

# Energy Plus Protection Green Oct 2020

# Tariff terms and conditions

## I agree and accept the following:

- ✓ I own the home that I am taking the tariff out on and have a gas boiler and controls that are in good working order
- ✓ I will manage my account totally online
- ✓ I have read and accept the HomeCare Terms & Conditions (copied below)
- ✓ I have read and accept the Insurance Disclosure Document (copied below)
- ✓ I understand this tariff is not available to customers who have an existing Services agreement (including HomeCare, Plumbing & Drains cover, Gas Appliance Cover and Kitchen Appliance Cover), though is available if you previously took a tariff with a services element. If you have an existing Services agreement and choose to take the Energy Plus Protection Green Oct 2020 tariff we will not set up any of the cover products. The terms of this energy tariff will continue to apply for each fuel on this tariff.
- ✓ I understand I will have two Direct Debits, one for my energy tariff and one for my services contract. The Direct Debit for my services contract will start after 12 months as this is an introductory offer

## About your tariff

Energy Plus Protection Green Oct 2020 prices are fixed until 31 October 2020. 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)

## How it works

Customers will need to switch their energy tariff for both gas and electricity to this tariff. Both this tariff and the associated Central Heating Breakdown cover, Plumbing & Drains cover, and Home Electrical cover (your **Services Cover**) will need to be in the name(s) of the same account holder(s) and for the same address. The **Services Cover** is more suitable for customers who own their own home. You'll receive separate information about this tariff and your HomeCare agreement for your **Services Cover** once your order has been completed.

Your **Services Cover** is included for the first 12 months. Your **Services Cover** will start within 21 days of your tariff start date. Your **Services Cover** will automatically renew after 12 months unless terminated earlier in accordance with the terms of this agreement. We'll contact you at least 25 days before your **Services Cover** expires to tell you the renewal price. If you do nothing your **Services Cover** will renew onto the renewal price. You can choose to change or cancel your Central Heating breakdown cover, Plumbing & Drains cover, and Home Electrical cover at any time.

This tariff is not available to customers who have prepayment meters or smart meters in prepayment mode.

This tariff is not available to customers who have an existing Services agreement (including HomeCare, Plumbing & Drains cover, Gas Appliance Cover and Kitchen Appliance Cover), though is available if you previously took a tariff with a services element included. If you have an existing services agreement (which was not included with a previous tariff) and choose to

take this tariff we will not set up any of the **Services Cover** products. The terms of this energy tariff will continue to apply for each fuel on this tariff.

We'll use the same Direct Debit details you give us when buying this tariff to set up your **Services Cover** contract. We'll use the Direct Debit details to set up two Direct Debits, one for your energy tariff (payable to British Gas Trading Limited) and one for your **Services Cover** (payable to British Gas Services Limited). The first Direct Debit for your **Services Cover** will start after 12 months from your original contract start date. We'll contact you at least 25 days before your renewal date to notify you of your renewal price, and you can choose to change or cancel your contract if you wish. If you do nothing your **Services Cover** will renew onto the renewal price. You can choose to change or cancel your Central Heating breakdown cover, Plumbing & Drains cover, and Home Electrical cover at any time.

## Key features and benefits

With the **Services Cover**, customers will get:

1. Added peace of mind that their gas central heating system, plumbing, drains and home electrics are covered in case they need a repair
2. Parts and labour included (limits apply, please see the HomeCare terms for more details)
3. To call us day or night if things go wrong.

**Central Heating Breakdown cover** (with a £99 excess for each repair) includes:

- Repairs to your gas central heating system, including your boiler, radiators, hot water cylinder and the water pipes that connect them, and controls such as thermostat and programmer
- Up to £1,000 to gain access to your central heating system

Some of the things that are not included:

- Annual Service Visit
- Removing sludge or limescale or repairing the damage it causes if we tell you it might be a problem for your boiler
- Showers
- Accidental Damage
- Faults caused by someone else you used for repairs or design faults

See the [HomeCare Terms & Conditions](#) for more details of your cover.

<https://www.britishgas.co.uk/homecare-terms>

**Plumbing & Drains cover** (with £60 excess for each repair) includes:

- Unblocks and repairs to drains and waste pipes
- Repairs to the water supply pipe within the boundary of your property
- Repairs to hot and cold pipes between your stopcock and taps
- Up to £1,000 to access your plumbing and drainage system
- Accidental damage

Some of the things that are not included:

- Showers and their parts, sanitary ware and sealant
- Shared drains
- Faults caused by someone else you used for repairs or design faults

See the [HomeCare Terms & Conditions](https://www.britishgas.co.uk/homecare-terms) for more details of your cover. Link:  
<https://www.britishgas.co.uk/homecare-terms>

**Home Electrical cover** (with £60 excess for each repair) includes:

- Repairs to your electrical wiring and fixtures in your home and outbuildings
- Repairs to your outside security and doorway lighting less than 10m above the ground
- Damage to your electrics caused by rodents
- Up to £1,000 to access your electrics system

Some of the things that are not included:

- Showers
- Electrical appliances, cooker hoods or extractor fans over 15cm diameter
- Faults caused by someone else you used for repairs or design faults

See the [HomeCare Terms & Conditions](https://www.britishgas.co.uk/homecare-terms) for more details of your cover.  
<https://www.britishgas.co.uk/homecare-terms>

## Manage your account online

You'll need to manage this tariff and your account online. Managing your account online means:

- your bills and statements will be available online and not sent to you
- you can check your account details on our website or app
- you can find information about your tariff and account on our website
- you'll provide your meter readings online, by text message or via the app at least once a quarter (if you don't have smart meters which send us meter readings automatically)
- you can contact us using our web chat service.

