

HomeEnergy Exclusive

Mar 2019

Tariff terms and conditions

About your tariff

HomeEnergy Exclusive Mar 2019 prices are fixed until 31st March 2019. You'll pay a daily standing charge and a 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/terms

Customers will need to switch their energy tariff for both gas and electricity to this tariff. Both this tariff and the associated Boiler and Controls breakdown cover 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 HomeCare agreement for your Boiler and Controls breakdown cover once your order has been completed. Boiler and Controls breakdown cover is included at no additional cost.

You are not eligible for this tariff if you have prepayment meter(s). If we find you have prepayment meter(s) after you have switched to this tariff we'll move the fuel(s) on the prepayment meter(s) to our cheapest Standard variable price tariff (no end date) available at the time.

Manage your account online

You'll need to manage this tariff and your account online. Managing your account online means:

- viewing your bills and checking your account details on our website or app
- finding information about your tariff and account on our website
- providing your meter readings online, by text message or via the app at least once a quarter (if you don't have smart meters which send us meter readings automatically)
- contacting us by email or using our web chat service
- becoming a member of our online Rewards program.

Your bills and annual statements will be available on our website at www.britishgas.co.uk/identity/. We'll send you emails when your bills and statements are ready and prompt you for meter readings. You should provide meter readings for your fuels when we prompt you for them to help ensure your bills are up to date. This is in addition to the requirement in the supply terms to provide meter readings at least twice a year. If you are not able to send us meter readings when prompted we'll provide estimated bills. We'll automatically take meter readings if you have smart meter(s) which can send the meter readings directly to us.

As this is an online only tariff, if you stop managing your account online (as described above) we may contact you and give you 30 days to choose a different tariff. If you don't choose a different tariff, we'll move you to our cheapest Standard variable tariff (no end date) at the time. Our Standard variable tariff doesn't have exit fees if you want to switch to another supplier. We won't contact you about moving to a different tariff if there are genuine reasons why you stopped managing your account online, for example our website or app wasn't available or wasn't working properly or you contact us because you have a complaint or emergency.

Smart meters

This tariff is designed to work with customers who have smart meters at their home. If you are eligible for smart meters and don't already have them (either for both fuels or just one fuel), by signing up to this tariff you agree you'll book a smart meter installation appointment by the 31st July 2018 and be at home for the appointment by going to www.britishgas.co.uk/smart-home/smart-meters.html. When your booking is confirmed we'll arrange for smart meter(s) to be installed for no extra charge (if your home does not already have smart meter(s)).

Your home needs to meet certain requirements to enable us to fit smart meters. For example, we need to be able to access your existing meters and there needs to be a good mobile signal at your home. If you're a tenant, it's your responsibility to get your landlord's consent to having smart meters installed.

Not all customers can have smart meters yet. We can't be certain that you will be able to have smart meters until you come on to supply with us or in some cases, until the engineer has been to your home. If we can't install smart meters at your home, you can stay on this tariff but you'll need to send us meter readings when prompted and manage your account online.

If you have smart meter(s) and join us from another supplier you may lose some smart functionality for

example, automatic meter readings, but your ability to switch supplier or tariff is unaffected. If you have British Gas smart meter(s) we should automatically receive your meter readings but there are some occasions where this won't work. If you already have smart meter(s) you don't need to book an appointment to arrange for new smart meters and you can stay on this tariff. If your smart meter(s) don't send us automatic meter readings you'll need to send us meter readings when we prompt you for them.

You will need to book an appointment (and be at home for the appointment) for any fuel where you don't have a smart meter and haven't been told you are not eligible for one. If you are eligible for smart meters, and don't already have them and don't book an appointment for installation by the 31st July 2018 (where you are at the appointment) we may contact you and give you 30 days to choose a different tariff. If you don't choose a different tariff we'll move you to our cheapest Standard variable tariff (no end date) at the time. Our Standard variable tariff doesn't have exit fees if you want to switch to another supplier.

