Tariff terms and conditions

British Gas

About your tariff

Fix and Fall Aug28 v1 is a fixed term 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. For more details about the rates we charge go to www.britishgas.co.uk/alltariffs

The price you pay for your gas and/or electricity will stay the same for the length of your contract unless:

- The Ofgem Price Cap for a typical usage[1] customer goes down on the 1st July 2027 compared to the Ofgem Price Cap as of 1st July 2026 for a typical usage[1] customer.
  or
- they go up or down for one of the following reasons:
  - you change your tariff,
  - you change how you pay us (for example you stop paying by Direct Debit) or
  - the government or regulator does or plans something that means it changes your price, for example changing the amount of VAT we must charge, changing your eligibility for any governmental programmes or any other changes to our regulatory obligations.

We'll contact you and give you reasonable notice if there is a change to your price.

When you switch to this tariff, the tariff details, such as your prices, any exit fees and when your contract starts and ends (the 'contract end date'), will be sent by email or post and will be in your online account at www.britishgas.co.uk.

Price reviews and price changes

What happens on 1st July 2027

If the Ofgem Price Cap applicable to typical usage[1] is lower on 1st July 2027 than on 1st July 2026, we will reduce your unit rates by an amount reflecting that decrease, subject to a maximum total reduction of £50 per year (up to £25 for electricity and £25 for gas).

This is a one-off adjustment and will apply from 1st July 2027 until the end of your contract.

If prices based on typical usage for a year are lower

If the average price has gone down we will reduce the unit rate of the Fix and Fall Aug28 v1 tariff to match the average price reduction of the Ofgem Price Cap between 1st July 2026 and 1st July 2027 to a value of up to £50 based on the typical uasge. The decrease will be applied up to £25 on electricity rates and up to £25 on the gas rates. We will use Ofgem's typical medium usage figure for each fuel in our calculations (not your personal year energy usage).

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[1] Typical usage means the Typical Domestic Consumption Values (TDCV) published by Ofgem and in effect at the time of the comparison.

Typical usage based on kWh's as of 1st April 2026 is:

Electricity – 2,700 kWh per annum
Gas – 11,500 kWh per annum

We will apply these reduced prices from the 1st July 2027 and the new prices will then apply until the end of your contract, unless one of the reasons for a price increase set out in the “About your tariff” section applies.

You’ll receive reasonable notice before any changes take effect. We’ll confirm what prices are changing to and confirm the date from which the new prices will apply.

If the Ofgem Price Cap increases

The unit rates and standing charge of the Fix and Fall Aug28 v1 tariff will stay the same.

Manage your account online

You can 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, www. britishgas.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 www.britishgas.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.

Paying for your energy

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 www.britishgas.co.uk/energy/terms
We’ll contact you at least seven working days before changing how you pay.

If you have prepayment meters or your meter has previously been mode changed to prepayment, or you request either of these outcomes

If you have an existing prepayment meter, or you request a prepayment meter, or your meter has been mode changed to prepayment previously, we’ll switch your tariff for each fuel on prepayment to our cheapest default tariff with no end date 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 cancel or switch your tariff

You have 14 days from the day after you agreed to this tariff to change or cancel your tariff without paying exit fees. This is your cool off period. For more information go to www.britishgas.co.uk/cooloff. If you agree to a supply start date during your cool off period and then cancel before cool off ends, you will have to pay us for any energy you use (and standing charge due) before your cancellation takes effect.

If you move to another fixed tariff with us, there are no exit fees.

If you switch to a British Gas tariff with no fixed end date e.g. Standard Variable, after the 14 days cool off period and before the last 49 days of your contract, we'll charge you an exit fee for electricity and gas.

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 the last 49 days of your contract, we'll charge you an exit fee for electricity and 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.

You can check if your tariff has exit fees and the amount in your tariff details or on your online account at www.britishgas.co.uk.

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. If you try to switch supplier and we tell you we object to the switch, you'll need to pay any outstanding supply charges for the fuel(s) you want to switch within 30 working days after we tell you we object, and the other supplier must also start to supply your energy within a reasonable time after you told us you want to 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 www.britishgas.co.uk/energy/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.