

All Online Jan  
2019

# Tariff terms and conditions

## About your tariff

**All Online Jan 2019** prices are fixed until **31<sup>st</sup> January 2019**. You'll pay a daily standing charge and unit rate for each fuel on this tariff. We'll also add VAT. If you have a multiple rate electricity meter, you may have more than one unit rate. For more details about the rates we charge go to [www.britishgas.co.uk/alltariffs](http://www.britishgas.co.uk/alltariffs).

You are not eligible for this tariff if you have prepayment meter(s). If we find you have prepayment meter(s) after you have switched to this tariff we'll move the fuel(s) on the prepayment meter(s) to our cheapest Standard variable price tariff (no end date) available at the time.

## Manage your account online

You'll need to manage this tariff and your account online. Managing your account online means:

- viewing your bills and checking your account details on our website or app
- finding information about your tariff and account on our website
- providing your meter readings online, by text message or via the app at least once a quarter (if you don't have smart meters which send us meter readings automatically)
- contacting us by email or using our web chat service
- becoming a member of our online Rewards program.

Your bills and annual statements will be available on our website at [www.britishgas.co.uk/identity/](http://www.britishgas.co.uk/identity/). We'll send you emails when your bills and statements are ready and prompt you for meter readings. You should provide meter readings for your fuels when we prompt you for them to help ensure your bills are up to date. This is in addition to the requirement in the supply terms to provide meter readings at least twice a year. If you are not able to send us meter readings when prompted we'll provide estimated bills. We'll automatically take meter readings if you have smart meter(s) which are capable of sending the meter readings directly to us.

As this is an online only tariff, if you stop managing your account online (as described above) we may contact you and give you 30 days to choose a different tariff. If you don't choose a different tariff we'll move you to our cheapest Standard variable tariff (no end date) at the time. Our Standard variable tariff doesn't have exit fees if you want to switch to another supplier. We won't contact you about moving to a different tariff if there are genuine reasons why you stopped managing your account online, for example our website or app wasn't available or wasn't working properly or you contact us because you have a complaint or emergency.

## Smart meters

This tariff is designed to work with customers who have smart meters at their home. If you are eligible for smart meters and don't already have them (either for both fuels or just one fuel), by signing up to this tariff you agree you'll book a smart meter installation appointment by the 31<sup>st</sup> July 2018 and be at home for the appointment by going to [www.britishgas.co.uk/smart-home/smart-meters.html](http://www.britishgas.co.uk/smart-home/smart-meters.html). When your booking is confirmed we'll arrange for smart meter(s) to be installed for no extra charge (if your home does not already have smart meter(s)).

Your home needs to meet certain requirements to enable us to fit smart meters. For example, we need to be able to access your existing meters and there needs to be a good mobile signal at your home. If you're a tenant, it's your responsibility to get your landlord's consent to having smart meters installed.

Not all customers can have smart meters yet. We can't be certain that you will be able to have smart meters until you come on to supply with us or in some cases, until the engineer has been to your home. If we can't install smart meters at your home, you can stay on this tariff but you'll need to send us meter readings when prompted and manage your account online.

If you have smart meter(s) and join us from another supplier you may lose some smart functionality for example, automatic meter readings, but your ability to switch supplier or tariff is unaffected. If you have British Gas smart meter(s) we should automatically receive your meter readings but there are some occasions where this won't work. If you already have smart meter(s) you don't need to book an

appointment to arrange for new smart meters and you can stay on this tariff. If your smart meter(s) don't send us automatic meter readings you'll need to send us meter readings when we prompt you for them.

You will need to book an appointment (and be at home for the appointment) for any fuel where you don't have a smart meter and haven't been told you are not eligible for one. If you are eligible for smart meters, and don't already have them and don't book an appointment for installation by the 31<sup>st</sup> July 2018 (where you are at the appointment) we may contact you and give you 30 days to choose a different tariff. If you don't choose a different tariff we'll move you to our cheapest Standard variable tariff (no end date) at the time. Our Standard variable tariff doesn't have exit fees if you want to switch to another supplier.

### Paying for your energy

You'll need to pay by variable Direct Debit. With this payment type your bills will vary each month based on what you've used, and are likely to be higher in winter than in summer.

Your prices may change depending on how you pay. If you pay by Direct Debit but miss any payments we can ask you to pay by cash or cheque. Your prices would go up – we'll explain the difference when we write to you and you can find the details at [www.britishgas.co.uk/alltariffs](http://www.britishgas.co.uk/alltariffs). We'll write to you at least seven working days before changing how you pay.

### If we replace your meter(s) with prepayment meter(s)

If we replace your gas and/or electricity meters with prepayment meter(s), or mode change to prepayment, we'll switch your tariff to our cheapest Standard variable price tariff (no end date) at the time. For any fuel that is not switched to prepayment, that fuel will stay on this tariff until 31<sup>st</sup> January 2019 unless you or we end the tariff in accordance with these terms.

### If you want to change your meter(s)

You need to contact us to discuss this. This tariff may not be available on another meter type and/or you may want to choose a different tariff. We will let you know if you would need to choose a different tariff when you contact us.

### If you decide to cancel

If you change your mind and no longer want this tariff, you have 14 days to cancel the tariff without paying exit fees. The 14 days starts from the day after you agreed to this tariff. You can find more information at [britishgas.co.uk/cooloff](http://britishgas.co.uk/cooloff).

You can switch to another supplier without any notice. If you switch to another energy supplier before 14<sup>th</sup> December 2018 we'll charge you an exit fee of £20 for electricity and £20 for gas. We'll collect exit fees before any other amounts you owe us, either from payments you make or from any credit balance you have with us. If you move to another tariff with us, the exit fee will not apply.

### At the end of the tariff

Before this tariff ends, we'll write to tell you what will happen next. If we don't hear from you, we'll move you to the cheapest Standard variable price tariff (no end date) we have available from **1<sup>st</sup> February 2019**.

### Other things to bear in mind

**All Online Jan 2019** prices are fixed until **31<sup>st</sup> January 2019** unless the government or regulator does something or plans something that means the price changes. For example, changing the amount of VAT we must charge (we hope they won't, but we have to let you know).

We'll only sell so many **All Online Jan 2019** tariffs, and we might withdraw it.

Our terms and conditions of supply also apply - you can find them at [britishgas.co.uk/terms](http://britishgas.co.uk/terms).

If there is any difference between what we say in these terms and conditions and the supply terms, what we say in these terms takes priority.