

Temporary Mar 2020

Tariff terms and conditions

About your tariff and the price

This tariff is a default tariff and is only available for customers who are rolling off a fixed term contract or on a deemed contract from 1 January 2019.

Temporary Mar 2020 ends on the 31 March 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.

Our regulator (Ofgem) is introducing rules which set a maximum amount based on an average consumption we can charge you for each fuel on this default tariff for each relevant period. We call this the **maximum charge**. The **maximum charge** can change and each year the **maximum charge** is applicable, Ofgem will update the **maximum charge** every six months. For the first year when the rules are introduced, we anticipate that the first cap period is likely to be from the 1 January 2019 to the 31 March 2019 (in these terms we call this the **first cap period**), however, Ofgem may decide whether to make this period longer or shorter or start it on a different date. We anticipate that the 1 April 2019 will be the start of the summer cap period for which the relevant **maximum charge** will apply and the 1 October 2019 will be the start of the winter cap period for which the relevant **maximum charge** will apply. In these terms we call these periods of time the **cap period**. If Ofgem changes when the **cap periods** will start or end we will put the new dates on our website. If the **cap periods** change, this will change the dates when your prices on this tariff could either go up or down. The relevant **maximum charge** may vary by each region to reflect differences in network costs and the relevant **maximum charge** may vary based on how you pay for your energy. It may also vary depending on whether you have a single rate or multiple rate meter. Ofgem will calculate and publish the **maximum charges** on their website around two months before the start of each **cap period**.

The price of each fuel on this tariff for any consumption level tracks the **maximum charge** set by Ofgem. This means the price of this tariff could go up or down. If you want a fixed tariff where the price doesn't change, this tariff is not appropriate for you. Please look at our website or contact us for information about other tariffs available to you.

When Ofgem provides the **maximum charge** for each **cap period**, Ofgem publishes how an average customer consumes electricity and gas. The average consumption is usually referred to by Ofgem as the **Typical Domestic Consumption Value** (abbreviated to **TDCV**). Your consumption may not match the **TDCV** as you may consume more or less electricity and gas compared to the amounts Ofgem publishes as the average.

The price of this tariff for your electricity and gas will be based on the Ofgem requirements for each **cap period** using the **TDCV** consumption profile from Ofgem. The overall cost of your electricity and gas could be more or less than the **maximum charge** for the **TDCV** consumption profile. This is because the **maximum charge** is set for those customers whose consumption exactly matches the **TDCV**. If your consumption does not match the **TDCV** your bill maybe higher or lower than the **maximum charge**. However, the prices we charge for this tariff comply with the Ofgem rules. Your prices will be in your bills and statements and available on our website. If you have a multiple rate electricity meter see the final section of these terms for more information as to how this may affect you.

Ofgem 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. If this happens and it will affect you on this tariff, we'll contact you and let you know your options.

How the price of this tariff tracks the maximum charge

If the **first cap period** has not started, your prices will be those that have been previously communicated for this tariff. In these terms we call this your **tariff communication**.

On and from the date on which the **first cap period** begins, the prices for this tariff will track but not exceed the **maximum charge** for each fuel, each region and each payment method. If the **maximum charge** set by Ofgem is higher than the pricing set out in your **tariff communication**, your prices will increase to no more than the **maximum charge**. If the **maximum charge** set by Ofgem is lower than the pricing set out in your **tariff communication**, your prices will decrease to no more than the **maximum charge**. If we are going to increase your prices we will give you at least 30 days' notice before we increase the price. All of our prices for this tariff will be published on our website.

In February 2019 we are expecting Ofgem to confirm what the **maximum charge** is for each fuel, each region and for each payment method for the summer **cap period**. If the summer **cap period maximum charge** for a fuel is greater than the **first cap period** price we will increase the price for each applicable fuel to no more than the summer **cap period maximum charge**. If the summer **cap period maximum charge** for a fuel is lower than the **first cap period** price of this tariff we will decrease the price for each applicable fuel to no more than the summer **cap period maximum charge**. Your prices for the summer **cap period** will start from the date that Ofgem sets as the start of the summer **cap period**, which we currently expect to be 1 April 2019.

