

HomeEnergy Capped Nov 2018

Tariff terms and conditions

About your tariff

HomeEnergy Capped Nov 2018 prices won't go up until 30th November 2018. You'll pay a daily standing charge and unit rate for each fuel. We'll also add VAT. If our cheapest Standard variable price tariff (no end date) prices in your region go down before 30th November 2018, your prices will fall by the same proportional amount.

Paying for your energy

You'll need to pay by Direct Debit, cash or cheque or payment card.

If you pay by payment card, the rates we charge are the same as if you pay by cash or cheque.

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

If your meter(s) change

If your gas and/or electricity meters are replaced with prepayment meter(s), or mode changed to prepayment, we'll switch your tariff to our cheapest Standard 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.

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 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. If you move to another tariff with us, the exit fee will not apply.

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.

Other things to bear in mind

HomeEnergy Capped Nov 2018 prices are fixed until 30th November 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).

If our cheapest Standard variable price tariff (no end date) prices in your region go down before 30th November 2018, your prices will fall by the same proportional amount.

We'll only sell so many HomeEnergy Capped 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.