

# HomeEnergy Connected Kit Jan 2018

# Tariff terms and conditions

## About your tariff

HomeEnergy Connected Kit Jan 2018 prices are fixed until 31st January 2018. You'll pay a daily standing charge and unit rate.

## Your extras for signing up to this tariff

The first time you sign up to this tariff for both gas and electricity we'll give your household one exclusive Smart Lights and Plug Kit. We'll send you your voucher code no later than 28 days after we switch on your supply or switch you to this tariff for the first time. You can use this voucher code to claim your exclusive Smart Lights and Plug Kit. You will need to choose bayonet or screw light bulb fittings when you claim your Smart Lights and Plug Kit.

If you are not eligible for the exclusive Smart Lights and Plug Kit or decide to return it for any reason, the full terms and conditions of the HomeEnergy Connected Kit Jan 2018 tariff will continue to apply. This means you may still need to pay exit fees if you decide to cancel the tariff early.

There is no cash alternative available. You need to claim your Smart Lights and Plug Kit on the Hive website within 90 days of the date we send you your voucher code. If there is a reason you can't claim your kit in this time contact us as soon as possible and we'll arrange to send you the kit or a suitable replacement.

## About your exclusive Smart Lights and Plug Kit

To be eligible for the Smart Lights and Plug Kit you'll need:

- An email address to claim your Smart Lights and Plug Kit and to use the Hive app.
- An existing domestic broadband connection with a spare Ethernet port connection
- An extra power socket close to your broadband router
- An Android, iOS or Amazon smartphone with an up to date operating system
- An up-to-date web browser to use the online dashboard (IE10+, Chrome, Safari or Firefox)

The Smart Lights and Plug Kit is subject to separate terms and conditions which can be found at [www.hivehome.com/terms](http://www.hivehome.com/terms). Technical support for all Hive products can be found on the Hive website.

## Paying for your energy

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

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 in your contract pack, or you can find the details at [britishgas.co.uk/alltariffs](http://britishgas.co.uk/alltariffs). We'd write to you at least seven working days before changing how you pay.

If you don't stay a Dual Fuel customer with us you'll stop receiving the Dual Fuel Discount.

## If your meter(s) change

If your gas or electricity meters are replaced with prepayment meters, we'll switch your tariff to our cheapest variable price tariff (no end date) available at the time.

## If you decide to cancel

If you change your mind and no longer want this tariff, you have 14 days to change tariff without paying exit fees. The 14 days starts from the day after you agreed to this tariff. You can find more information at [britishgas.co.uk/cooloff](http://britishgas.co.uk/cooloff).

If you switch to another energy supplier before 13th December 2017, 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 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 variable price tariff (no end date) we have available on 1st February 2018.

#### Other things to bear in mind

HomeEnergy Connected Kit Jan 2018 prices are fixed until 31st January 2018 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'll also add VAT.

We'll only sell so many HomeEnergy Connect Jan 2018 tariffs, and we might withdraw it.

Our terms and conditions of supply also apply - you can find them at [britishgas.co.uk/terms](http://britishgas.co.uk/terms).