

# HomeEnergy FreeTime (Sun) Mar 2018

# Tariff terms and conditions

## About your tariff

HomeEnergy FreeTime (Sun) Mar 2018 prices are fixed until 31<sup>st</sup> March 2018. You'll pay a daily standing charge and unit rate for each fuel. The unit rate for your electricity will be zero between 9am–5pm on Sunday. During that period you will still pay your electricity standing charge as well as the standing charge and unit rate for your gas.

You can see the prices on our website [britishgas.co.uk/tariffprices](http://britishgas.co.uk/tariffprices)

## How it works

You need to manage your account online and you need to have British Gas smart meters at your property to be on this tariff. You must agree an appointment for British Gas smart meters to be installed (at no extra charge) if your home does not already have them.

If you are already a British Gas customer, you will stay on your current tariff (unless that tariff comes to an end) until we have installed smart meters in your property at which point you will move to this tariff. If you are joining British Gas then you will be on this tariff from your supply start date. In both cases, the free period of electricity on Sundays will only apply after both your gas and electricity smart meters have been successfully installed.

We should be able to get an engineer to you within eight weeks of coming on supply but it may take longer. You will need to be at home for the installation, which will take about two hours for both your gas and electricity smart meters. If you're a tenant, it's your responsibility to get your landlord's consent to having smart meters installed.

If you are new to British Gas, your Personal Projection has been calculated by assuming that it will take eight weeks to install your smart meters and start receiving your free electricity. If you are an existing British Gas customer, you will already have received a Personal Projection for your current tariff. This new Personal Projection covers the 12 month period from the date that we expect your smart meters to be installed by and your free period to be active.

Your Personal Projection also assumes that each week 11% of your electricity usage will be during the free period (Sunday 9am - 5pm).

## If we cannot install your meters

Unfortunately not all customers will be able to have smart meters at this time, for example, if you do not meet our eligibility criteria for smart meters or we are unable to install smart meters for practical reasons. We cannot be certain that you will be able to have smart meters until you come onto supply with us or in some cases, until the engineer has been to your property. If you are a new customer and we cannot install smart meters in your home, we will contact you to discuss alternative tariffs and give you 30 days to switch to one of our other tariffs. If we have not heard from you in 30 days, we'll switch your tariff to British Gas's cheapest variable price tariff (no end date) at the time. If you are an existing customer and we cannot install smart meters in your home, you will stay on your current tariff(s) and the move to HomeEnergy FreeTime (Sun) Mar 2018 will not take place. If your current tariff has ended, we'll switch your tariff to British Gas's cheapest variable price tariff (no end date) at the time.

If you are a new customer and a period of 150 days has passed since you purchased the tariff, smart meters have not been successfully installed for any reason and you have not already moved to another tariff, we will switch your tariff to British Gas's cheapest variable price tariff (no end date) at the time. If you are an existing customer and a period of 150 days has passed since you purchased the tariff and smart meters have not been successfully installed for any reason, you will stay on your current tariff(s) and the move to HomeEnergy FreeTime (Sun) Mar 2018 will not take place. If your current tariff has ended, we'll switch your tariff to British Gas's cheapest variable price tariff (no end date) at the time.

## If you change your meter

Once your smart meters have been installed, if you mode change to prepayment, your meters are replaced with non-smart meters or you lose smart functionality in your meters, we will contact you to discuss alternative tariffs and give you 30 days to switch to one of our other tariffs. If we have not

heard from you in 30 days, we'll switch your tariff to British Gas's cheapest variable price tariff (no end date) at the time.

### Reasonable usage

We may contact you if we think you're using an unreasonably large amount of electricity on your free day, for example, if you start doing washing for the whole street, or set up a restaurant in your living room. If we think you are using an excessive amount, we may take you off the tariff and move you to our cheapest variable price tariff.

### Paying for your energy

You will need to stay a Dual Fuel customer (with both fuels on this tariff) and pay by Direct Debit, cash or cheque.

If you don't stay a Dual Fuel customer (with both fuels on this tariff), you won't be able to stay on this tariff. Your rates will change and your prices may be higher.

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 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 decide to cancel

If you change your mind about this tariff and want to switch to another supplier, you can cancel this tariff without paying exit fees as long as you are within the cooling off period. If you are a new customer or an existing customer with working British Gas smart meters, the cooling off period runs for 14 days from the day after you agreed to this tariff. If you are an existing customer and you need to have British Gas smart meters installed, the cooling off period runs from the day after you agreed to this tariff until 14 days from the day after the day your smart meters are successfully installed and you move onto 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. We will not charge exit fees if we find that you are ineligible for British Gas smart meters or if we are unable to install British Gas smart meters within 150 days of you agreeing to this tariff. Otherwise, if you switch to another energy supplier before 11 February 2018, we'll charge you an exit fee of £20.00 for each fuel. If you move to another British Gas tariff, the exit fee will not apply.

You may lose some of the smart meter functionality if you leave British Gas but your ability to switch supplier is unaffected.

If you decide to move to another British Gas tariff with a free period, you can only have a maximum of one free period across both tariffs over any rolling 7 day period.

### 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 at that time.

### Other things to bear in mind

HomeEnergy FreeTime (Sun) Mar 2018 prices are fixed until 31st March 2018, unless the Government or regulator does something or plans something that means we can't. (We hope they don't but we have to let you know.)

We can only sell so many HomeEnergy FreeTime (Sun) Mar 2018 tariffs and we might withdraw it. We'll also add VAT.

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