

# HomeEnergy Tracker Sep 2019

## About your tariff

HomeEnergy Tracker Sep 2019 ends on the 30<sup>th</sup> September 2019. 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.

This tariff tracks the average standard variable tariff price for each fuel of seven suppliers (E.ON, SSE, Scottish Power, npower, EDF, First Utility and Ovo). In these terms and conditions we call them the 'Comparison Suppliers'. We'll review the price for each fuel on this tariff against the average prices of the Comparison Suppliers every 3 months and your prices may go up or down.

If you want a fixed tariff where the price doesn't change, this tariff is not appropriate for you. Please look at our website for other tariffs available to you.

## More information on how we calculate the price of this tariff

For each fuel on this tariff we'll compare the price of this tariff against the average standard variable tariff price for each fuel from the Comparison Suppliers every 3 months. We will then change the price for each fuel on this tariff to match the average standard variable tariff price for each fuel of the Comparison Suppliers as at each review date. This means your prices may go up or down.

The average standard variable tariff price for each fuel of the Comparison Suppliers is made up of the daily standing charge and unit rates for each fuel. The prices from the Comparison Suppliers are the Direct Debit prices and include VAT. The prices do not include any online or paperless discounts that the Comparison Suppliers may offer but do include dual fuel discounts (if applicable). The unit rates and daily standing charges we charge you will depend on your local region. There are 14 network operator regions across Great Britain.

For each fuel the prices of the Comparison Suppliers will be taken from the [Energylinx Energy Index](http://www.britishgastracker.co.uk) at [www.britishgastracker.co.uk](http://www.britishgastracker.co.uk).

These terms and conditions set out the dates when we will review the prices and how we will contact you.

The initial prices for each fuel on this tariff, before the first review, will match

the average standard variable tariff price for the applicable fuel of the Comparison Suppliers calculated using the Direct Debit unit rates and daily standing charges (inclusive of VAT) of the Comparison Suppliers as of 8pm on the 16<sup>th</sup> April.

If you pay by Direct Debit but miss any payments we can ask you to pay by cash or cheque. If this happens and you are paying by cash or cheque, your price will continue to track the standard variable rates of the seven suppliers but will include an increase on the daily standard charge of 10.89 pence per day on gas and a 11.3 pence per day on electricity compared to the average Direct Debit rates.

### **Energylinx Energy Index**

The Energylinx Energy Index is updated daily at 8pm. There are two versions of this index for each region: dual fuel and dual fuel with Economy 7. The Energylinx Energy Index will show the Direct Debit unit rates and daily standing charges inclusive of VAT by fuel and by region.

### **Price review dates and how we tell you when there is a price change**

The following are the dates when we will review the standard variable tariff prices for each fuel of the Comparison Suppliers using the information on the Energylinx Energy Index. We will use the price information that is available at 8pm on the applicable price review date.

- 16<sup>th</sup> August 2018
- 16<sup>th</sup> November 2018
- 16<sup>th</sup> February 2019
- 16<sup>th</sup> May 2019

We'll email you within two weeks of a price review with any changes to your daily standing charge and unit rates for each fuel on this tariff. Each price review email will include the date that your prices are changing. The day that your price will change will be between seven to fourteen days after each price review email has been sent to you. Following each price review we will still contact you if there is no change to your price.

### **When we won't change your price**

If the Energylinx Energy Index is not available on the price review date we are due to review the prices, we will keep you on your current prices until the Energylinx Energy Index becomes available again. If the Energylinx Energy index will no longer be available, we will keep you on the prices you had prior to the Energylinx Energy Index not being available until 30 September 2019 unless you or us cancel this tariff earlier in accordance with these terms and conditions.

If for any reason, any of the Comparison Suppliers used in the Energylinx Energy Index are no longer providing a standard variable tariff, we will use the prices of the remaining suppliers standard variable tariffs to calculate

the average prices for each fuel on the price review date. If for any reason there are four or less than four suppliers remaining in the Energylinx Energy Index we will stop reviewing and changing your prices. You'll keep the prices you had at the time before we stopped reviewing and changing the price of this tariff until the 30 September 2019.

### **Manage your account online**

You'll need to manage this tariff and your account online. Managing your account online means:

- your bills will be available online and not sent to you
- you can check your account details on our website or app
- finding information about your tariff and account on our website
- providing your meter readings online, by text message or via the app at least once a quarter (if you don't have smart meters which send us meter readings automatically)
- contacting us by email or 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. 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 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.

As this is an online only tariff, 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.

### **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/terms](http://www.britishgas.co.uk/terms)

We'll write to 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 that time. For any fuel which is not on a prepayment meter these 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 be able to stay on this tariff or may need to choose another tariff.

### **If you want to cancel or switch**

You can switch to another supplier or tariff 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 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 1 October 2019, 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 until:

- You switch to one of our other tariffs no later than 20 working days after (but not including) 30 September 2019; 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 September 2019. 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**

HomeEnergy Tracker Sep 2019 prices can go up and down following each price review date. They may also change if 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'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](https://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.