

# HomeEnergy Plus Cover Jun 2020

# Tariff terms and conditions

## About your tariff

HomeEnergy Plus Cover Jun 2020 prices are fixed until 30<sup>th</sup> June 2020. 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)

## How it works

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.

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

This tariff is not available to customers who have an existing Services agreement (including HomeCare, Plumbing and Drains cover, Gas Appliance Cover and Kitchen Appliance Cover). If you have an existing Services agreement and chose to take this tariff we will not set up Boiler and Controls breakdown cover. The terms of this energy tariff will continue to apply for each fuel on this tariff.

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

## Key features and benefits

What is included in the Boiler and Controls breakdown cover:

1. Boiler and Controls breakdown cover with a £99 excess for each repair
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.

What is not included:

- 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
- Gas safety certificate
- Faults caused by someone else you use for repairs or design faults.

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

## Manage your account online

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

- your bills and statements will be available in your online account but not sent to you
- you can check 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

Your bills and annual statements will be available on our website at [www.britishgas.co.uk/identity/](http://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.

If you stop managing your account online (as described above) we may contact you and give you 30 days to choose a different tariff. 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

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 31<sup>st</sup> October 2018 and be at home for the appointment by going to [www.britishgas.co.uk/smart-home/smart-meters.html](http://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) and you are eligible for them).

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 continue to 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. 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 31<sup>st</sup> October 2018 (where you are at the appointment) we may contact you and give you 30 days to choose a different tariff.

## **Paying for your energy**

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

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 pay by payment card or, if applicable, directly through the benefits you receive from government, the rates we charge are the same as if you pay by cash or cheque.

## **If we replace your meters with prepayment meters or mode change your meter to prepayment**

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 tariff which is available to prepayment meter customers at the time. For any fuel which is not on a prepayment meter these existing terms will apply. We'll let you know if your tariff has changed because you have a prepayment meter.

## **If you want to change your meters**

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 want to cancel or switch**

You have 14 days from the day after you agreed to this tariff to change tariff without paying exit fees. In these terms and conditions we call this the cool off period. For more information about the cool off period go to [britishgas.co.uk/cooloff](http://britishgas.co.uk/cooloff)

You can switch to another supplier without giving us any notice. If you switch to another energy supplier after the cool off period and before 13<sup>th</sup> May 2020 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 any credit balance you have with us. If you move to another tariff with us, 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 30<sup>th</sup> June 2020, 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 you choose a different tariff. 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, if you haven't already switched to another tariff or supplier, we'll contact you. If you don't switch tariff or supplier before 1<sup>st</sup> July 2020, we'll move you to the cheapest default tariff (no exit fees) we have available at that time.

From the last 49 days of this tariff ending if you decide to switch to another supplier you don't have to pay any exit fees. You'll keep your current prices and terms and conditions (excluding exit fees) until:

- You switch to one of our other tariffs no later than 20 working days after (but not including) 30<sup>th</sup> June 2020; or
- You switch to another supplier and they tell us you'd like to switch no later than 20 working days after (but not including) 30<sup>th</sup> June 2020. The other supplier then needs to supply your energy within a reasonable time after they told us you want to switch; or
- You try to switch supplier and you pay any outstanding supply charges for the fuel(s) you want to switch within 30 working days after we tell you we object to the switch.

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

The tariff prices are fixed until 30<sup>th</sup> June 2020 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 of these 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.