

Safeguard

Tariff terms and conditions

About this tariff

We created this tariff so our charges for supplying gas and electricity to eligible customers do not exceed a maximum charge set by our regulator, Ofgem. Each maximum charge is calculated using a formula and currently set every 6 months on the 1 April and 1 October in accordance with the gas and electricity supply licence conditions. An eligible customer is someone we identify as receiving the Warm Home Discount.

If we supply you with electricity and gas (or only electricity) and identify you are an eligible customer on our Standard variable tariff or, if applicable, a default fixed term tariff (no exit fees), we will move you to this tariff. This tariff does not apply to customers who only have gas with us or who have a fuel(s) on a fixed tariff (which is not a default fixed term tariff) or a prepayment meter(s).

Our regulator may decide to change the maximum charge (for one fuel or both fuels), remove the maximum charge (for one fuel or both fuels) or change which customers are eligible for protection. Where this happens and it will affect you on this tariff, we will contact you and let you know your options.

Paying for your energy

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 britishgas.co.uk/terms

Customers on this tariff who pay by Direct Debit are charged the same price as customers who pay by cash or cheque. You can see these prices at britishgas.co.uk/terms
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.

Price changes

The price of this tariff may change. It may increase or decrease, for example because the relevant maximum charge changes. Before we increase your price, we will give you at least 30 days advance notice. If we decrease the price of this tariff we will update our website. Any changes to your price will be shown on your bills or statements as applicable.

How we can end the tariff

This tariff will continue until it is ended by us. This may be when our regulator ends the obligation to ensure our charges for supplying gas and electricity to eligible customers do not exceed a maximum charge or changes which customers may be eligible for protection. Our supply terms set out other ways we can end our agreement.

We will contact you in accordance with our supply terms if we decide to vary or close this tariff.

If you want to cancel or switch

There are no exit fees if you want to switch to another supplier or tariff. You can switch to another supplier without giving us any notice. Our supply terms set out the ways you can end our agreement.

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 available for prepayment meter customers at that 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 have another tariff

These terms and our supply terms

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.

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