Key features and benefits of the boiler cover

Your Boiler and Controls breakdown cover will start within 21 days after your tariff start date and continue for 12 months unless terminated earlier in accordance with the terms of this agreement.

What you get:

1. Boiler and Controls breakdown cover with a £99 excess for each repair which is valued at £42 per year
2. Added peace of mind that your gas boiler and controls are covered in case they need a repair
3. Unlimited call outs every year
4. Parts and labour included (limits apply, please see the Boiler and Controls breakdown cover terms for more details)
5. To call us day or night if things go wrong

Things that are not included:

- An Annual Service visit
- Repairs to the central heating system, including radiators
- Removing sludge or scale or repairing the damage it causes if we tell you it might be a problem for your boiler
- Showers or taps
- Accidental Damage
- Faults caused by someone else you use for repairs or design faults

Boiler and Controls breakdown cover is available to Direct Debit British Gas customers without an existing Home Services agreement (including HomeCare, Plumbing and Drains cover, Gas Appliance Cover and Kitchen Appliance Cover).

Using the link, see page 16 of the [HomeCare Terms & Conditions](https://www.britishgas.co.uk/homecare-terms) for full details of your Boiler and Controls breakdown cover: <https://www.britishgas.co.uk/homecare-terms>

Paying for your energy

You'll need to pay by Direct Debit.

If you pay by variable Direct Debit, your bills will vary each month based on what you've used and are likely to be higher in winter than in summer.

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

If we replace your meters with prepayment meters

If we replace your gas and/or electricity meters with prepayment meters, or mode change your meter to prepayment, we'll switch your tariff for each fuel on a prepayment meter to our cheapest Standard variable price tariff (no end date) which is available at the time. For any fuel which is not on a prepayment meter your existing terms will apply. We'll let you know if your tariff has changed because you have a prepayment meter.

Your Boiler and Controls breakdown cover will end.

If you want to change your meter(s)

You need to contact us to discuss this. This tariff including the Boiler and Controls breakdown cover 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 this tariff or switch

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 11th February 2019, we'll charge you an exit fee of £30.00 for electricity and £30.00 for gas. We'll collect exit fees before any other amounts you owe us, either from payments you make or from any credit balance you have with us. If you move to another British Gas tariff, the exit fee will not apply.

If you cancel this tariff for any reason this will also cancel your Boiler and Controls breakdown cover.

If you cancel or upgrade the Boiler and Controls breakdown cover

If you cancel or upgrade the Boiler and Controls breakdown cover this energy tariff will continue without the Boiler and Controls breakdown cover until 31st March 2019, unless the tariff is cancelled earlier in accordance with these terms and conditions.

If we can't take you onto Boiler and Controls breakdown cover

If we realise during sign up or at a breakdown visit that we can't take you onto Boiler and Controls breakdown cover, we may contact you and give you 30 days to switch both fuels to one of our other available tariffs. The full terms of this tariff will continue to apply until either you choose a different tariff or we switch your tariff (for both fuels) to our cheapest Standard variable price tariff (no end date) at the time.

There will be no cancellation fees if you cancel or upgrade your Boiler and Controls breakdown cover agreement. You will not be liable for costs incurred up to the point that you cancel or upgrade your Boiler and Controls breakdown cover other than the £99 excess for any work that has been carried out.

Moving Home

You can take this tariff without the Boiler and Controls breakdown cover with you if you move home. However, you will have to contact us as soon as possible about your Boiler and Controls breakdown cover as we will need to cancel it. British Gas Services Limited may be able to offer you an alternative service for 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 1st April 2019.

Your Boiler and Controls breakdown cover will end 12 months after it has started unless terminated earlier in accordance with the terms of this agreement or the HomeCare agreement.

Other things to bear in mind

HomeEnergy Exclusive Mar 2019 prices are fixed until 31st March 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 Exclusive Mar 2019 tariffs and we might withdraw it.

Our terms and conditions of supply also apply – you can find them at [britishgas.co.uk/terms](https://www.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.

Your Boiler and Controls breakdown cover will be provided by British Gas Services Limited which is authorised and regulated by the Financial Conduct Authority.