

# Unlimited Electricity

## Nov 2019 v1

# Tariff terms and conditions

## The promotion

This promotion requires you to select an unlimited tariff for each fuel with us. Depending on your current gas and electricity consumption we will offer you an unlimited gas tariff and an unlimited electricity tariff based on whether we think you are a low, medium or high gas consumer and if you are a low, medium or high electricity consumer. For our purposes we class low, medium and high annual consumption for electricity as up to 2,600kWh as low, 2,601 kWh to 3,700kWh as medium and 3,701kWh to 4,500kWh as high. If you are an existing customer and we have your consumption information we will use this to decide which unlimited gas tariff and which unlimited electricity tariff is most appropriate for you. If we don't have any existing consumption information, we will ask you to provide us the information from your last bill or statement but if you don't have this you won't be able to sign up for this tariff. Once we have the information about your consumption we will offer you an unlimited gas tariff and unlimited electricity tariff based on that information. We do this to try and ensure you are on the most appropriate tariff for the amount of energy you use. If your energy consumption significantly changes you may want to consider if a different tariff is more suitable for you. At the end of the tariff, we won't charge you more or charge you less if your consumption was different compared to the previous year whilst you were on this tariff. There are no exit fees to switch between our tariffs.

## About this tariff

By selecting this tariff either we have estimated you are a low electricity consumer because we have your previous electricity consumption or because we have used the information you have provided us.

**Unlimited Electricity Nov 2019 v1** prices are fixed until **30<sup>th</sup> November 2019**. You'll pay a daily standing charge for this tariff. We'll also add VAT. There are no unit rate charges on this tariff.

You are not eligible for this tariff if you have a prepayment meter. If we find you have prepayment meter after you have switched to this tariff, we'll move the electricity to our cheapest tariff which is available to prepayment meter customers at the time. We'll let you know if your tariff has changed because you have a prepayment meter.

## Unlimited Reasonable Use Policy

The electricity you use on this tariff doesn't have a unit rate charge. The purpose of this tariff is to enable you to have a set amount you pay each month (calculated using the daily standing charge) irrespective of the amount of electricity you use. This enables you to have a simple bill and to avoid any surprises over the course of the tariff because your consumption changes due to seasonal differences or you need to use a bit more or a bit less electricity than you would normally use. The electricity you use should only be used for your own personal (and household) use in your own home. Personal use includes anything from the day to day running of the home all the way through to building, running and heating an extension to your home. We will also take into consideration that the weather changes and your personal circumstances may change so you may use or more or less electricity than you did last year. The electricity

and meter should not be used unlawfully or to set up or operate a business for you or anyone else. You shouldn't be using the electricity to provide services for third parties or organisations (even if they don't pay you for this). We will monitor the amount of electricity you are using. Whilst on this tariff, if you use more than 3,900kWh of electricity in a year we may contact you and ask you to confirm how you are using your electricity. If we think you are not using the electricity as set out in these terms and conditions we will ask you to choose a different tariff. If we can't get in contact with you or you don't change tariff within a reasonable period of time after we have contacted you, we will move the fuel (or fuels) which are in breach of this reasonable use policy to our default fixed tariff (with no exit fees) available at the time.

## Smart meters

If you have a smart meter and join us from another supplier you may lose some smart functionality for example, automatic meter readings, but your ability to switch supplier or tariff is unaffected. If you have a British Gas smart meter we should automatically receive your meter readings but there are some occasions where this won't work. If you already have a smart meter you don't need to book an appointment to arrange for a new smart meter. If your smart meter does not send us automatic meter readings you'll need to send us meter readings when we prompt you for them.

### If you don't have a smart meter

If you are eligible for a smart meter and don't have one, by signing up to this tariff you agree you'll book a smart meter installation appointment within 2 months of coming on supply with us and be at home for the appointment by going to [www.britishgas.co.uk/smart-home/smart-meters.html](http://www.britishgas.co.uk/smart-home/smart-meters.html). When your booking is confirmed we'll arrange for a smart meter to be installed for no extra charge (if your home does not already have a smart meter).

