

Green Future Nov 2023

Tariff terms and conditions

About your tariff

Green Future Nov 2023 prices are fixed until *30 November 2023*.

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

Environmental benefits from buying energy on this tariff

This tariff is a green tariff because we match 100% of the electricity and 10% of the gas you use on this tariff with renewable sources. We also offset the carbon footprint created from 90% of the gas you use on this tariff by supporting carbon emission reduction projects in developing countries. In addition to offsetting the carbon footprint created by 90% of the gas you use on this tariff, we support the growth of up to 5 trees per fuel in the UK for each year you are on this tariff. We evidence the support we give by working with a trusted partner who arranges the certificates we buy.

The certificates are in addition to our legal obligations and schemes and separate from the existing subsidies which are set out in our fuel mix. 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

Please note, the electricity and gas you use won't be the same energy that was generated from renewable sources.

Purchasing renewable electricity

We'll match 100% of the electricity you use from us on this tariff by buying electricity from renewable generators in the UK Power Purchase Agreements. This means that for the electricity you use the same amount of electricity from renewable sources, such as wind and solar, will be fed into the network. We evidence this by buying Renewable Energy Guarantee of Origin (REGO) certificates with the power we purchase from the renewable generators we have agreements with.

We'll buy the renewable electricity and certificates when the tariff is launched, and we'll check at the end of each yearly compliance period to make sure that we bought enough renewable electricity and certificates to cover the electricity used. If you used more electricity than we originally bought and assumed you would use, we'll source more renewable electricity and certificates to cover what you did use. We may need to purchase REGOs independently of power if, for example, more customers join this tariff than we anticipated.

Matching with Green Gas

We'll match 10% of the gas you use from us on this tariff by buying gas from renewable sources. This means that for the gas you use the same amount of gas from renewable sources will be fed into the national gas network. We evidence this by buying Renewable Gas Guarantees of Origin certificates from the Green Gas Certification Scheme.

We'll buy the certificates when the tariff is launched, and we'll check at the end of each yearly compliance period to make sure that we bought enough certificates to cover 10% of the gas used. If you used more gas than we originally assumed you would use, we'll buy more certificates to ensure we cover 10% of what you did use.

Carbon offsetting your gas consumption

With our carbon offsetting partner, ClimateCare, we'll offset your gas carbon footprint from 90% of the gas you use on this tariff by supporting traceable emission reduction projects in developing countries. ClimateCare evidence this by buying carbon credits, such as Verified Emission Reduction Certificates from projects certified by the Verified Carbon Standard. For more information about the Verified Carbon Standard go to www.verra.org

When you buy gas on this tariff, we'll estimate your gas consumption and the amount of carbon emissions that we think you will produce from 90% of 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 of carbon are produced. We'll check at the end of each yearly compliance period to make sure that ClimateCare bought enough carbon credits to offset the amount of carbon footprint created from 90% of the gas you used on this tariff. If you used more gas than we originally assumed you would use, we'll arrange for ClimateCare to buy more carbon credits to cover the carbon footprint from 90% of gas you did use.

Supporting emission-reduction projects in the UK

We will also support the growth of up to 5 trees per fuel in the UK for each year you are on this tariff. This means, if your property has both fuels on this tariff, we will support the growth of up to 10 trees for each year you are on this tariff. With our offsetting partner, ClimateCare, we evidence the number of trees supported by purchasing Woodland Carbon Units (WCU) and/or Pending Issuance Units (PIUs) from UK woodland projects verified by the Woodland Carbon Code. We buy WCUs/PIUs in addition to offsetting the carbon footprint created by 90% of the gas you use on this tariff. For more information about the Woodland Carbon Code go to www.woodlandcarboncode.org.uk

The number of trees you support for the life of your tariff is calculated on a pro-rata basis by the number of weeks you are on your tariff. For example, if you are a dual fuel customer and choose to change your tariff or leave us after 6 months you would have supported the growth of 5 trees.

Information about carbon credits and the emission-reduction projects we support

Carbon credits support projects that reduce greenhouse gas emissions, each certificate is equivalent to one tonne of carbon dioxide. They are bought by our partner ClimateCare (<https://climatecare.org>) and are issued by carbon standards that independently certify project

emission reductions. ClimateCare ensure that all the projects you support meet the highest quality standards. To be eligible for carbon credits, emission-reduction projects must qualify through a rigorous and public registration and issuance process.

We may need to purchase carbon credits from emission reduction projects that we did not advertise to you when we launched this tariff. For example, if more customers join this tariff than we anticipated when we launched the tariff, or for reasons beyond our reasonable control. If we do that, we will ensure that we purchase carbon credits from projects that are of a reasonably comparable quality and standard. We will always ensure that we purchase enough carbon credits to offset the carbon footprint created from 90% of the gas you use from us on this tariff and enough carbon credits to support the growth of 5 trees per fuel per year.

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 contact you and you can find the details at www.britishgas.co.uk/alltariffs We'll let you know 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. For more information go to 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 14 day period and before 13 October 2023 we'll charge you an exit fee of £40 for electricity and £40 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 December 2023 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 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) 30 November 2023; 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 2023. 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

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.