

RESIDENTIAL ENERGY TARIFF FACTSHEET

Product Name	Cap Tracker Plus Mar28 v1
Tariff code	Y8U / X8U
Platform	NEP
Tariff type	FIXED
Fuel types	DF/SF
Payment options	DD/CC (Fixed)
Smart meter required	No
Paperless	N/A
CTM	Yes
Launch date	18 September 2026
End date (if applicable)	31 March 2028
Duration (if applicable)	n/a
Exit Fees	£25 per fuel type
Exit fee penalty end date	49 days from contract end date
Sales Channel	Digi/Voice
Product type	Cap Tracker Plus
Digital updates	PDF in TIL list
Factsheet version	FS_Cap_Tracker_Plus_Mar28_v1.0
Terms & Conditions version	TC_Cap_Tracker_Plus_Mar28_v1.0
Factsheet created date	18/09/2026

PRODUCT OVERVIEW

Key features in order of hierarchy:

- A tracker tariff which is up £30 per fuel type cheaper than the Ofgem Price Cap saving you money compared to our default Standard Variable tariff until 31 March 2028
- Exit fees of £25 per fuel if you want to move to another supplier, or change to a variable tariff. There are no exit fees during the switching window which starts 49 days before the tariff ends.
- There are no exit fees to switch to another fixed tariff with British Gas but will be applied if you switch to one of our variable tariffs i.e. Standard Variable

We'll contact you before the end of your fixed term contract with your renewal options



FREQUENTLY ASKED QUESTIONS

Who can have it?

- ✓ **New to brand and existing British Gas & Scottish Gas customers**
- ✓ who are Dual Fuel and Single Fuel
- ✓ Customers who pay by Direct Debit (fixed or variable) or Cash / Cheque (may include Payment Card)

How does the cancellation process for this tariff work?

Customers can cancel their contract within 14 days from the day after they sign up to the tariff, without having to pay any exit fees. This is called the cooloff period.

If the customer agrees to a supply start date during the cool off period and then cancels before cool off ends, they will have to pay us for any energy they use (and standing charge due) before the cancellation takes effect.

The customer can switch to another supplier without giving us any notice. If they switch to another energy supplier after the cool off period **and 49 days before the contract end date, we'll charge them an exit fee of £25 for electricity and £25 for gas.** We'll collect exit fees before any other amounts they owe us, either from payments they make or from any credit balance they have with us

There are no exit fees during the 14 day cool off period or the switching window which starts 49 days before the tariff ends.

Is the tariff portable?

No – not currently available in HomeMove Journey