

# Exclusive Energy v11

## Tariff terms and conditions

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## About your tariff

Exclusive Energy v11 is a fixed tariff.

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 contract 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 has to change. For example, changing the amount of VAT we must charge. We'll contact you if there is a change to your price.

When you switch to this tariff, your prices and when your contract starts, and when your contract ends will be sent by email and will be in your online account. In these terms, we refer to the date your contract ends as the '**contract end date**'. For details about this tariff and the prices we charge log in to your account at [britishgasevolve.co.uk](https://britishgasevolve.co.uk).

## Eligibility

To be eligible for this tariff you agree to manage your account online and pay us by Direct Debit. This tariff is not available to customers who already have an energy tariff with British Gas or British Gas Evolve, have prepayment meters or smart meters in prepayment mode. If you ask to switch to this tariff, we'll carry out some checks and you won't be able to switch to this tariff if you are not eligible or your meter is not compatible.

## 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 posted to you
- you can check your account details on our website, [britishgasevolve.co.uk](https://britishgasevolve.co.uk)
- you can find information about your tariff and account on our website
- you'll provide your meter readings online once a month (if you don't have smart meter(s) which if communicating, send us meter readings automatically)
- you can contact us using our web chat service.

Your bills and statements will be available on our website at [britishgasevolve.co.uk](https://britishgasevolve.co.uk). We'll send you emails when your bills and statements are ready and prompt you for meter readings. You should provide meter readings for your fuel(s) 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 when prompted, 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.

## 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 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 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 [britishgasevolve.co.uk/about](http://britishgasevolve.co.uk/about).

## 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 bank transfer or by card payment and your prices would go up – we'll explain the difference when we contact you and you can find the details at [britishgasevolve.co.uk/evolve-terms](http://britishgasevolve.co.uk/evolve-terms). We'll contact you at least seven working days before changing how you pay.

## 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 a prepayment meter to our cheapest tariff which is available to prepayment meter customers at the time. For any fuel which is not on a prepayment meter 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 meter(s)

You need to contact us to discuss this. This tariff may not be available on another meter type.

## If you want to cancel or switch your tariff

You can cancel your tariff in the 14 day cooling off period. After the cooling off period, you can switch to another supplier 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 your contract

We'll contact you at a reasonable time before your **contract end date** so you can consider your switching options. If you don't switch tariff or supplier before your **contract end date** 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 before your **contract end date** if you decide to switch, you'll keep your current prices and terms and conditions until:

- You switch to one of our other tariffs (if available) no later than 20 working days after (but not including) your **contract end date**; 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) your **contract end date**. 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.

## General

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 [britishgasevolve.co.uk/evolve-terms](https://britishgasevolve.co.uk/evolve-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.

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