

# HomeEnergy Fix Nov 2021

# Tariff terms and conditions

## About your tariff

HomeEnergy Fix Nov 2021 prices are fixed until 30 November 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](http://www.britishgas.co.uk/alltariffs)

## 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.

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](http://www.britishgas.co.uk/greentariffs)

- Purchasing 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

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](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 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](http://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 October 2021 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.

### **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 December 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 November 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 November 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 30 November 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 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 [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.