

The Exclusive One v5

Tariff terms and conditions

Contents

- About your tariff 2
- Eligibility..... 2
- Manage your account online..... 2
- Environmental benefits from buying electricity on this tariff..... 3
- Paying for your energy 4
- If we replace your meters with prepayment meters or mode change your meter to prepayment 5
- If you want to change your meters 5
- If you want to cancel or switch your tariff 5
- At the end of your contract 5
- General 6



About your tariff

The Exclusive One v5 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 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 and when your contract starts and ends (the '**contract end date**'), will be sent by email and will be in your online account at britishgasevolve.co.uk.

Eligibility

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 already have an energy tariff with British Gas or British Gas Evolve, have prepayment meters or smart meters in prepayment mode. If you ask to switch to this tariff, we'll carry out some checks and you won't be able to switch to this tariff if you are not eligible or your meter is not compatible.

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 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 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 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.

Environmental benefits from buying electricity on this tariff

This tariff is a green tariff because we match 100% of the electricity and 10% of the gas you use on this tariff with renewable sources. We also offset the carbon footprint created from 90% of the gas you use on this tariff by supporting carbon emission reduction projects in developing countries. In addition to offsetting the carbon footprint created by 90% of the gas you use on this tariff, we support the growth of

up to 5 trees per fuel in the UK for each year you are on this tariff. We evidence the support we give by working with a trusted partner who arranges the certificates we buy.

The certificates are in addition to our legal obligations and schemes and separate from the existing subsidies which are set out in our fuel mix. 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 britishgas.co.uk/about-us/tariffs-with-environmental-benefits

Please note, the electricity and gas you use won't be the same energy that was generated from renewable sources.

Purchasing renewable electricity

We'll match 100% of the electricity you use from us on this tariff by buying electricity from renewable generators in the UK through agreements called Power Purchase Agreements. This means that for the electricity you use the same amount of electricity from renewable sources, such as wind and solar, will be fed into the network. We evidence this by buying Renewable Energy Guarantee of Origin (REGO) certificates with the power we purchase from the renewable generators we have agreements with.

We'll buy the renewable electricity and certificates when the tariff is launched, and we'll check at the end of each yearly compliance period to make sure that we bought enough renewable electricity and certificates to cover the electricity used. If you used more electricity than we originally bought and assumed you would use, we'll source more renewable electricity and certificates to cover what you did use. We may need to purchase REGOs independently of power if, for example, more customers join this tariff than we anticipated when we launched the tariff.

Matching with Green Gas

We'll match 10% of the gas you use from us on this tariff by buying gas from renewable sources. This means that for the gas you use the same amount of gas from renewable sources will be fed into the national gas network. We evidence this by buying Renewable Gas Guarantees of Origin (RGGO) certificates from the Green Gas Certification Scheme (GGCS).

We'll buy the certificates when the tariff is launched, and we'll check at the end of each yearly compliance period to make sure that we bought enough certificates to cover 10% of the gas used. If you used more gas than we originally assumed you would use, we'll buy more certificates from the GGCS to ensure we cover 10% of what you did use.

Carbon offsetting your gas consumption

With our carbon offsetting partner, ClimateCare, we'll offset your gas carbon footprint from 90% of the gas you use on this tariff by supporting traceable emission reduction projects in developing countries.

ClimateCare evidence this by buying carbon credits, such as Verified Emission Reduction Certificates (VERs) from projects certified by the Verified Carbon Standard. For more information about the Verified Carbon Standard go to www.verra.org

When you buy gas on this tariff, we'll estimate your gas consumption and the amount of carbon emissions that we think you will produce from 90% of your gas consumption over the length of the tariff. We calculate the carbon emissions by using government figures that for every gas kWh used 184g of carbon are produced. We'll check at the end of each yearly compliance period to make sure that ClimateCare bought enough carbon credits to offset the amount of carbon footprint created from 90% of the gas you used on

this tariff. If you used more gas than we originally assumed you would use, we'll arrange for ClimateCare to buy more carbon credits to cover the carbon footprint from 90% of gas you did use.

Supporting emission-reduction projects in the UK

We will also support the growth of up to 5 trees per fuel in the UK (not including Northern Ireland) for each year you are on this tariff. This means, if your property has both fuels on this tariff, we will support the growth of up to 10 trees for each year you are on this tariff. With our offsetting partner, ClimateCare, we evidence the number of trees supported by purchasing Woodland Carbon Units (WCU) and/or Pending Issuance Units (PIUs) from UK woodland projects verified by the Woodland Carbon Code. We buy WCUs/PIUs in addition to offsetting the carbon footprint created by 90% of the gas you use on this tariff. For more information about the Woodland Carbon Code go to www.woodlandcarboncode.org.uk

The number of trees you support for the life of your tariff is calculated on a pro-rata basis by the number of weeks you are on your tariff. For example, if you are a dual fuel customer and choose to change your tariff or leave us at the end of month 6 of your tariff you would have supported the growth of 5 trees.

Information about carbon credits and the emission-reduction projects we support

Carbon credits support projects that reduce greenhouse gas emissions, each certificate is equivalent to one tonne of carbon dioxide. They are bought by our partner ClimateCare (<https://climatecare.org>) and are issued by carbon standards that independently certify project emission reductions. ClimateCare ensure that all the projects you are supporting meet the highest quality standards, to be eligible for carbon credits, emission-reduction projects must qualify through a rigorous and public registration and issuance process.

We may need to purchase carbon credits from emission reduction projects that we did not advertise to you when we launched this tariff. For example, if more customers join this tariff than we anticipated when we launched the tariff, or for reasons beyond our reasonable control. If we do that, we will ensure that we purchase carbon credits from projects that are of a reasonably comparable quality and standard. We will always ensure that we purchase enough carbon credits to offset the carbon footprint created from 10% of the gas you use from us on this tariff and enough carbon credits to support the growth of 5 trees per fuel per year.

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 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 and your prices would go up – we'll explain the difference when we contact you and you can find the details at britishgasevolve.co.uk/evolve-terms. 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 meters 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.

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 can cancel your tariff in the 14-day cooling off period. After the cooling off period, you can switch to another supplier 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.

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 britishgasevolve.co.uk/evolve-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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