

# HomeEnergy Reward

## Nov 2017

# Tariff terms and conditions

## About your tariff

HomeEnergy Reward Nov 2017 prices are fixed until 30th November 2017. You'll pay a daily standing charge and unit rate.

## Your extras for signing up to this tariff

The first time you sign up to this tariff for both gas and electricity we'll give your household one £50 Amazon.co.uk Gift Card. You'll get this Amazon.co.uk Gift Card no later than 28 days after we switch on your supply or switch you to this tariff for the first time.

The Amazon.co.uk Gift Card may only be redeemed against purchases made on [www.amazon.co.uk](http://www.amazon.co.uk).

Amazon.co.uk is not a sponsor of this promotion. Amazon.co.uk Gift Cards ("GCs") may be redeemed on the Amazon.co.uk website towards the purchase of eligible products listed in their online catalogue and sold by Amazon.co.uk or any other seller selling through Amazon.co.uk. GCs cannot be reloaded, resold, transferred for value, redeemed for cash or applied to any other account. Amazon.co.uk is not responsible if a GC is lost, stolen, destroyed or used without permission. See [www.amazon.co.uk/gc-legal](http://www.amazon.co.uk/gc-legal) for complete terms and conditions. GCs are issued by Amazon EU S.à r.l. All Amazon ®, ™ & © are IP of Amazon.com, Inc. or its affiliates.

## Paying for your energy

If you don't stay a Dual Fuel customer (with both fuels on this tariff), you won't be able to stay on this tariff. Your rates will change and your prices will be higher.

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 in your contract pack, or you can find the details at [britishgas.co.uk/alltariffs](http://britishgas.co.uk/alltariffs). We'd write to you at least seven working days before changing how you pay.

If you don't stay a Dual Fuel customer with us you'll stop receiving the Dual Fuel Discount.

## If you change your meter

If you move to a prepayment meter, we'll switch your tariff to British Gas' cheapest variable price tariff (no end date) at the time.

## If you decide to cancel

If you change your mind and no longer want this tariff, you have 14 days to change tariff without paying exit fees. The 14 days starts from the day after you agreed to this tariff. You can find more information at [britishgas.co.uk/cooloff](http://britishgas.co.uk/cooloff).

If you switch to another energy supplier before 12th October 2017 we'll charge you an exit fee of £20 for electricity and £20 for gas. We'll collect exit fees before any other amounts you owe us, either from payments you make or from your credit balance.

## At the end of the tariff

Before this tariff ends, we'll write to tell you what will happen next. If we don't hear from you, we'll move you to the cheapest variable price tariff (no end date) we have available from 1st December 2017.

## Other things to bear in mind

HomeEnergy Reward Nov 2017 prices are fixed until 30th November 2017, unless the government or

regulator does something or plans something that means we can't. (We hope they won't, but we have to let you know.)

We'll only sell so many Home Energy Reward Nov 2017 tariffs, and we might withdraw it. We'll also add VAT.

Our usual [terms and conditions of supply](#) also apply.