

Energy & boiler cover online only tariff terms and conditions



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About your tariff

Energy and Boiler Cover Online Only is a fixed 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. 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 something 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, your prices and when your contract starts, and when your contract ends will be sent by email and will be in your online account. In these terms, we refer to the date your contract ends as the '**contract end date**'. For details about this tariff and the prices we charge log in to your account at britishgasevolve.co.uk.

Your Boiler and Controls Breakdown Cover (your **Cover**) won't start, so your boiler won't be covered, until the start date specified in the welcome email, and you cannot claim for anything that happens in the first 14 days. Where your **Cover** documents say no claim can be made within 14 days of your taking out the product, that is a reference to the tariff start date set out in your welcome email; the 14 day period runs from that date.

Eligibility and your Boiler and Controls Breakdown Cover

To be eligible for this tariff you agree to manage your account online and pay us by Direct Debit. This tariff is not available to customers who have prepayment meters or smart meters in prepayment mode. If you ask to switch this tariff, we'll carry out some meter checks and you won't be able to switch to this tariff if your meter is not compatible.

You'll need to switch your energy tariff for both gas and electricity to this tariff. Both this tariff and your **Cover** will need to be in the name(s) of the same account holder(s) and for the same address. The **Cover** is only suitable for customers who own their own home.

Cover is included for 12 months. We'll contact you at least 25 days before your **Cover** expires to tell you the renewal price. If you do nothing your **Cover** will end. You can choose to change or cancel your **Cover** at any time.

This tariff is not available to customers who have an existing British Gas Services contract with boiler cover (including HomeCare 1-4, Boiler and Controls Breakdown Cover and Central Heating Cover). If you have an existing services agreement and choose to take this tariff we will not set up the **Cover**. We will advise you if this is the case. The terms of this energy tariff will continue to apply for each fuel on this tariff.

Your Boiler and Controls Breakdown Cover will be provided by British Gas Services Limited which is authorised and regulated by the Financial Conduct Authority.

Key features and benefits of your Boiler and Controls Breakdown Cover

See the HomeCare terms and conditions for full details of your **Cover** at britishgasevolve.co.uk/terms.

Key inclusions

- Boiler and Controls Breakdown Cover with a £99 excess for each repair
- Added peace of mind that your gas boiler and controls are covered in case they need a repair
- Replacement boiler if we can't repair it, and the boiler is less than 7 years old
- Unlimited call outs
- Parts and labour included

Key exclusions

- Any claims made in the first 14 days of cover
- An Annual Service Visit
- Repairs to the central heating system, including radiators
- Removing sludge or limescale or repairing the damage it causes if we told you it might be a problem for your boiler
- Showers or taps
- Accidental damage

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 posted to you
- you can check your account details on our website, britishgasevolve.co.uk
- you can find information about your tariff and account on our website
- you'll provide your meter readings online at least once a quarter (if you don't have smart meters 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 britishgasevolve.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 fuels 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.

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

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 GoOs or REGOs certificates or both 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 go to www.britishgasevolve.co.uk/about.

Paying for your energy

You'll need to pay by Direct Debit. 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. Your prices would go up – we'll explain the difference when we write to you and you can find the details at britishgasevolve.co.uk. We'll contact you at least seven working days before changing how you pay.

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 a prepayment meter to our cheapest tariff which is available to prepayment meter customers at the time. For any fuel which is not on a prepayment meter these existing terms will apply. We'll let you know if your tariff has changed because you have a prepayment meter.

Your **Cover** will continue until the **contract end date** (set out in your welcome email) unless cancelled separately.

If you want to change your meters

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

If you want to cancel or switch your tariff

If you cancel your tariff in the 14 day cooling off period, your **Cover** will also be cancelled.

After the cooling off period, you can switch to another supplier or tariff without paying an exit fee at any time. You don't have to give us any notice if you want to switch to another supplier.

Your **Cover** will continue until the **contract end date** even if you cancel this tariff. If you want to cancel the **Cover** for any reason, this must be done separately via webchat at britishgasevolve.co.uk/evolve-terms. Details can be found in the HomeCare Terms & Conditions.

If you cancel or upgrade the Boiler and Controls Breakdown Cover

If you cancel or upgrade the **Cover** your tariff will continue without the **Cover** until the earlier of the **contract end date** or either you or us end the tariff in accordance with these terms. Cancellation charges may apply if you cancel your **Cover** after a claim has been made, see your HomeCare Terms & Conditions for more information.

If we can't take you onto Boiler and Controls Breakdown Cover

If we realise during sign up or at a breakdown visit that we can't take you onto Boiler and Controls Breakdown Cover this tariff will continue to apply for your energy, but your **Cover** will be cancelled.

Moving home

You can take this tariff without the **Cover** with you if you move home. However, you will have to contact us via webchat at britishgasevolve.co.uk as soon as possible about your **Cover** as it will not transfer to the new property and will need to be cancelled. British Gas Services Limited may be able to offer you an alternative service for your new home.

At the end of your contract for your energy

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.

At the end of your contract for your Boiler and Controls Breakdown Cover

Your **Cover** will end at the **contract end date** unless you decide to renew it. We or British Gas Services Limited may contact you before your contract end date to remind you that the Cover will end and explain your options if you want to start a new policy.

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 britishgasevolve.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.

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www.britishgasevolve.co.uk