



## **Gulf Gas & Power UK Tariff Terms and Conditions**

**These Tariff Terms and Conditions are for the Home Energy Tariff Gulf Home Fixed 12 Feb 19 v1.**

These terms have been created to be used in addition to (not in replacement of) the Gulf Gas & Power UK General Terms and Conditions for Home Energy Customers. However, where there are differences, the terms and conditions detailed in this document take precedence.

### **1. Words and definitions**

The words and definitions detailed in the Gulf Gas & Power UK General Terms and Conditions for Home Energy have the same meaning when used in these Tariff terms and conditions.

### **2. General tariff terms**

- This is a Direct Debit only tariff. Payments must be made by Direct Debit and you must be an authorised signatory of a bank account which allows Direct Debit payments.
- This tariff is available on an online basis only. Unless we are required to send you documentation in the post, all bills and other communications will be sent by email to the email address supplied in your application.
- This tariff is not available on a Prepayment basis.
- If you have a Smart meter, some of your Smart meter functionality may be lost and you may be required to provide us with regular meter readings.

### **3. Tariff availability**

This tariff will be available for sale from 11<sup>th</sup> January 2018 however availability is limited and the tariff may be withdrawn from sale at any time.

### **4. Tariff term**

This is a fixed term tariff will apply until 28<sup>th</sup> February 2019.

### **5. Signing up or changing tariff**



You can only access this tariff if:

- You have applied to join or if you are an existing customer, move to this tariff on our website or through one of our agents.
- We have agreed to supply your Property on this tariff.
- If you are switching from another energy supplier and we become registered as the energy supplier to your Property.

## **6. Pricing**

You can find out how much your energy costs by looking at the pricing tables (called Tariff Information Labels or TILs) relating to this tariff.

Pricing information can be found here [www.gulfgasandpower.uk/terms](http://www.gulfgasandpower.uk/terms)

The prices we charge for Energy will depend on your location and the type of meters you have in your home. This is clearly set out in the Tariff Information Labels.

We include VAT in our charges, so should the rate of VAT change, our prices will be changed accordingly.

These prices will be honoured for the period specified in Section 3 of these terms and conditions, unless:

- The rate of VAT changes,

Or

- We are prevented from doing so by the actions or requirements of any governmental or regulatory authority (Ofgem).

## **7. Cancellation**

If you choose to cancel by either switching to another energy supplier or by moving to a different Gulf Gas & Power UK tariff, you may be charged an exit fee of £30 for single fuel customers and £60 for dual fuel customers, unless you are choosing to cancel within 49 days of the date specified in Section 4 of these terms and conditions.

## **8. Payments**



This is a Direct Debit only tariff and you are responsible for ensuring that the bank account details you provide us with are accurate and that they are suitable for Direct Debit transactions.

If your bank refuses our Direct Debit request, we will contact you to inform you. If you are unable to resolve any issues regarding your Direct Debit payments, you may be moved to our Payment on Receipt of Bill tariff, which could cost you more than the pricing referred to in Section 6 of this document. Please note, this tariff may not be available for you to re-join if you have been moved to a Payment on Receipt of Bill tariff.

An administration charge may apply if we move you to our Payment on Receipt of Bill tariff and you may be subject to the exit fees applicable to this tariff.

### **9. Meter readings**

It is a condition of this tariff that you provide regular meter readings. Should you fail to provide three consecutive meter readings, you may be moved to our Standard Tariff, which could cost you more than the pricing referred to in Section 6 of this document. Please note, this tariff may not be available for you to re-join if you have been moved to our Standard Tariff.

### **10. End of your fixed term**

No less than 42 days before the end of your fixed term, we will send you a notification to let you know what options you have and what tariffs are available to you. During this period, if you choose to sign up to a new fixed term, no exit fees will be charged and your new fixed term will begin immediately after the end date of this tariff.

If you stay with Gulf Gas & Power UK, but choose not to sign up to a new fixed term, you will be moved to our default fixed term tariff. This will be a 12-month fixed term tariff, with no exit fees. The costs of this tariff will be explained in your notification.