

Online Fix Nov 2021

Tariff terms and conditions

About your tariff

Online Fix Nov 2021 prices are fixed until 30 November 2021. 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 tariff 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 must change. For example, changing the amount of VAT we must charge. We'll contact you if there is a change to your price. For more details about the rates we charge go to www.britishgas.co.uk/alltariffs.

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 sent to you
- you can check your account details on our website or app
- you can find information about your tariff and account on our website
- you can contact us using our web chat service.

Your bills and statements will be available on our website at www.britishgas.co.uk/identity/. We'll send you emails when your bills and statements are ready and prompt you for meter readings (if you don't have meters which automatically provide 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.

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.

Smart meters

If you don't have smart meters (either for both fuels or just one fuel), by joining this tariff you agree to book an installation appointment within 3 months and be at home for the appointment by going to www.britishgas.co.uk/smart-home/smart-meters.html. Your home needs to meet certain requirements to enable us to fit these meters. For example, safe access to the existing meters and a good mobile signal at your home. It's your responsibility to get your landlord's consent to having meters installed.

Not all customers can have smart meters yet. We can't be certain that you will be able to have smart meters until you come on to supply or in some cases, until the engineer has been to your home. If we can't install smart meters at your home, you can stay on this tariff, but you'll need to send us meter readings when prompted. If you're eligible for smart meters, and don't already have them and don't book an appointment for installation (where you are at the appointment or arrange for an alternative person to be at the appointment) within 3 months of joining this tariff, we may contact you and give you 30 days to choose a different tariff. If you don't choose a different tariff or don't book an appointment after we contacted you, we'll switch your tariff

to a similar tariff (which doesn't require a smart meter) which we have available for you at the time.

If you have smart meters and join us from another supplier your ability to switch supplier or tariff is unaffected, but we may not be able to take your meter readings remotely. If the smart meters don't send us meter readings automatically, you'll need to send us meter readings when we prompt you for them

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 certificates (GoO) or Renewable Energy Guarantee of Origins (REGOs) certificates or both.

This means buying certificates that guarantee electricity has been generated from a renewable source to match the electricity that you'll use. We'll buy these when the tariff starts, and we'll check at the end of the annual compliance period to make sure that we bought enough GoOs or REGOs certificates or both to cover the electricity used. If you used more electricity than we originally bought and assumed you would use, we'll buy 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 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 www.britishgas.co.uk/about-us/tariffs-with-environmental-benefits.html

Paying for your energy

You'll need to pay by Direct Debit, cash or cheque or payment card.

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 contact you and you can find the details at www.britishgas.co.uk/alltariffs. We'll let you know at least seven working days before changing how you pay.

If you pay by payment card or, if applicable, directly through the benefits you receive from government, the rates we charge are the same as if you pay by cash or cheque.

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 prepayment to our cheapest tariff 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 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 not be able to stay on this tariff.

If you want to cancel or switch

You have 14 days from the day after you agreed to this tariff to change tariff without paying exit fees. For more information go to www.britishgas.co.uk/cooloff. If you move to another tariff with us, there are no exit fees.

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 13 October 2021, we'll charge you an exit fee of £30 for electricity and £30 for 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.

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 01 December 2021, 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 don't have to pay any exit fees. You'll keep your current prices and terms and conditions (excluding exit fees) until:

- You switch to one of our other tariffs no later than 20 working days after (but not including) 30 November 2021; 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 November 2021. 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

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/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