

HomeEnergy Plus Cover Nov 2018

Tariff terms and conditions

About your tariff

HomeEnergy Plus Cover Nov 2018 prices are fixed until 30th November 2018. You'll pay a daily standing charge and a 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

Key features and benefits

How it works

Customers will need to switch their energy tariff for both gas and electricity to this tariff. Both this tariff and the associated Boiler and Controls breakdown cover will need to be in name(s) of the same account holder(s) and for the same address. You'll receive separate information about this tariff and your HomeCare agreement for your Boiler and Controls breakdown cover once your order has been completed. Boiler and Controls breakdown cover is included at no additional cost.

This tariff is not available to customers who have prepayment meters or smart meters in prepayment mode.

Your Boiler and Controls breakdown cover will start on your tariff start date and continue for 12 months unless terminated earlier in accordance with the terms of this agreement.

What you get:

1. Boiler and Controls breakdown cover with a £99 excess for each repair which is valued at £42 per year
2. Added peace of mind that your gas boiler and controls are covered in case they need a repair
3. Unlimited call outs every year
4. Parts and labour included (limits apply, please see the Boiler and Controls breakdown cover terms for more details)
5. To call us day or night if things go wrong

Things that are not included:

- Repairs to the central heating system, including radiators
- Removing sludge or scale or repairing the damage it causes if we tell you it might be a problem for your boiler
- Showers or taps
- Accidental Damage
- Faults caused by someone else you used for repairs or design faults
- An Annual Service visit

Using the link below, see page 16 of the [HomeCare Terms & Conditions](#) for full details of your Boiler and Controls breakdown cover: <https://www.britishgas.co.uk/homecare-terms>

Paying for your energy

You'll need to pay by Direct Debit.

If you don't stay a Dual Fuel customer (with both fuels on this tariff), you **may** not be able to stay on this tariff. Your rates may change and your prices may be higher. We may contact you if you have one fuel remaining on this tariff and give you 30 days to choose a different tariff. If you don't choose another tariff within the 30 days we'll switch the remaining fuel from this tariff to our cheapest Standard variable price tariff (no end date). You will be able to keep your original 12 months Boiler and Controls breakdown cover in this scenario.

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 details at britishgas.co.uk/alltariffs. We'd write to you at least seven working days before changing how you pay.

If you have prepayment meter(s)

This tariff is not available with prepayment meters. If you have a prepayment meter at your property, this contract will end immediately and we'll treat you as if you've entered into a new contract with us as a **Pay As You Go Energy™ customer**. We'll tell you if that happens and we'll continue to supply you under your new contract. Unless you agree something else with us, we'll put you on our cheapest Standard variable price tariff (no end date) at the time. Your rates may change and your prices may be higher. Your Boiler and Controls breakdown cover will end.

If you want to change your meter(s)

You need to contact us to discuss this. This tariff including the Boiler and Controls breakdown cover may not be available on another meter type and/or you may want to choose a different tariff. We will let you know if you would need to choose a different tariff when you contact us.

If you decide to cancel this tariff

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.

You can switch to another supplier without any notice. If you switch to another energy supplier before 13th October 2018, we'll charge you an exit fee of £20.00 for electricity and £20.00 for gas. We'll collect exit fees before any other amounts you owe us, either from payments you make or from your credit balance. If you move to another British Gas tariff, the exit fee will not apply.

If you cancel this tariff for any reason you will also be cancelling your Boiler and Controls breakdown cover.

If you cancel or upgrade the Boiler and Controls breakdown cover

If you cancel or upgrade the Boiler and Controls breakdown cover this energy tariff will continue without the Boiler and Controls breakdown cover until 30th November 2018, unless the tariff is cancelled earlier in accordance with these terms and conditions.

If we can't take you onto Boiler and Controls breakdown cover

If we realise during sign up or at a breakdown visit that we can't take you onto Boiler and Controls breakdown cover we may contact you and give you 30 days to switch both fuels to one of our other available tariffs. The full terms of this tariff will continue to apply until either you choose a different tariff or we switch your tariff (for both fuels) to our cheapest Standard variable price tariff (no end date) at the time.

There will be no cancellation fees if you cancel or upgrade your Boiler and Controls breakdown cover agreement. You will not be liable for costs incurred up to the point that you cancel or upgrade your Boiler and Controls breakdown cover other than the £99 excess for any work that has been carried out.

Moving Home

You can take this tariff without the Boiler and Controls breakdown cover with you if you move home. However, you will have to contact us as soon as possible about your Boiler and Controls breakdown cover as we will need to cancel it. British Gas Services Limited may be able to offer you an alternative service for your new home.

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 price tariff (no end date) we have available from 1st December 2018.

When this tariff ends your Boiler and Controls breakdown cover will also end.

Other things to bear in mind

HomeEnergy Plus Cover Nov 2018 prices are fixed until 30th November 2018, 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 don't but we have to let you know).

We'll only sell so many HomeEnergy Plus Cover Nov 2018 tariffs and we might withdraw it.

Our terms and conditions of supply also apply – you can find them at 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.

Your Boiler and Controls breakdown cover will be provided by British Gas Services Limited which is authorised and regulated by the Financial Conduct Authority.