

Everything Online Green Dec 2019

Tariff terms and conditions

About your tariff

Everything Online Green Dec 2019 prices are fixed until **31st 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.

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 tariff which is available to prepayment meter customers at the time. For any fuel which is not on prepayment these terms will apply. We'll let you know if your tariff has changed because you have a prepayment meter.

Manage your account online

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

- your bills will be available online and not sent to you
- you will be able to check 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.

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. 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.

Environmental benefits from buying energy on this tariff

This tariff is a green tariff as we match the electricity you buy from us on this tariff with 100% renewable energy through Guarantees of Origin. We'll offset double the carbon footprint of the gas that you use on this tariff through the purchase of Certified Emission Reduction Certificates from selected emission reduction projects in developing countries. This is additional to any of our other environmental obligations.

Please note, the electricity and gas you use won't be exactly the same energy that was generated from the renewable sources.

For more information about our fuel mix, environmental benefits which are in addition to our legal obligations, government support for renewable energy supply and how electricity is physically distributed go to www.britishgas.co.uk/greentariffs.

1. Carbon offsetting of your gas

When you buy gas on this tariff, we'll estimate the amount of carbon emissions that we think you will produce from your gas consumption over the length of the tariff.

We calculate the carbon emissions by using government figures that for every gas kWh used 184g CO₂ of carbon are produced. We'll offset double the amount of your carbon footprint on this tariff by funding projects that reduce carbon dioxide emissions. We'll evidence this by purchasing Certified Emission Reduction Certificates from selected carbon emission-reduction projects in developing countries. The credits are in addition to our legal obligations and schemes and separate from the existing subsidies which are set out in our fuel mix. We'll check at the end of this tariff to make sure that we purchased enough Certified Emission Reduction Certificates to cover the carbon footprint produced from your gas consumption on this tariff.

2. Purchasing renewable energy certificates

We'll match 100% of your electricity consumption on this tariff with Guarantees of Origin (GoOs). This means purchasing certificates that guarantee electricity has been generated from a renewable source to match the electricity that you'll use. We'll buy this when the tariff is

launched and we'll check at the end of this tariff to make sure that we purchased enough Guarantees of Origin to cover the electricity used. If you used more electricity than we originally purchased and assumed you would use we'll purchase more Guarantees of Origin to cover what you did use.

The Guarantees of Origin are in addition to our legal obligations and schemes and separate from the existing subsidies.

Information about the credits and certificates

Certified Emission Reduction Certificates (CERs) come from emission-reduction projects in developing countries. They are issued by the United Nations and are each equivalent to one tonne of CO₂. To be eligible for CERs, the emission-reduction projects must qualify through a rigorous and public registration and issuance process.

Guarantees of Origin are issued by relevant European issuing bodies that are members of the Association of Issuing Bodies. The Guarantees of Origin provide evidence that electricity has been generated from a renewable source, for example wind, solar and biomass.

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 we replace your meters with prepayment meters or mode change your meter to prepayment

If we replace your gas and/or electricity meters with prepayment meters, or mode change your meter to prepayment, we'll switch your tariff for each fuel on a prepayment meter to our cheapest tariff which is available to prepayment meter customers at the time. For any fuel which is not on a prepayment meter these 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 meter(s)

You need to contact us to discuss this. We will let you know if you contact us, what your tariff options are. You may not be able to stay on this tariff.

If you decide 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 cool off go to 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 13th 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.

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 **1st January 2020**, we'll move you to the

cheapest default tariff (no exit fees) we have available to you 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) 31st 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) 31st December 2019. The other supplier then needs to supply your energy within a reasonable time after they told us you want to switch; or
- You try to switch supplier and you pay any outstanding supply charges for the fuel(s) you want to switch within 30 working days after we tell you we object to the switch.

Other things to bear in mind

The tariff prices are fixed until **31st December 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 of these tariffs, and we might withdraw it.

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