

HomeEnergy Warm and Cosy Jul 2019

Tariff terms and conditions

About this offer

This offer combines a fixed tariff for gas and electricity and a separate contract for a Hive Warm Welcome Home Plan. The Hive Warm Welcome Home Plan costs £19.99 a month for 12 months. Included within this offer for the first time you sign up to this tariff, is free installation of Hive Active Heating and one free month of the Hive Warm Welcome Home Plan. After 12 months, you will have paid off the hardware costs of your Hive Warm Welcome Home Plan, and your monthly payments will reduce to £2.99 for the Hive Live service and will continue for as long as you want to receive the service.

Centrica Hive Limited will only send you the Hive devices for the first time you sign up to this offer. If you already have Hive Live or another contract with Hive Live included, this tariff and the Hive Warm Welcome Home Plan may not be suitable for you.

These terms tell you what you need to know about the tariff and should be read along with the Hive Warm Welcome Home Plan terms and conditions which can be found at hivehome.com/terms. Your gas and electricity are supplied by British Gas Trading Limited. The Hive Warm Welcome Home Plan is provided by Centrica Hive Limited. There are different cancellation conditions which apply to the gas and electricity tariff and the Hive Warm Welcome Home Plan.

Once you have agreed to switch to this tariff you'll need to follow a separate online journey to sign up to the Hive Warm Welcome Home Plan and book your Hive Active Heating installation. If you don't arrange an appointment or don't sign up for the Hive Warm Welcome Home Plan we may contact you. We'll discuss why you haven't signed up for your Hive Warm Welcome Home Plan and if a different tariff is more suitable.

About your tariff

HomeEnergy Warm and Cosy Jul 2019 prices are fixed until 31 July 2019. 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.

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. 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 prepayment to our cheapest tariff which is available to prepayment meter customers at that time. For any fuel which is not on prepayment 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 not be able to stay on this tariff.

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 cool off go to www.britishgas.co.uk/cooloff. If you move to another tariff with us, there are no exit fees.

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 13th June 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 any credit balance you have with us.

If you cancel this tariff because you choose another tariff or move to another supplier, your Hive Warm Welcome Home Plan will continue unless you separately cancel it subject to the Hive Warm Welcome Home Plan terms and conditions.

If you can't have Hive Active Heating or cancel your Hive Warm Welcome Home Plan

You need to look at the Hive Warm Welcome Home Plan terms and conditions at www.hivehome.com/terms if you no longer want the Hive Warm Welcome Home Plan. The section headed 'Cancellation' sets out if you will need to pay anything if you cancel the Hive Warm Welcome Home Plan.

These tariff terms and conditions will continue to apply until the 31 July 2019 unless terminated earlier in accordance with these terms and conditions.

Moving Home

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

Please note, Hive Active Heating is part of your home heating system so it's not possible to reinstall Hive Active Heating at your new home. Please see the Hive Warm Welcome Home Plan terms and conditions for more details.

The Hive Live subscription can transfer to your new address if you supply Centrica Hive Limited with your new address. You can take the Hive devices (excluding Hive Active Heating) 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, 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 August 2019, we'll move you to the cheapest default tariff (no exit fees) we have available to you 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) 31 July 2019; 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) 31 July 2019. 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.

Other things to bear in mind

The tariff prices are fixed until 31 July 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 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 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.

The Hive Warm Welcome Home Plan is provided by Centrica Hive Limited. For full terms and conditions for the Hive Warm Welcome Home Plan go to www.hivehome.com/terms.