

Energy with Boiler Cover

Dec 2021v3

Tariff terms and conditions

How it works

Customers will need to switch their energy tariff for both gas and electricity to this tariff.

This tariff includes an introductory offer for 12 months of Boiler and Controls Breakdown cover (your **Services Cover**) which automatically renews after 12 months unless terminated earlier in accordance with the terms of your policy (cancellation fees may apply).

As this is an introductory offer, if you have an existing services agreement, (including any service products provided with a previous tariff) and choose to take this tariff we will not set up any of the services. The terms of this energy tariff will continue to apply for each fuel on this tariff.

Excesses apply to the **Services Cover** and this is the amount you need to pay towards each completed repair.

Boiler and controls breakdown cover - £99 excess

Information about what is and is not included in your **Services Cover** can be found in the HomeCare terms and Conditions and the Insurance Product Information Document(s).

Both this tariff and the associated **Services Cover** will need to be in the name(s) of the same account holder(s) and for the same address. 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** and tariff are separate agreements and may have different start and end dates.

We'll use the same Direct Debit details you give us when buying this tariff 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 12 months after your **Services Cover** start date.

We'll contact you at least 25 days before your **Services Cover** 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.

Your **Services Cover** will be administered by British Gas Services Limited which is authorised and regulated by the Financial Conduct Authority. The HomeCare Terms and Conditions apply to your **Services Cover**. If there is any difference between what we say in these terms and conditions and what British Gas Services Limited say in the HomeCare Terms and Conditions about your **Services Cover**, the HomeCare Terms and Conditions takes priority.

About your tariff

Energy with Boiler Cover Dec 2021v3 prices are fixed until 31 December 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. The price of your tariff won't go up or down unless you change your tariff, change how you pay us (for example you stop paying by Direct Debit) or the government or regulator does something or plans something that means the price must change. For example, changing the amount of VAT we must charge. We'll contact you if there is a change to your price.

For more details about the rates we charge go to www.britishgas.co.uk/alltariffs

Smart meters

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 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 of 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) certificates or Renewable Energy Guarantee of Origins (REGOs) certificates 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 these when your 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 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.

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. 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 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.

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 your energy

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.

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 November 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.

Your **Services Cover** will continue and renew automatically even if you cancel this tariff. If you want to cancel the Boiler and Controls Breakdown Cover for any reason, then this must be done separately by contacting British Gas Services Limited. Cancellation charges may apply. Details can be found in your [HomeCare Terms & Conditions](#).

If you cancel your Services Cover

You have 14 days from the day you receive your **Services Cover** contract pack to change your mind about the **Services Cover**. If you cancel the **Services Cover** provided with this tariff, this energy tariff will continue without the **Services Cover** until 31 December 2021, unless the tariff is cancelled earlier in accordance with these terms and conditions. You may be charged a cancellation fee if you cancel your **Services Cover** after you have had work done.

If we can't take you onto Boiler and Controls Breakdown Cover

If we realise at a breakdown visit that we can't cover your boiler for example because we find a pre-existing fault or parts are no longer available, we will cancel it for you, free of charge.

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 it will not transfer to the new property and will need to be cancelled. When you contact us, we can go through the options 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 January 2022, 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 December 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 December 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.

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

Other things to bear in mind

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. 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.