Your bills and annual statements will be available on our website at [www.britishgas.co.uk/identity/](https://www.britishgas.co.uk/identity/). We'll send you emails when your bills and statements are ready and prompt you for meter readings. You should provide meter readings for your fuels when we prompt you for them to help ensure your bills are up to date. This is in addition to the requirement in the supply terms to provide meter readings at least twice a year. If you are not able to send us meter readings when prompted we'll provide estimated bills. We'll automatically take meter readings if you have smart meter(s) which can send the meter readings directly to us.

If you stop managing your account online (as described above) we may contact you and give you 30 days to choose a different tariff. We won't contact you about moving to a different tariff if there are genuine reasons why you stopped managing your account online, for example our website or app wasn't available or wasn't working properly or you contact us by phone because you have a complaint or emergency.

## Smart meters

If you are eligible for smart meters and don't already have them (either for both fuels or just one fuel), by signing up to this tariff you agree you'll book a smart meter installation

appointment within 3 months 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 smart meter(s) to be installed for no extra charge (if your home does not already have smart meter(s)).

Your home needs to meet certain requirements to enable us to fit smart meters. 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 and manage your account online. 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 3 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.

If you have smart meters 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 British Gas smart meters we should automatically receive your meter readings but there are some occasions where this won't work. If you already have smart meters you don't need to book an appointment to arrange for new smart meters and you can stay on this tariff. If your smart meters don't send us automatic meter readings, you'll need to send us meter readings when we prompt you for them.

## 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 buying Guarantees of Origin certificates or Renewable Energy Guarantee of Origins certificates (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](http://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 CO<sub>2</sub> 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 buying 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 bought enough Certified Emission Reduction Certificates to cover the carbon footprint produced from your gas consumption on this tariff.

## 2. Buying renewable energy certificates

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

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

### Information about 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 CO<sub>2</sub>. 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. 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 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 you have prepayment meters or we replace your meters with prepayment meters

This tariff is not available with prepayment meters. If you have a prepayment meter at your property, or we replace your gas and/or electricity meters with prepayment meters, or we 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.

Your **Services Cover** will continue and will automatically renew after 12 months unless cancelled separately.

### If you want to change your meters

You need to contact us to discuss this. This tariff including the **Services Cover** may not be available on another meter type and/or you may want to choose a different tariff. We will let you know if you would need to choose a different tariff when you contact us.

### 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 the cool off period go to [www.britishgas.co.uk/cooloff](http://www.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 September 2020 we'll charge you an exit fee of £30 for electricity and £30 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. If you move to another tariff with us, the exit fee will not apply.

Your **Services Cover** will continue and renew automatically even if you cancel this tariff. If you want to cancel the Central Heating cover, Plumbing & Drains cover or Home Electrical cover for any reason, then this must be done separately by contacting British Gas Services Limited. Details can be found in your [HomeCare Terms & Conditions](#).

### If you cancel or upgrade the Services Cover

If you cancel or upgrade the **Services Cover** provided with this tariff, this energy tariff will continue without the **Services Cover** until 31 October 2020, unless the tariff is cancelled earlier in accordance with these terms and conditions.

### If we can't take you onto Central Heating Breakdown Cover

If we realise during sign up or at a breakdown visit that we can't take you onto Central Heating Breakdown cover we may contact you and give you 30 days to switch both fuels to one of our other available tariffs. The full terms of this tariff will continue to apply until you choose a different tariff. There will be no cancellation fees if you cancel or upgrade your Central Heating Breakdown cover agreement. You will not be liable for costs incurred up to the point that you cancel or upgrade your Central Heating Breakdown cover other than the £99 excess for any work that has been carried out. If you're not eligible for the Central Heating Breakdown cover we will not automatically renew it after 12 months. If this happens, your Plumbing & Drains cover and Home Electrical cover will continue to automatically renew after 12 months, unless cancelled in accordance with the Home Care terms and conditions.

### Moving Home

You can take this tariff without the **Services Cover** with you if you move home. However, you will have to contact us as soon as possible about your **Services Cover** as we may be able to transfer the cover to the new property or start a new agreement for the same cover. We can cancel the **Services Cover** if you ask us to. British Gas Services Limited may be able to offer you an alternative service for your new home.

### 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 2020, we'll move you to the cheapest default tariff (no exit fees) we have available at that time.

From at least 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) 31 October 2020; 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 2020. 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.

After the tariff ends, the **Services Cover** will continue until you cancel it.

### Other things to bear in mind

The tariff prices are fixed until 31 October 2020 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 must 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.

Your **Services Cover** will be administered by British Gas Services Limited which is authorised and regulated by the Financial Conduct Authority.

## Important Information about our insurance services

British Gas Services Limited  
The Causeway, Staines, Middlesex TW18 3BY

### 1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

### 2. Whose products do we offer?

- We offer products from a range of insurers.
- We only offer products from a limited number of insurers. Ask us for a list of insurers we offer insurance from.
- We only offer products from a single insurer.

### 3. Which services will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs.
- You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

### 4. What will you have to pay us for our services?

- A fee.
- No fee.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

### 5. Who regulates us?

British Gas Services Limited is authorised and regulated by the Financial Conduct Authority. Our Financial Services register number is 490568.

Our permitted business is the sale and administration of general insurance contracts.

You can check this on the Financial Services Register by visiting the FCA's website [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on 0800 111 6768, and from abroad on +44 207 0661 0005.

### 6. What to do if you have a complaint

If you wish to register a complaint, please contact us:

**... in writing** British Gas Services, Customer Relations, PO BOX 4394, Dunstable LU6 9LG

**... by phone** 0800 048 1000\*

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

### 7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.

\*We record calls to help improve our service to you. Calls to 0800 numbers are free from mobiles and landlines.

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