In August 2019 we are expecting Ofgem to confirm what the **maximum charge** is for each fuel, each region and for each payment method for the winter **cap period**. If the winter **cap period maximum charge** for a fuel is greater than the summer **cap period maximum charge** we will increase the price for each applicable fuel to no more than the winter **cap period maximum charge**. If the winter **cap period maximum charge** for a fuel is lower than the summer **cap period maximum charge** we will decrease the price for each applicable fuel to no more than the winter **cap period maximum charge**. Your prices for the winter **cap period** will start from the date that Ofgem sets as the start of the winter **cap period**, which we currently expect to be 1 October 2019.

For each **maximum charge cap period** we will use the information from Ofgem to create pricing tables for each fuel and applicable payment method which will be displayed on our website at britishgas.co.uk/temp-march-2020-tariff-price-details. The **maximum charge** provided by Ofgem excludes VAT. When we calculate the price that will apply for each **cap period** we will calculate the amount of VAT that will be added. The prices we show on our website will include VAT. We will do this each time Ofgem reviews and announces a change to the **maximum charge**. The price of this tariff will change on each date on which the new **maximum charges** for the relevant **cap period** start.

For each **cap period** if the price increases we will give you at least 30 days advance notice provided Ofgem has provided the relevant **maximum charge** information prior to this date. If the price of this tariff decreases we will update our website and you will be able to check the price of the tariff for the region where you live on our website. If you do not have access to our website or need support to understand the price information, you can call us and an advisor can confirm what the price is. Any changes to your price will be shown on your bills or statements as applicable. As set out in these terms and conditions, there are no exit fees if you want to switch tariff or supplier.

How to pay 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 but will never be higher than the relevant **maximum charge** applicable for 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 you pay by Direct Debit but miss any payments we can ask you to pay by cash or cheque. If this happens and we ask you to pay by cash or cheque, your price will continue to track the **maximum charge** but will be higher than the Direct Debit prices because it is more expensive to accept payments this way. We'll explain the difference when we contact 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 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, 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. 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

It is a requirement of our licence conditions that default fixed term tariffs and deemed contracts do not have exit fees. You can switch to another supplier without giving us any notice or paying an exit fee. If you want to switch to another tariff with us, just let us know. There are no exit fees if you leave this tariff at any time.

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 April 2020, 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 you'll keep the prices that applied from the last 49 days of this tariff ending and terms and conditions until:

- You switch to one of our other tariffs no later than 20 working days after (but not including) 31 March 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) 31 March 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 move within 30 working days after we tell you we object to your switch.

Other things to bear in mind

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.

If you have a multiple rate electricity meter

When Ofgem publishes the **TDCV** for multiple rate electricity meter customers for each **cap period** they'll make assumptions on whether customers use more or less consumption in the night compared to the day. Your consumption may not match the **TDCV** consumption profile, as you may consume more or less electricity in the day compared to the night or more or less electricity in the night compared to the day.

If your consumption is different in any way from the **TDCV** consumption profile (including if what you use in the day and night is different), even if your combined energy consumption matches the **TDCV**, the overall cost of your electricity could be more or less than the **maximum charge** for the **TDCV**. This is because the **maximum charge** for multiple rate electricity meters is set for those customers whose consumption exactly matches the **TDCV** consumption profile for multiple rate electricity meters. If your electricity consumption does not exactly match the **TDCV** consumption profile your bill maybe higher or lower than the **maximum charge**. However, the electricity prices we charge for this tariff do comply with the Ofgem rules. Your prices will be in your bills and statements and available on our website. We have provided an example of what the above means in practice on our website. Go to britishgas.co.uk/temp-multi-rate-PDF-information