

Fix & Reward  
March 2016

# Tariff terms and conditions

## About your tariff

Fix & Reward March 2016 prices are fixed until 31st March 2016. You'll pay a daily standing charge and single unit rate.

## Your extras for signing up to this tariff

We'll give you one £50 Compliments Gift Card for gas and electricity.

You'll get the card no more than 28 days after we switch on your supply or move you to your new tariff.

You can only use the card in certain stores to pay for things. You can't exchange it for cash.

The card has other terms and conditions, which we'll include when we send you the card. Or you can read them at [www.complimentscard.co.uk](http://www.complimentscard.co.uk).

## Paying for your energy

You'll need to stay a Dual Fuel customer and pay by Direct Debit, Cash or Cheque. If you don't, your rates will change and your prices may be higher.

If you pay by Direct Debit but miss any payments, we can ask you to pay by Cash or Cheque. You'd then lose your Direct Debit discount and your prices would go up – we'll explain the difference in your contract pack, or you can find the details on our website. We'd write to you at least seven working days before changing how you pay.

## If you change your meter

If you move to a Pay As You Go meter, we'll change your tariff to British Gas' cheapest standard variable tariff at the time.

## If you decide to cancel

If you switch to another energy supplier before 31st March 2016, we may charge you an exit fee of £30 for electricity and £30 for gas.

If this happens, we'll collect these fees before any other amounts you owe us, either from payments you make or from your credit balance.

## 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 tariff we have available on 31st March 2016.

## Other things to bear in mind

We'll offer Fix & Reward March 2016 prices until 31st March 2016, unless the government or regulator does something or plans something that means we can't. (We hope they won't, but we have to let you know.)

We can only sell so many Fix & Reward March 2016 tariffs, and we might withdraw it. The prices might change depending on regulations and how you pay. We also have to add VAT.

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