices are in place to avoid similar issues from arising in the future, when necessary.

In all cases, the Standards Advisory council reserves the right to refuse certification if the company is ultimately deemed not to uphold the spirit and integrity of the community.

In addition to the voluntary indication of sensitive issues in the Disclosure Questionnaire, companies pursuing Certification also are subject to a background check by B Lab staff. Background checks include a review of public records, news sources, and search engines for company names, brands, executives/founders, and other relevant topics.

Sensitive issues identified through background checks may or may not be within the scope of questions in the Disclosure Questionnaire, but undergo the same review process and are subject to the same possible review by the Standards Advisory Council, including ineligibility for B Corp Certification, required remediation, or disclosure.

This document contains a copy of the company's completed Disclosure Questionnaire and related disclosure documentation provided by the company



Disclosure Questionnaire

Industries and Products

	Yes	No
Please indicate if the company is involved in production of or trade in any of the following. Select Yes for all options that apply.		
Animal Products or Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Biodiversity Impacts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Alcohol	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Firearms Weapons	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Mining	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Pornography	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Tobacco	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Energy and Emissions Intensive Industries	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fossil fuels Gambling	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Genetically Modified Organisms	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Illegal Products or Subject to Phase Out	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Industries at Risk of Human Rights Violations	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Monoculture Agriculture	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Nuclear Power or Hazardous Materials	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Payday, Short Term, or High Interest Lending	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Water Intensive Industries	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tax Advisory Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Outcomes & Penalties

	Yes	No
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply.		
Anti-Competitive Behavior	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Breaches of Confidential Information	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bribery, Fraud, or Corruption	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company has filed for bankruptcy	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Consumer Protection	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Financial Reporting, Taxes, Investments, or Loans	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hazardous Discharges Into Air/Land/Water (Past 5 Yrs)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Labor Issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Large Scale Land Conversion, Acquisition, or Relocation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Litigation or Arbitration	<input type="checkbox"/>	<input checked="" type="checkbox"/>
On-Site Fatality	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Penalties Assessed For Environmental Issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Political Contributions or International Affairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Recalls	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Significant Layoffs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Violation of Indigenous Peoples Rights	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>



Practices

	Yes	No
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No."		
Animal Testing	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company/Suppliers Employ Under Age 15 (Or Other ILO Minimum Age)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company prohibits freedom of association/collective bargaining	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company workers are prisoners	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Conduct Business in Conflict Zones	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Confirmation of Right to Work	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does not transparently report corporate financials to government	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Employs Individuals on Zero-Hour Contracts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Facilities located in sensitive ecosystems	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ID Cards Withheld or Penalties for Resignation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
No formal Registration Under Domestic Regulations	<input type="checkbox"/>	<input checked="" type="checkbox"/>
No signed employment contracts for all workers	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overtime For Hourly Workers Is Compulsory	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Payslips not provided to show wage calculation and deductions	<input type="checkbox"/>	<input checked="" type="checkbox"/>

	Yes	No
Sale of Data	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tax Reduction Through Corporate Shells	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers cannot leave site during non-working hours	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers not Provided Clean Drinking Water or Toilets	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers paid below minimum wage	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers Under Bond	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Supply Chain Disclosures

	Yes	No
Please indicate if any of the following statements are true regarding your company's significant suppliers.		
Business in Conflict Zones	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Child or Forced Labor	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Negative Environmental Impact	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Negative Social Impact	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Disclosure Outcomes & Penalties

