

Fixed Energy Hive Heating Plan Dec 2019

Tariff terms and conditions

About this promotion

This promotion combines a fixed tariff for gas and electricity and a separate contract for Hive Active Heating. Included within this offer for the first time you sign up to this tariff, is installation of Hive Active Heating. After 12 months, you will have paid off the hardware costs of your Hive Heating Plan and your monthly payments will cease but payments for your energy tariff will continue until 31st December 2019 unless this tariff is terminated earlier. If you require Hive Active Heating Multizone you should go to Hivehome.com.

If you take Fixed Energy Hive Heating Plan Dec 2019, Centrica Hive Limited will only send you the Hive devices for the first time you sign up to the tariff. If you already have Hive Active Heating or Hive Active Heating Multizone this tariff may not be suitable for you.

These terms tell you what you need to know about the tariff and should be read along with the Hive Heating Plan terms and conditions which can be found at hivehome.com/terms. Your gas and electricity are supplied by British Gas Trading Limited. The Hive Heating Plan is provided by Centrica Hive Limited. There are different cancellation conditions which apply to the gas and electricity tariff and the Hive Heating Plan.

Once you have agreed to switch to this tariff you'll need to set up an account with Hive and provide payment details for the Hive Heating Plan. You will also need to make your installation appointment. If you don't arrange an appointment or don't sign up for the Hive Heating Plan we may contact you. We'll discuss why you haven't signed up for your Hive Heating Plan and if a different tariff is more suitable.

About your tariff

Fixed Energy Hive Heating Plan 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.

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 prepayment to our cheapest tariff which is available to prepayment meter customers at that time. For any fuel which is not on prepayment these 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. 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 want to cancel or switch your tariff

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 www.britishgas.co.uk/cooloff. If you move to another tariff with us, there are no exit fees.

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 £40 for electricity and £40 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 cancel this tariff because you choose another tariff or move to another supplier, your Hive Heating Plan will continue unless you separately cancel it subject to the Hive terms and conditions.

If you can't have Hive Active Heating or cancel your Hive Heating Plan

There are different cancellation conditions which apply to the gas and electricity tariff and the Hive Heating Plan. You need to look at the Hive terms and conditions if you want to cancel your Hive Heating Plan at www.hivehome.com/terms

These tariff terms and conditions will continue to apply until the 31 December 2019 unless terminated earlier in accordance with these terms and conditions.

Moving Home

If you move home you can take this tariff with you.

Please note, Hive Active Heating is part of your home heating system so it's not possible to reinstall Hive Active Heating at your new home. Please see the Hive terms and conditions for more details.

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 13th November 2019, 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) 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
- 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 31 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

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.

The Hive Heating Plan is provided by Centrica Hive Limited. For full terms and conditions for the Hive Heating Plan go to www.hivehome.com/terms.

