

Fix & Reward  
August 2015

# Tariff terms and conditions

Fix & Reward August 2015 prices are fixed until 31st August 2015. This tariff is based on a daily standing charge and single unit rate.

You are also entitled to a £50 Compliments Card which you can redeem at over 130 high street stores. You will receive the card within 28 days of your supply start date or your tariff switch date.

The Compliments Card can only be used in certain stores as part or full payment for goods. It cannot be exchanged for cash.

To be eligible for the Fix & Reward 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 you cancel this agreement, for example by switching to another energy supplier before 31st August 2015, we may apply a cancellation fee of £30 for electricity and £30 for gas. These will not be applied if you move home or have started switching to another supplier before 31st August 2015 but have not completed the switch. Cancellation 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 or an extension to your fixed term period. An evergreen contract is one without an end date. You are under no obligation to accept any option we may provide you, in which case we will move you to our cheapest standard variable 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.

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 & Reward August 2015 is subject to availability and may be withdrawn at any time. We will honour Fix & Reward August 2015 rates unless we are prevented from doing so by the action or anticipated action of any governmental or statutory body. Fix & Reward August 2015 rates are subject to any VAT and regulatory changes and changes to payment methods.

These terms and conditions apply in addition to 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).

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