Issue Date	October 2022
Topic	The Office of Gas and Electricity Markets (Ofgem) advised they had identified severe weaknesses in Good Energy's processes, policies, and governance.
Summary of Issue	Good Energy is a British energy company based in Chippenham, Wiltshire that provides services in the electrification of transport and decentralised renewable energy generation. In October 2022, initial findings of the Customers in Vulnerable Situations MCR (Market Compliance Review) by Ofgem identified severe weaknesses in Good Energy's processes, policies, and governance. Ofgem were seeking further requests for information up until July 2023, after which they advised in August 2023 that Good Energy were no longer assessed as having severe weaknesses.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	The company has not received any fines or penalties related to this matter. Good Energy has engaged with Ofgem to support customers in vulnerable circumstances in addition to existing industry regulations.
Impact on Stakeholders	During Ofgem's review, the organization focused its investigation on how suppliers treat 'Customers in a Vulnerable Situation'. Ofgem's assessment used information submitted by Good Energy and other domestic energy suppliers, detailing how the companies are: <ul style="list-style-type: none">- Identifying and recording customers in a vulnerable situation, and if they are adding them to the 'Priority Services Register', which offers additional support to customers in need;- Making free gas safety checks available to eligible customers;- Ensuring vulnerable customers on prepayment meters are identified and supported;- Providing useful information appropriate to customer needs.
Resolution	Since the publication of the preliminary findings, Good Energy has implemented improvements to their documentation, which was internally identified as the main issue. Ofgem were seeking further requests for information up until July 2023, after which they advised in August 2023 that Good Energy was no longer assessed as having severe weaknesses.
Implemented	Beyond the aforementioned remediation actions the company

Management Practices	<p>adopted, Good Energy also engaged with Energy UK to be part of their Supplier Vulnerability Commitment, which they were accepted onto.</p> <p>The Commitment is designed to go above and beyond existing license obligations and includes requirements to implement specific training for frontline staff, assign a dedicated board-level or equivalent Vulnerability Champion and undertake consumer research to ensure the company's approach to supporting vulnerable customers is informed and up-to-date.</p>
Report	<p>Ofgem's Review (2022) Energy UK's Vulnerability Commitment</p>
Related Incidents (Yes/No)	Yes, more information below

Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Disclosure Outcomes & Penalties

Issue Date	May 2023
Topic	The Office of Gas and Electricity Markets (Ofgem) identified Good Energy was overcharging customers
Summary of Issue	Good Energy is a British energy company based in Chippenham, Wiltshire that provides services in the electrification of transport and decentralised renewable energy generation. In May 2023, Ofgem found that Good Energy Limited had inadequate systems, processes and governance in place to prevent customer overcharging when customers change their payment method, over an extended period. Good Energy Limited also admitted to failing to comply with Standard Licence Condition 5 “SLC 5”, which sets out the requirement on licensees to provide information when and in the form requested by Ofgem in order to conduct its regulatory duties. Good Energy Limited repeatedly failed to provide accurate submissions for the mandatory Tariff and Customer Account Request for Information (RFI) in each price cap period, which is issued to all domestic suppliers.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	The company has not received any fines or penalties related to this matter. Good Energy has engaged with Ofgem to provide a formal improvement plan, as requested, to ensure appropriate governance and processes are put in place to prevent similar overcharge and RFI reporting issues from reoccurring. In addition to that, the company provided refunds and goodwill gesture payments to all impacted customers. The approximate value of these refunds and gesture payments was of £2,000,000.
Impact on Stakeholders	Good Energy Limited serves over 250,000 customers. In addition to customers covered by the price cap, this overcharge issue also affected a number of customers on tariffs not covered by the price cap (as they are on a renewable Standard Variable Tariff that benefits from an enduring derogation from complying with the price cap). This overcharge relates to affected customers paying in excess of their contractual rates.
Resolution	Ofgem has decided not to take formal enforcement action after considering Good Energy Limited self-reported the issue, the steps put in place to address its failings and the redress it has agreed to pay.

Implemented Management Practices	<p>Remediation work was a project to complete the following steps:</p> <ul style="list-style-type: none">- 'Priority Services Register' functionality enabled in Kraken to automate the movement between the DD discounted tariff and the standard tariff depending on the customers payment type- Introduction of monitoring to ensure any misalignment is resolved quickly- Develop a new regulatory reporting policy- Introduce a Data Stewardship model to support on data accuracy- Design and roll out a suite of exception reports to identify data issues before customer detriment is caused. <p>All above measures were approved by Ofgem and completed by Good Energy.</p>
Report	<u>Good Energy Limited to pay £2,000,000 for overcharging customers</u>