

Safeguard PAYGv2

Tariff terms and conditions

About your tariff

We created this tariff so our charges for supplying gas and electricity to eligible customers do not exceed the maximum charges set by our regulator, Ofgem. A customer is an **eligible customer** for a fuel (gas or electricity) if they are a domestic customer who pays for that fuel in advance (we call this prepayment) via a **fully interoperable smart meter** in prepayment mode. A fully interoperable smart meter is a smart meter that can take advantage of all the benefits of smart metering even after you change supplier.

The **maximum charge** is the maximum price we can charge you for each fuel on this tariff for each relevant period set by Ofgem based on an average consumption. Each **maximum charge** is calculated using a formula set by Ofgem and is currently reviewed in February and August of each year. Ofgem will calculate and publish the **maximum charges** on their website before the start of each relevant period. Changes to your prices because of a change to the **maximum charge** for each fuel are applied every 6 months on the 1 April and 1 October in accordance with the gas and electricity supply licence conditions. Each **maximum charge** may vary by each region to reflect differences in network costs. Each **maximum charge** may also vary depending on whether you have a single rate or multiple rate meter. The price of this tariff could go up or down but will not exceed the **maximum charge** for each relevant period. Your prices will be available on our website.

When Ofgem provides the **maximum charge** for each relevant period Ofgem publishes how an average customer consumes electricity and gas. The average consumption is usually referred to by Ofgem as the **Typical Domestic Consumption Value** (abbreviated to **TDCV**). Your consumption may not match the **TDCV** as you may consume more or less electricity and gas compared to the amounts Ofgem publishes as the average. The price of this tariff for your electricity and gas will be based on the Ofgem requirements for each relevant period using the **TDCV** consumption profile from Ofgem. The overall cost of your electricity and gas could be more or less than the **maximum charge** for the **TDCV** consumption profile. This is because the **maximum charge** is set for those customers whose consumption exactly matches the **TDCV**. If your consumption does not match the **TDCV** your costs maybe higher or lower than the **maximum charge** for each fuel. However, the prices we charge for this tariff comply with the Ofgem rules.

Ofgem may decide to change the **maximum charge** (for one fuel or both fuels), remove the **maximum charge** (for one fuel or both fuels) or change which customers are eligible for protection. Where this happens and it will affect you on this tariff, we will contact you and let you know your options.

Paying for your energy

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

Price changes

The price of this tariff may change. It may increase or decrease, for example, because the relevant **maximum charge** changes. Before we increase your price, we will give you at least 30 days advance notice. If we decrease the price of this tariff we will update our website. Your prices will be shown in your online account and Annual Statement.

If you want to cancel or switch

There are no exit fees if you want to switch to another supplier or tariff. You can switch to another supplier without giving us any notice. Our supply terms set out the ways you can end our agreement

How we can end the tariff

This tariff will continue until it is ended by us. This may be when our regulator ends the obligation to ensure our charges for supplying energy to **eligible customers on fully interoperable smart meters** in prepayment mode do not exceed the **maximum charge** for each relevant period or changes which customers may be eligible for protection. Our supply terms set out other ways we can end our agreement. We will contact you in accordance with our supply terms if we decide to vary or close this tariff.

If you want to change your meters or mode switch to credit mode

You need to contact us to discuss this. We will let you know if you contact us what your tariff options are. You may need to move to another tariff if you no longer have a **fully interoperable smart meter** in prepayment mode.

These terms and our supply terms

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.