

# HomeEnergy Capped

## Nov 2017

# Tariff terms and conditions

## About your tariff

HomeEnergy Capped Nov 2017 prices won't go up until 30th November 2017. If our Standard variable price tariff (no end date) prices in your region go down before 30th November 2017, your prices will fall by the same proportional amount. You'll pay a daily standing charge and unit rate.

## Paying for your energy

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 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 you change your meter

If you move to a prepayment meter, we'll switch your tariff to British Gas' cheapest variable price tariff (no end date) 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 12th October 2017 we'll charge you an exit fee of £20 for electricity and £20 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 December 2017.

## Other things to bear in mind

HomeEnergy Capped Nov 2017 prices are fixed until 30th November 2017, 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 only sell so many HomeEnergy Capped Nov 2017 tariffs, and we might withdraw it. We'll also add VAT.

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