

Green Drive Nov 2020

Tariff terms and conditions

About your tariff

Green Drive Nov 2020 prices are fixed until 30 November 2020. You'll pay a daily standing charge and unit rate for each fuel. We'll also add VAT. For more details about the rates we charge go to www.britishgas.co.uk/alltariffs.

This tariff is 'time of use' which means there are two electricity unit rates. One during the day and a different unit rate at night. The day rate is between the hours of 7.31 am to 12.29 am and the night unit rate is between the hours of 12.30 am to 7.30 am. The gas has a single unit rate.

In the summer months which are during BST (British Summer Time), which takes place between the last Sunday in October, and the last Sunday of March, the start and end times of the electricity day and night unit rates will change to:

Day unit rate from 8.31 am to 1.29 am

Night unit rate from 1.30 am to 8.30 am

The purpose of this tariff is to enable customers who have electric vehicles to benefit from cheaper electricity if they charge their vehicle at home overnight instead of during the day.

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.

Estimated Annual Costs

When we calculate your estimated annual costs on this tariff, we assume you have an electric vehicle and this is reflected in your historical consumption data. If we don't have your previous consumption history we will ask you if you know it or use industry averages. To work out what electricity you use in the day compared to the night we assume that you charge your car at home three times a week at night and twice during the day over a fortnight using 10 kWh of electricity per charge. Your estimated annual costs for electricity assumes that each week 38% of the electricity you use is at night. If you've had your electric vehicle for under a year, or you

regularly charge your car outside of these times, or you use significantly less or more electricity a year than you previously used, your estimated annual costs will be different from what we have calculated.

If you are new to British Gas and don't have smart meters, your estimated annual costs have been calculated assuming it will take eight weeks to install your smart meters and start receiving your cheaper overnight electricity.

Manage your account online

We recommend you manage this tariff and your account online. Managing your account online means:

- your bills will be available online and not sent to you
- you can check your account details on our website or app
- find information about your tariff on our website
- contact us by email or using our web chat service.

Your bills and 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.

We'll automatically take meter readings if you have smart meter(s) which can send the meter readings directly to us.

Smart meters

This tariff is designed to work with smart meters. Having gas and electricity smart meters will enable you to check how much energy you are using.

You'll need a British Gas electricity smart meter to check if you are using electricity in the day and night. This check is required to enable us to charge you the correct day and overnight unit rate for the electricity you use. If you have smart meters that have been installed by another supplier, we may not be able to operate the meters as smart meters. If we're unable to operate your meters as smart meters we won't be able to switch you to this tariff. We will check your eligibility for smart meters at the point of sale.

If you are already a British Gas customer, this tariff will start from the date we confirm you have switched tariffs. If you are joining British Gas, this tariff will start from your supply start date. In both cases, the cheaper overnight electricity will only apply after an electricity smart meter has been successfully installed. You will be charged the more expensive day unit rate for

electricity at all times until the electricity smart meter is installed.

We should be able to get an engineer to you within 30 days of coming on supply but it may take longer. You will need to be at home for the smart meter(s) installation, which will take about two hours for both your gas and electricity smart meters. If you're a tenant, it's your responsibility to get your landlord's consent to having smart meters installed.

If we cannot install smart meters

Unfortunately, not all customers will be able to have smart meters at this time; for example, if you do not meet our eligibility criteria for smart meters or we are unable to install smart meters for practical reasons. 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 you are unable to have a gas smart meter but have an electricity smart meter the cheaper overnight unit rate for electricity will apply. Both your electricity and gas will still be on this tariff.

If we cannot fit your electricity smart meter (and therefore your gas smart meter too) you will remain on this tariff unless you switch to something else. When this tariff applies and you don't have an electricity smart meter you will be charged the day unit rate at all times.

You can switch to another British Gas tariff or another supplier at any time without exit fees. If you stay on this tariff without an electricity smart meter, you will not have the benefit of the cheaper period of electricity overnight.

Environmental benefits from buying energy on this tariff

We'll match 100% of the electricity that you use for this tariff. We will do this by purchasing the same amount of electricity produced from renewable sources through Guarantees of Origin. We'll also offset double the gas carbon footprint created from the gas you use from us on this tariff through Certified Emission Reduction Certificates (CERs) from selected emission reduction projects in developing countries.

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 this 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 use 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 the 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.

This is a dual fuel tariff. 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 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 be able to stay on this tariff or you may need to choose another tariff.

If you decide to cancel or switch

You can switch to another supplier or tariff without paying an exit fee at any time. You don't have to give us any notice if you want to switch to another supplier.

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 December 2020, we'll move you to the cheapest default tariff (no exit fees) we have available at that time.

You don't have to pay any exit fees for leaving at any time. From the last 49 days of this tariff ending if you decide to switch you'll keep your current prices and terms and conditions until:

- You switch to one of our other tariffs no later than 20 working days after (but not including) 30th November 2020; 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) 30th November 2020. 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.

Electric Vehicle Validation

This tariff has been designed to support customers who have an electric vehicle they charge at home. We may ask you to confirm you are an electric vehicle owner. This may include sending us a copy of your V5C registration document or any other form of validation that we reasonably request. We reserve the right to remove the cheaper electricity unit rates that take place overnight if you are unable to confirm you own an electrical vehicle at your address.

Moving Home

You can't take this tariff with you if you move home. If you move home, contact us as soon as possible so we can discuss your tariff options. There are no exit fees if you switch to another British Gas tariff or supplier.

Other things to bear in mind

The tariff prices are fixed until 30th November 2020 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.