

Temporary Nov 2019

# Tariff terms and conditions

## About Temporary Nov 2019 tariff and the price

This tariff is only available for customers who are rolling off a fixed term contract or on a deemed contract from 1<sup>st</sup> November 2018.

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).

The original maximum price of this tariff is fixed until 30<sup>th</sup> November 2019 (subject to any change of price if you change the way you pay us) unless the government or our regulator does something or plans something that means the price changes and we call this your "**original maximum price**".

One thing the government or regulator may do is introduce new rules which sets the maximum prices we can charge you on this tariff. In these terms we call this a "**price cap**". This will last for a specific period of time set by the government or the regulator. If it has introduced a **price cap**, the government or regulator could, at the end of the first period it has set, decide to change the amount of the **price cap** (either up or down). In these terms we call this the "**revised price cap**".

If the government or regulator sets a **price cap** for each fuel on this tariff and the **price cap** is lower than the **original maximum price** applicable for each fuel on this tariff, we will lower your price(s) to the level of the **price cap** (or below the level of the **price cap**, at our sole discretion) to meet our regulatory obligations and comply with the **price cap**. If the **price cap** is higher than the **original maximum price** of this tariff your prices will not change from the **original maximum price** applicable under this tariff.

If your prices decrease as a consequence of the introduction of a **price cap** and the government or regulator subsequently sets a **revised price cap** during the term of this tariff to an amount higher than the original **price cap**, we may adjust your prices to the lower of:

- a) the **revised price cap**; and
- b) the **original maximum price** applicable under this tariff.

Any price changes we make will never result in your price exceeding the **original maximum price** of this tariff and will not exceed the relevant **price cap** then in place as set by the government or regulator for each fuel on this tariff. If your price is adjusted upwards (to the same level or lower than the **original maximum price**) we will write to let you know. 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.

## Paying for your energy

You'll need to pay by Direct Debit, cash or cheque or payment card.

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.

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 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<sup>st</sup> December 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 you'll keep your current prices and terms and conditions 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 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](http://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.