

# Online Fix Aug 2021

# Tariff terms and conditions

## About your tariff

Online Fix Aug 2021 prices are fixed until 31 August 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).

## 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 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/](http://www.britishgas.co.uk/identity/). We'll send you emails when your bills and statements are ready and prompt you for meter readings (if you don't have smart meters which automatically provide 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, 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 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 6 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 electricity on this tariff**

We match the electricity you buy from us on this tariff with 100% renewable energy by purchasing Guarantees of Origin (GoO) or Renewable Energy Guarantee of Origins (REGOs) certificates or both of these.

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 these when the tariff starts and we'll check at the end of the annual compliance period to make sure that we purchased enough GoOs or REGOs certificates 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 certificates to cover what you did use.

The certificates are in addition to our legal obligations and schemes and separate from the existing subsidies.

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/about-us/tariffs-with-environmental-benefits.html](http://www.britishgas.co.uk/about-us/tariffs-with-environmental-benefits.html)

### **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 **14 July 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.

## 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 September 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 August 2021**; or
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- 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 August 2021**. The other supplier then needs to supply your energy within a reasonable time after they told us you want to switch; or
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- 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 August 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](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.