Your home needs to meet certain requirements to enable us to fit a smart meter. For example, we need to be able to access your existing meters and there needs to be a good mobile signal at your home. If you're a tenant, it's your responsibility to get your landlord's consent to having smart meters installed.

Not all customers can have smart meters yet. We can't be certain that you will be able to have smart meters until you come on to supply with us or in some cases, until the engineer has been to your home. If we can't install smart meters at your home, you can stay on this tariff but you'll need to send us meter readings when prompted so we can monitor how much electricity you are using. If you are eligible for smart meters, and don't already have them and don't book an appointment for installation (where you are at the appointment or arrange for an alternative person to be at the appointment) within 2 months of coming on supply or switching to this tariff, we may contact you and give you 30 days to choose a different tariff. If you don't choose a different tariff or don't book a smart meter appointment after we have contacted you, we'll switch your tariff to a similar tariff (which doesn't require a smart meter) which we have available for you at the time.

## Environmental benefits from buying energy on this tariff

This tariff is a green tariff as we match the electricity you buy from us on this tariff with 100% renewable energy through Guarantees of Origin. This is additional to any of our other environmental obligations.

Please note, the electricity you use won't be exactly the same energy that was generated from

renewable sources.

For more information about our fuel mix, environmental benefits which are in addition to our legal obligations, government support for renewable energy supply and how electricity is physically distributed go to [www.britishgas.co.uk/greentariffs](http://www.britishgas.co.uk/greentariffs).

## Purchasing renewable energy certificates

We'll match 100% of your electricity consumption on this tariff with Guarantees of Origin (GoOs). This means purchasing certificates that guarantee electricity has been generated from a renewable source to match the electricity that you'll use. We'll buy this when the tariff is launched and we'll check at the end of the tariff to make sure that we purchased enough Guarantees of Origin to cover the electricity you used. If you used more electricity than we originally purchased and assumed you would use, we'll purchase more Guarantees of Origin to cover what you did use.

The Guarantees of Origin are in addition to our legal obligations and schemes and separate from the existing subsidies.

## Information about the certificates

Guarantees of Origin are certificates which are issued by relevant European issuing bodies that are members of the Association of Issuing Bodies. The Guarantees of Origin provide evidence that electricity has been generated from a renewable source, for example wind, solar and biomass.

## Paying for your electricity

You'll need to pay by Direct Debit.

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](http://www.britishgas.co.uk/alltariffs)

We'll write to you at least seven working days before changing how you pay.

If you are an existing customer with us and have a debit balance on your electricity from your previous tariff with us, we will add this amount to the monthly fixed payments you need to pay us. We will cancel your existing direct debit and create a new direct debit. This will ensure you continue to pay a fixed amount for the duration of the tariff. We will send you notification that your original direct debit has been cancelled and then a separate communication that your new direct debit has been created for this Unlimited tariff. If you have a credit balance on your electricity from your previous tariff with us, we will refund the credit back to you.

## If you move home

You can't take this tariff with you if you move home. This is because your consumption could be higher or lower in a different home, so this tariff may no longer be suitable for you in a different property. If you move home please tell us and we can provide you with information on the different tariffs we have available for you.

## If we replace your meter with a prepayment meters or mode change your meter to prepayment

If we replace your electricity meter with a prepayment meter, or mode change your meter to prepayment, we'll switch your tariff to our cheapest tariff which is available to prepayment meter customers at the time. We'll let you know if your tariff has changed because you have a prepayment meter.

## If you want to change your meter

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 decide 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 [britishgas.co.uk/cooloff](http://britishgas.co.uk/cooloff).

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 13<sup>th</sup> October 2019 we'll charge you an exit fee of £30 for electricity. 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. If you don't switch tariff or supplier before **30<sup>th</sup> November 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) 30<sup>th</sup> November 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) 30<sup>th</sup> November 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 electricity 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 **30<sup>th</sup> November 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 [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.