

Cap Tracker Plus Sep 2021

Tariff terms and conditions

About your tariff

Cap Tracker Plus Sep 2021 ends on the 30th September 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

The price of each fuel on this tariff, will be at least £1.50 cheaper for each payment method compared to the maximum charge of the Ofgem default tariff price cap. In these terms, the **maximum charge** means the highest amount Ofgem states we can charge customers who are on default tariffs and not on prepayment meters. Ofgem provide this information on their website. In these terms, we call the Ofgem default tariff price cap, the **price cap**. The prices we charge depend on how you pay. But, no matter how you pay (your payment method) and which region you're in we'll still ensure for each fuel on this tariff your prices will be cheaper by at least £1.50 compared to the **maximum charge** of the **price cap**.

We'll review the price for each fuel on this tariff each time Ofgem announce the **maximum charge** for the **price cap** (this is usually every 6 months) which means your prices may go up or down. This is why you may see us and switching sites call this a tracker tariff. We'll tell you if there is an increase to your prices whilst on this tariff.

If you want a fixed price tariff where the price doesn't change, this tariff is not appropriate for you. Please look online for other tariffs.

Price reviews and how we tell you when there is a price increase

Your prices will be reviewed every six months after Ofgem announce the then latest **maximum charge** for the **price cap**. If there is a change to the **maximum charge**, your prices will be updated on the following dates: 1 April 2020, 1 October 2020, with the last price change on the 1 April 2021,

If your prices are increasing, we'll give you at least 30 days notice before changing the price. We'll let you know what prices (unit rates and/or standing charges) are changing and confirm when the new prices will apply.

When we won't change your price

Although this is unlikely to happen, if for some reason Ofgem do not announce a change to the **maximum charge**, the prices for this tariff won't be reviewed until the next **maximum charge** is announced. If your prices stay the same, we will not contact you.

If Ofgem stops or changes how the price cap works

If the **price cap** stops or significantly changes before the end date of this tariff because of something Ofgem decides, we'll contact you. If the **price cap** has been stopped your prices will track below our Standard Variable tariff for the remaining duration of this tariff. This means that if our Standard Variable tariff prices change, this tariff will track below the then latest Standard Variable tariff prices. We will notify you 30 days before any price change is due to

take place. Our Standard Variable tariff prices could go up or down, but this tariff will always be cheaper. You can switch to another tariff or supplier at any time.

Environmental benefits from buying electricity 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. This is additional to any of our other environmental obligations.

Please note, the electricity 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

- 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.

Paying for your energy

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 can switch to another supplier or tariff without paying an exit fee at any time. You don't have to give us any notice if you want to switch to another supplier.

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 October 2021, we'll move you to the cheapest default tariff (no exit fees) we have available 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 September 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) 30 September 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 prices of this tariff can go up and down following each price review (as described in these terms and conditions). They may also change if 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'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.