

# Safeguard PAYG

# Tariff terms and conditions

## About your tariff

We created this tariff so our charges for supplying gas and electricity to eligible customers do not exceed the maximum charges set by our regulator, Ofgem. Each maximum charge is calculated using a formula and is currently set every 6 months on 1 April and 1 October in accordance with the gas and electricity supply licence conditions. A customer is an eligible customer in respect of a fuel (gas or electricity) if they are a domestic customer who pays for that fuel in advance via a prepayment meter.

Our regulator may decide to change the maximum charge, remove the maximum charge 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 [www.britishgas.co.uk/alltariffs](http://www.britishgas.co.uk/alltariffs)

## 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. Your prices will be shown on your Annual Summary.

## 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 energy 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 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 will need to move to another tariff if you no longer have a prepayment meter.

## These terms and our supply terms

Our terms and conditions of supply also apply. You can find them at [britishgas.co.uk/terms](http://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.