



# Chargeable Work(s) Terms and Conditions

1. Please read this document carefully as it will tell you everything you need to know about the terms and conditions on which we will deal with each other.
2. If you do not own the property, you confirm that you have obtained the owner's permission before you authorise us to start work on the property. We do not accept any liability for unauthorised works. You will be responsible for any losses, costs or damages which we incur as a result of any claims made against us for repairs carried out without the necessary consent.
3. We will carry out all work during our normal working hours (8am to 6pm Monday to Friday), unless we say otherwise.
4. We will agree with you what work we will carry out. We will then carry it out as soon as possible, depending on when an engineer is available.
5. In order to carry out the work as quickly as possible, we may need to use sub-contractors (including Dyno branded franchisees). All sub-contractors are approved by British Gas and are suitably qualified. All engineers carry identity cards.
6. We guarantee any parts we have supplied and fitted or work we have carried out for a period of twelve months from the date we complete the work. These guarantees do not affect your statutory rights in relation to the quality and description of the materials and services. You can contact your local authority's trading standards or Citizens Advice Bureau if you need more information about your statutory rights.
7. The charges quoted on the Chargeable Works Agreement issued by the engineer are for the work detailed on the form. There will be an additional charge if any other work is needed for unrelated faults such as:
  - You have called us regarding a boiler breakdown but also ask us to fix a leaking radiator;
  - You have called us about a problem with your fuseboard but ask us to fix a faulty light fitting; or
  - You have called us regarding a leaking pipe but ask us to fix a blocked drain

We will agree any additional costs with you before commencing work.

8. The charges we quote do not include the following:
  - Repairs to water supply pipes and cylinders;
  - Repairs identified or needed due to design faults in your current system at the time of the agreed work being carried out;
  - Any improvements which are needed to your heating or plumbing system or electrical installation, including the cost of a powerflush or any work needed to bring your system or installation up to current standards;
  - Gaining access to your system (materials and labour) – for example, pipes or wiring buried in walls or 'built-in' appliances;
  - Removing any dangerous waste such as asbestos, which could not have been reasonably foreseen when we gave you the original quotation and which we became aware of only when doing the work. You may decide to call a specialist contractor to do this work for you, who should supply a clean air certificate which must be provided to us before we will commence any further work at your property. Alternatively, it may be possible for us to do this work for you at an extra cost which we will agree in advance; or
  - Lifting carpets or other floor coverings that is required before we can commence work and replacing them once the work is complete.

You may decide to call a specialist contractor to do this work for you. Alternatively it may be possible for us to do this work for you at an extra cost we will agree in advance.

9. We will take reasonable care to carry out the work without causing unnecessary damage to your property, however you accept that the work (including removing or dismantling existing fixtures and fittings) may cause damage and certain areas may need redecoration following completion of the work. We will fill in any holes and leave the surface level if we have had to make access to your system so we could carry out the work, however, we will not replace the original surface or construction (for example, redecoration), unless the damage has been caused directly by our negligence. If the original surface or construction was damaged as a result of any prior fault with your system, for example a water leak, we will not replace the original surface.
10. If the safety earthing arrangements in your property do not meet the standards set out in the current Institute of Electrical Engineers regulations, we will tell you what work is needed to correct any problem. The engineer on site will decide whether work can go ahead. The cost of any work required to bring your system or installation up to current standards will be agreed with you prior to the commencement of those works.
11. You must let us know of anything which may present a hazard or danger to anyone carrying out work in your property. You must also make sure that we have clear access to any relevant drains and covers and provide us with a supply of mains electricity and water. We may need to charge you for additional work or expense we incur as a result of your failure to provide us with clear access, mains electricity and water. We will agree these charges with you before commencing work.
12. Repairing or replacing appliance flues is not included. There will be an extra charge for clearing blocked flues, which we will agree with you before commencing work.
13. Where we replace an existing hot water cylinder, we will use our reasonable endeavours to re-install your immersion heater where it is possible. If this is not possible we will agree in advance additional costs with you to supply and fit a replacement immersion heater.
14. We will not carry out the work if:
  - Suitable parts are unavailable; or
  - Your boiler, appliance or system is not included on our approved list.

