

HomeEnergy Secure Green Oct 2021

Tariff terms and conditions

About your tariff

HomeEnergy Secure Green Oct 2021 prices are fixed until 31 October 2021. 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.

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 by purchasing Guarantees of Origin or Renewable Energy Guarantee of Origins (REGOs) or both of these. We'll offset the carbon footprint of the gas that you use on this tariff through the purchase of Certified Emission Reduction Certificates from selected emission reduction projects in developing countries. This is additional to any of our other environmental obligations.

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

1. Carbon offsetting of your gas

When you buy gas on this tariff, we'll estimate the amount of carbon emissions that we think you will produce from your gas consumption over the length of the tariff.

We calculate the carbon emissions by using government figures that for every gas kWh used 184g CO₂ of carbon are produced. We'll offset the amount of your gas carbon footprint on this tariff by funding projects that reduce carbon dioxide emissions. We'll evidence this by purchasing Certified Emission Reduction Certificates from selected carbon emission-reduction projects in developing countries. The certificates we buy are in addition to our legal obligations and schemes and separate from the existing subsidies which are set out in our fuel mix. We'll check at the end of the annual compliance period to make sure that we purchased enough Certified Emission Reduction Certificates to cover the carbon footprint produced from your gas consumption on this tariff.

2. Purchasing renewable energy certificates

We'll match 100% of your electricity consumption on this tariff with Guarantees of Origin (GoOs) or Renewable Energy Guarantee of Origins (REGOs) or both. 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 yearly compliance period to make sure that we purchased enough Guarantees of Origin or REGOs or both to cover the electricity used. If you used more electricity than we originally purchased and assumed you would use, we'll purchase more Guarantees of Origin or Renewable Energy Guarantees of Origin or both to cover what you did use.

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

Information about the credits and certificates

Certified Emission Reduction Certificates (CERs) come from emission-reduction projects in developing countries. They are issued by the United Nations and are each equivalent to one tonne of CO₂. To be eligible for CERs, the emission-reduction projects must qualify through a rigorous and public registration and issuance process.

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

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 www.britishgas.co.uk/cooloff. If you move to another tariff with us, there are no exit fees.

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 September 2021 we'll charge you an exit fee of £40 for electricity and £40 for gas. 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.

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 01 November 2021 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 (excluding exit fees) until:

You switch to one of our other tariffs no later than 20 working days after (but not including) 31 October 2021; 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 October 2021. 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 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 31 October 2021, 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 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.