

HomeEnergy Fix Oct 2019

Tariff terms and conditions

About this offer

This offer combines a two year fixed tariff for gas and electricity and a contract for an ongoing subscription for Hive Live with the Hive Welcome Home Plan kit included for no extra cost for the first time you sign up to this tariff. You'll pay nothing for the Hive Welcome Home Plan kit or the Hive Live subscription in the first 24 months whilst you remain on a British Gas energy tariff. After the first 24 months, the Hive Live subscription will stop unless you sign up and start paying for Hive Live. You'll be contacted before the end of the first 24 months so you can decide whether you want to continue with the Hive Live subscription, cancel it or choose something else (if available).

These terms tell you what you need to know about the tariff and should be read along with the Hive terms and conditions for home customers and Hive Live terms and conditions, which can both be found at hivehome.com/terms. Your gas and electricity are supplied by British Gas Trading Limited. The Hive Live subscription is provided by Centrica Connected Home Limited.

If you already have Hive Live or another contract with Hive Live included, this tariff and the Welcome Home Plan may not be suitable for you.

About your tariff

The **HomeEnergy Fix Oct 2019** prices are fixed until 31 October 2019. You'll pay a daily standing charge and unit rate for each fuel on this tariff. We'll also add VAT.

How it works

Both this tariff and your Hive Live subscription 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 Hive Live subscription once your order has been completed.

To receive the Hive Live subscription at £0 per month for 24 months you'll need to sign up to this tariff and remain on this tariff or another tariff with British Gas.

To receive the Hive Live subscription and use the Hive Welcome Home Plan kit, you'll need to register a Hive account and pair your Hive devices.

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

The Hive Live subscription at £0 per month for 24 months and Hive Welcome Home Plan kit are only available for the first time you sign up to this tariff. If you switch to another tariff with us and then switch back to this tariff, you won't be signed up to another Hive Live subscription and won't be sent another Hive Welcome Home Plan kit.

Paying for your energy

You'll need to pay by cash or cheque or 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). Your Hive Live subscription will continue to the end of 24 months unless separately cancelled.

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 fitted for a fuel on this tariff, this contract will end immediately in respect of that fuel and we'll treat you as if you've entered

into a new contract with us as a **Pay As You Go Energy™ customer** for that fuel. 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 Hive Live subscription will continue to the end of 24 months unless separately cancelled.

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 September 2019 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. If you move to another tariff with us, the exit fees will not apply.

If you cancel this tariff because you have gone to another supplier, we will automatically cancel your Hive Live subscription. Your Hive devices will continue to work with full remote functionality, but you'll lose the additional features and benefits of Hive Live.

If you move to another tariff with us, you can continue your Hive Live subscription for the remainder of the 24 months with no monthly cost.

If you decide to cancel your Hive Live subscription

If you change your mind and no longer want the Hive Live subscription you can cancel it at any time. If you cancel the Hive Live subscription you can keep the Hive devices if we have already sent them to you. If received, your Hive devices will continue to work with full remote functionality, but you'll lose the additional features and benefits of Hive Live. These tariff terms and conditions will continue to apply until the 31 October 2019. If however you switch to another energy supplier after the cool off period and before 13 September 2019 we'll charge you the exit fees of £40 for electricity and £40 for gas.

Moving Home

If you move home you can take this tariff with you.

The Hive Live subscription can transfer to your new address if you supply Centrica Connected Home Limited with your new address in the Hive App. You can take the Hive devices with you and set them up in your new home. If you don't provide your new address on the Hive app, your Hub will not be activated in 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 1 November 2019.

The Hive Live subscription is free of charge for the first 24 months from after the Energy tariff cool off period. This means the Hive Live subscription benefit may continue longer than the energy tariff unless you cancel it. If you want to continue your Hive Live subscription after the first 24 months, you'll need to sign up and start to pay for it. You'll be contacted before the end of the first 24 months so you can decide whether you want to continue with the subscription, cancel it or choose something else (if something else is available at that time).

Other things to bear in mind

HomeEnergy Fix Oct 2019 prices are fixed until 31 October 2019, 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 Fix Oct 2019** 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.

The terms and conditions for the Hive devices and Hive Live subscription apply separately – you can find them at hivehome.com/terms.

The Hive devices and Hive Live subscription are provided by Centrica Connected Home Limited. You'll need to register for an account with them (if you don't already have one) to set up your hub and pair your devices to benefit from the Hive app. Details will be provided to you after your order has been confirmed.