

HomeEnergy Secure

Apr 2020

Tariff terms and conditions

About your tariff

HomeEnergy Secure Apr 2020 prices are fixed until 30th April 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 <https://www.britishgas.co.uk/energy/gas-and-electricity/tariffs-a-z.html>

Paying for your energy

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

If you pay by payment card, the rates we charge are the same as if you pay by cash or cheque.

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 <https://www.britishgas.co.uk/energy/gas-and-electricity/tariffs-a-z.html>. We'll write to you at least seven working days before changing how you pay.

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 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.

If you want to change your meters

You need to contact us to discuss this. We will let you know if you contact us, what your tariff options are. You may be able to stay on this tariff or may need to choose another tariff.

If you decide to cancel 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. We call this the cool off period in these terms and conditions. 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 after the cool off period and before 13th March 2020 we'll charge you an exit fee of £40.00 for electricity and £40.00 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 tariff with us, the exit fee will not apply.

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 and let you know what will happen next. When we contact you, we'll confirm there are no exit fees to switch to another tariff or supplier. You can move to a different supplier without giving us any notice. You don't have to accept any option we offer you, but 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 May 2020**.

Other things to bear in mind

HomeEnergy Secure Apr 2020 prices are fixed until 30th April 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 HomeEnergy Secure Apr 2020 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.