## 15. Notice of your right to cancel

You can cancel this agreement up to 14 days after the day any goods are delivered, or if the agreement is for services only (for example labour, but not parts are provided), for 14 days after the day you accept the agreement. This is your "cooling off period".

You can ask us to start work before the cooling off period ends. If you do this and then cancel, we will charge you our reasonable costs for:

- Any work already carried out, or
- Any goods already installed into your property.

You won't be able to cancel once work is fully completed or the goods have been installed into your property.

If you wish to cancel you can use the attached form but you do not have to. You can also contact us to cancel using the details below:

For all Plumbing & Drains, Electrical & Kitchen Appliance cancellations – **0800 048 1000**

For all other cancellations – 0800 048 1000 or e-mail us at [londonhu@britishgas.co.uk](mailto:londonhu@britishgas.co.uk)

## 16. Using personal information

We or our agents and our partners (including other Centrica Group companies such as those using the British Gas, Scottish Gas and Dyno brands) may use information about you to do the following:

- a) Provide you with the services you have asked for (which may include loyalty and incentive schemes we may run from time to time).
- b) Offer you accounts, services and products from us and our partners. To help us make these offers we may use an automatic scoring system
- c) Help run, and contact you about improving the way we run any accounts, services and products we have provided in the past, we are providing now, or may provide in the future.
- d) Create statistics, test computer systems, analyse customer information, create profiles and create marketing opportunities (including using information about what you buy from us and how you pay for it and other British Gas products you hold).
- e) Help maintain your, and the members of your family or households', health, safety and security.
- f) As part of the process of selling one or more of our businesses.
- g) If we have been asked (for example by Ofgem or a lawyer) to provide information for legal or regulatory purposes.
- h) As part of current or future legal action.
- i) As part of government data sharing initiatives; for example, those designed to help stop fuel poverty (where people cannot afford to pay for heating and electricity).
- j) To help manage any loyalty or reward schemes.
- k) If you hold an insurance policy with us, to pass information to an insurer to manage your insurance policy (including underwriting and claims, to help develop new services and to assess financial and insurance risk).
- l) If you do not pay your debt, we may transfer your debt to another organisation and give them details about you.
- m) To help train our staff.

We may also monitor and record any communications we have with you, including phone conversations and emails, to make sure we are providing a good service and meeting our regulatory and legal responsibilities.

When we contact you, we may use any information we hold about you to do so. As a result we may contact you by email, phone, text message other forms of electronic communications (such as using smart meters) or by visiting you. If we are contacting you to tell you about any offers, we will, as far as possible, do this in line with your preference of communication with us for marketing purposes. You can ask us not to send you any information on our offers at any time by contacting us and giving us your account details.

Occasionally we may have partners outside the European Economic Area (EEA). As a result your information may be transferred to countries that do not have the same standards or protection for personal information as the UK. However, how we collect, store and use your personal data will continue to be governed by this privacy statement.

We may check your details with one or more credit-reference and fraud prevention agencies to help us make decisions about your capacity to pay your bills and the goods and services we can offer you. If you would like information about how we and the credit reference and fraud prevention agencies will use your information, you can find the full version online in our privacy policy at [britishgas.co.uk](http://britishgas.co.uk)

If you give us information on behalf of someone else, you confirm you have given them the information set out in this document, and that they have given permission for us to use their personal information in the way we have described in this section. If you give us sensitive information about yourself or other people (such as health details or details of any criminal convictions of members of your household), you agree (and confirm that the person the information is about has agreed) that we can use this information in the way set out in this document.

You are entitled to have a copy of the information we hold on you and to have any inaccurate information corrected. We may charge a small fee for providing a copy of any information we hold about you.

For more information about this please contact our Privacy Unit at:

Lakeside West  
30 The Causeway  
Staines  
TW18 3BY

Or you can email [CentricaDataProtection@Centrica.com](mailto:CentricaDataProtection@Centrica.com)