

# HomeEnergy Fix Nov 2018

# Tariff terms and conditions

## About your tariff

HomeEnergy Fix Nov 2018 prices are fixed until 30<sup>th</sup> November 2018. You'll pay a daily standing charge and 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](http://www.britishgas.co.uk/alltariffs)

## Paying for your energy

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](http://www.britishgas.co.uk/alltariffs). We'll write to you at least seven working days before changing how you pay.

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. If this happens, we will inform you in advance.

## If we replace your meter(s) with prepayment meter(s)

If we replace your gas and/or electricity meters with prepayment meter(s), or mode change to prepayment, we'll switch your tariff to our cheapest Standard variable price tariff (no end date) at the time.

## If you want to change your meter(s)

You need to contact us to discuss this. This tariff 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

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)

You can switch to another supplier without any notice. If you switch to another energy supplier before 13<sup>th</sup> 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 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 1<sup>st</sup> December 2018.

## Other things to bear in mind

HomeEnergy Fix Nov 2018 prices are fixed until 30<sup>th</sup> 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 won't, but we have to let you know).

We'll only sell so many HomeEnergy Fix 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](https://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.