

About your tariff

Smart Fixed v7 is a fixed tariff.

You'll pay a daily standing charge and unit rates 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 contract 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 or plans something that means the price has to change, for example changing the amount of VAT we must charge. We'll contact you 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

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.energyaccount.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.

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 Renewable Energy Guarantee of Origins (REGOs) certificates.

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

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 or at your request, 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 meter(s)

You need to contact us to discuss this. This tariff may not be available on another meter type.

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.

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

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; 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.

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