

Fix & Control  
August 2015

# Tariff terms and conditions

Fix & Control August 2015 prices are fixed until 31st August 2015. The tariff is based on a daily standing charge and single unit rate. With this tariff you are also entitled to receive one Hive Active Heating™ product which will be professionally installed at the supply address property.

To use Hive Active Heating™ you must have the following; a gas central heating system, a computer or tablet with internet access and an up to date web browser, an existing broadband connection and a router with a spare Ethernet port connection, an extra power supply close to the router, a boiler that is in full working order.

To be eligible for the Fix & Control August 2015 tariff you must remain a Dual Fuel customer and have a credit meter. If you do not, or move to a pay as you go meter, we will transfer you to our standard variable tariff and your prices may be higher. You may also lose your Dual Fuel discount. We will let you know your rates in advance of the transfer.

If we cannot install Hive Active Heating™ we will transfer you to our standard variable tariff and refund any difference in premium that you have paid. You will not be charged any cancellation fee.

If you cancel this agreement (for example by switching to another energy supplier) before 31st August 2015, we may apply an exit fee of £30 for electricity and £30 for gas. Exit fees will be collected before any other amounts you owe us, from payments you make or any credit balance you have.

We will write to you before this agreement ends, to let you know what options may be available to you, for example a new fixed term contract, a new evergreen contract (one without an end date) or an extension to your fixed term period. You are under no obligation to accept any option we may provide you, in which case we will move you to our cheapest standard tariff in market on 31st August 2015. If you agree to enter into a new fixed term contract with us, your existing terms and conditions (including prices) will be applied until your new fixed term contract comes into effect. We will not extend your fixed term period unless you agree to this in writing. If we fail to give you appropriate notice before extending your fixed term period, we will not charge you any cancellation fee.

At the end of your contract, if you decide to switch to another supplier, then as long as your new supplier contacts us within 20 working days of the end of your contract, we will continue to apply your existing terms and conditions (including prices) until you transfer to your new supplier. If you have any outstanding charges on your account, we can ask you to clear them before allowing you to move to another supplier. If this happens, your existing terms and conditions (including prices) will be applied for 30 working days from the date we told you that we will prevent the transfer. Once you pay the outstanding balance, your new supplier can reapply to take over your supply.

Fix & Control August 2015 is subject to availability and may be withdrawn at any time.

If you move to a new property before 31st August 2015, you will be able to transfer your tariff but you will not be able to move the Hive Active Heating™ equipment. Once it has been installed it forms part of the premises' central heating system. You would need to purchase new Hive Active Heating™ equipment for your new home. We cannot offer a cash alternative for the Hive Active Heating™ equipment. Alternatively, you may move to an alternative British Gas tariff.

If you pay by Direct Debit and you do not honour your Direct Debit payments, we can require you to pay by cash or cheque. This means you will lose your Direct Debit discount and your prices will increase. The difference between Direct Debit and cash or cheque rates are set out in your contract pack or on our website at [britishgas.co.uk/tariff-rates](http://britishgas.co.uk/tariff-rates). We will give you seven working days' notice before changing your payment method.

Fix & Control August 2015 rates are subject to any VAT and regulatory changes and changes to discounts applied to your bill.

These terms and conditions apply in addition to (i) our standard terms and conditions of supply which can be found on our British Gas website [britishgas.co.uk/tariff-rates](http://britishgas.co.uk/tariff-rates) and on our Mobile Energy website [mobileenergy.co.uk/tariff-rates](http://mobileenergy.co.uk/tariff-rates) and (ii) the Hive Active Heating™ terms and conditions which can be found on [hivehome.com/terms](http://hivehome.com/terms).

We will honour Fix & Control August 2015 rates unless we are prevented from doing so by the action or anticipated action of any governmental or statutory body.

Our usual [terms and conditions of supply](#) also apply.