

Energy Plus Protection

Dec 2019

Tariff terms and conditions

About your tariff

Energy Plus Protection Dec 2019 prices are fixed until 31 December 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

How it works

Customers will need to switch their energy tariff for both gas and electricity to this tariff. Both this tariff and the associated Central Heating Breakdown cover, Plumbing & Drains cover, and Home Electrical cover will need to be in the name(s) of the same account holder(s) and for the same address. You'll receive separate information about this tariff and your HomeCare agreement for your Services cover once your order has been completed. Central Heating breakdown cover, Plumbing & Drains cover, and Home Electrical cover is included at no additional cost.

This tariff is not available to customers who have prepayment meters or smart meters in prepayment mode.

This tariff is not available to customers who have an existing Services agreement (including HomeCare, Plumbing & Drains cover, Gas Appliance Cover and Kitchen Appliance Cover). If you have an existing Services agreement and chose to take the Energy Plus Protection Dec 2019 tariff we will not set up Central Heating Breakdown cover, Plumbing & Drains cover, and Home Electrics cover. The terms of this energy tariff will continue to apply for each fuel on this tariff.

Your Central Heating Breakdown cover, Plumbing & Drains cover, and Home Electrics cover will start within 21 days of your tariff start date and continue for 12 months unless terminated earlier in accordance with the terms of this agreement.

Key features and benefits

With all services products, customers will get:

1. Added peace of mind that their gas central heating system, plumbing, drains and home electrics are covered in case they need a repair
2. Parts and labour included (limits apply, please see the terms for more details)
3. To call us day or night if things go wrong.

Central Heating Breakdown cover (with a £99 excess for each repair) includes:

- Repairs to your gas central heating system, including your boiler, radiators, hot water cylinder and the water pipes that connect them, and controls such as thermostat and programmer
- Up to £1,000 to gain access to your central heating system

Some of the things that are not included:

- Annual Service Visit
- Removing sludge or scale or repairing the damage it causes if we tell you it might be a problem for your boiler
- Showers

- Accidental Damage
- Faults caused by someone else you used for repairs or design faults

See the [HomeCare Terms & Conditions](#) for more details of your Central Heating Breakdown cover

Plumbing & Drains cover (with £60 excess for each repair) includes:

- Unblock and repairs to drains and waste pipes
- Repairs to the water supply pipe within the boundary of your property
- Repairs to hot and cold pipes between your stopcock and taps
- Up to £1,000 to access your plumbing and drainage system
- Accidental damage

Some of the things that are not included:

- Showers and their parts, sanitary ware and sealant
- Shared drains
- Faults caused by someone else you used for repairs or design faults

See the [HomeCare Terms & Conditions](#) for more details of cover.

Home Electrics cover (with £60 excess for each repair) includes:

- Repairs to your electrical wiring and fixtures in your home and outbuildings.
- Repairs to your outside security and doorway lighting less than 10m above the ground
- Damage to your electrics caused by rodents.
- Up to £1,000 to access your electrics system

Some of the things that are not included:

- Showers
- Electrical appliances, cooker hoods or extractor fans over 15cm diameter
- Faults caused by someone else you used for repairs or design faults.

See page 13 of the [HomeCare Terms & Conditions](#) for more details of your cover

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.

Your bills and annual statements will be available on our website at 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 can send the meter readings directly to us.

If you stop managing your account online (as described above) we may contact you and give you 30 days to choose a different tariff. 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

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 within 3 months and be at home for the appointment by going to 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 are eligible for smart meters, and don't already have them and don't book an appointment for installation (where you are at the appointment or arrange for an alternative person to be at the appointment) within 3 months of coming on supply or switching to this tariff, we may contact you and give you 30 days to choose a different tariff. If you don't choose a different tariff or don't book a smart meter appointment after we have contacted you, we'll switch your tariff to a similar tariff (which doesn't require a smart meter) which we have available for you at the time.

If you have smart meters 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 meters we should automatically receive your meter readings but there are some occasions where this won't work. If you already have smart meters you don't need to book an appointment to arrange for new smart meters and you can stay on this tariff. If your smart meters don't send us automatic meter readings you'll need to send us meter readings when we prompt you for them".

Paying for your energy

You'll need to pay by Direct Debit.

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.

We'll write to you at least seven working days before changing how you pay.

If you have prepayment meters or we replace your meters with prepayment meters

This tariff is not available with prepayment meters. If you have a prepayment meter at your

property, or we replace your gas and/or electricity meters with prepayment meters, or we change your meter to prepayment, we'll switch your tariff for each fuel on prepayment to our cheapest tariff which is available to prepayment meter customers at that time. For any fuel which is not on prepayment your existing terms will apply. We'll let you know if your tariff has changed because you have a prepayment meter.

If you want to change your meters

You need to contact us to discuss this. This tariff including the HomeCare cover 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 want to cancel or switch

You have 14 days from the day after you agreed to this tariff to change tariff without paying exit fees. In these terms and conditions, we call this the cool off period. For more information about the cool off period go to www.britishgas.co.uk/cooloff.

You can switch to another supplier without giving us any notice. If you switch to another energy supplier after the cool off period and before 13 November 2019 we'll charge you an exit fee of £30 for electricity and £30 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.

If you cancel this tariff for any reason this means that we may also cancel your Central Heating cover, Plumbing & Drains cover and Home Electrical cover contracts.

If you cancel or upgrade the HomeCare cover

If you cancel or upgrade the HomeCare cover provided with this tariff, this energy tariff will continue without the cover until 31 December 2019, unless the tariff is cancelled earlier in accordance with these terms and conditions.

If we can't take you onto Central Heating Breakdown cover

If we realise during sign up or at a breakdown visit that we can't take you onto Central Heating Breakdown cover we may contact you and give you 30 days to switch both fuels to one of our other available tariffs. The full terms of this tariff will continue to apply until you choose a different tariff. There will be no cancellation fees if you cancel or upgrade your Central Heating Breakdown cover agreement. You will not be liable for costs incurred up to the point that you cancel or upgrade your Central Heating Breakdown cover other than the £99 excess for any work that has been carried out.

Moving Home

You can take this tariff without the HomeCare cover with you if you move home. However, you will have to contact us as soon as possible about your cover as we will need to cancel it. British Gas Services Limited may be able to offer you alternative services for your new home.

At the end of the tariff

Before this tariff ends, if you haven't already switched to another tariff or supplier, we'll contact you. If you don't switch tariff or supplier before 31 December 2019, we'll move you to the cheapest default tariff (no exit fees) we have available at that time.

From the last 49 days of this tariff ending if you decide to switch to another supplier you don't have to pay any exit fees. You'll keep your current prices and terms and conditions (excluding exit fees) until:

- You switch to one of our other tariffs no later than 20 working days after (but not including) 31 December 2019; or
- You switch to another supplier and they tell us you'd like to switch no later than 20 working days after (but not including) 31 December 2019. The other supplier then needs to supply your energy within a reasonable time after they told us you want to switch; or