

PeakSave Green Flex terms and conditions

We care about privacy, and we protect your personal data. We recommend that you read our Privacy Notices, to understand how we collect and use your personal data and your data protection rights. Our Privacy Notices do not form part of the contract between you and us. You can find our Privacy Notices at britishgas.co.uk/privacy

What is PeakSave Green Flex?

PeakSave Green Flex is a scheme run by British Gas Trading Limited (“we,” “us” or “our”) where our electricity customers are invited to shift their electricity usage to times which are predicted to be periods of low carbon electricity generation (“**PeakSave Green Flex**” or “**scheme**”). Customers who opt into a **PeakSave Green Flex Event** (“**event**”) will receive a half price discount on their unit rate for electricity they use during the **event**.

Please read these terms carefully, as they set out our responsibilities to you and what you agree to by taking part in the scheme. By taking part in **events**, you agree to these terms.

Eligibility

To be eligible to take part in **PeakSave Green Flex Events** you must satisfy the following conditions for the full duration of the scheme:

- You must be aged 18 or over.
- You must be a current British Gas electricity supply customer and a member of the PeakSave programme.
- You must have a smart meter operating in credit or prepayment mode which is sending us regular meter readings. You must also be opted into half hourly meter readings.

Taking part in PeakSave Green Flex

- It’s free to take part in PeakSave (including **PeakSave Green Flex**) and you can unsubscribe at any time.
- PeakSave (including **PeakSave Green Flex**) is separate from and doesn’t affect your energy tariff or any other contract you have with us.
- To take part in the PeakSave programme (including **PeakSave Green Flex**) you need to sign up on our website [Sign up for PeakSave - British Gas](https://britishgas.co.uk/energy/peaksave/sign-up)
- PeakSave (including **PeakSave Green Flex**) is an online-only product, meaning we will only contact you by email or SMS and you can only opt-in to **events** through the email or SMS messages we send you. You also agree to use the frequently asked question pages britishgas.co.uk/energy/peaksave/faqs and webchat service we provide you if you have any enquiries or require assistance with this product.

How we decide when an event will take place

- We use the National Grid ESO Carbon Intensity Forecast Methodology (**National Grid Forecast**) to predict upcoming periods which are likely to be times of low or very low carbon electricity generation (**low carbon period(s)**).
- We will only schedule **events** for periods which the **National Grid Forecast** predicts will be **low carbon periods**.
- However, no forecast model is 100% accurate. There may be times the **National Grid Forecast** predicts an upcoming **low carbon period**, but the actual carbon emissions from electricity generation during that time are higher than expected and too high to be a **low carbon period**. This means **events** might take place during periods which do not meet the conditions for a **low carbon period**.

Taking part in events

- We'll email or SMS you on the day of, or the day before, an **event** to let you know the times of the **event**. If you wish to take part in an **event** you will need to opt-in before the **event** starts through your invitation email by following the instructions within the email.
- You will need to opt-in individually to each **event** you wish to take part in. There is no obligation to take part in any **event**. If you do not opt-in to an **event** you will not be eligible for a payment.
- Please be aware there is no guarantee about the minimum number of **events** we will offer as part of the **scheme**.

Calculating your credit for events you opted into

- To be eligible to receive a payment for taking part in an **event**, you must have opted-in to that **event**.
- You will still pay the full daily standing charge applicable to your electricity tariff.
- We will use your smart meter readings to calculate your electricity usage during **events** you have opted into.
- Payments are calculated by multiplying the number of units of electricity you used (kWh) during the **event** by 50% of your applicable electricity unit rate excluding VAT (p/kWh). VAT is then added.
- We round any payments due to you to the nearest penny.
- Please note that a credit for an **event** will normally appear on your electricity account within 2 weeks of the **event** taking place although it could occasionally take longer to credit your account.
- If you prepay for your electricity, a payment message will be applied to your meter within 10 working days of the end of the month. There will be three attempts to post the payment on the meter within these 10 working days. If the payment does not appear on the meter for any reason, then a cheque will be sent to you within a further five working days.
- If you opt-in to an **event** but for any reason we are unable to retrieve your smart meter data to calculate your usage during the **event**, for example, if your meter stops sending us readings, we may have to estimate your usage.
- If we estimate your usage, we will pay you an amount calculated by using the average usage (kWh) for that **event**. We calculate this using the available smart meter data from other customers that took part in the **event**. We will multiply the average usage by 50% of your applicable electricity unit rate excluding VAT (p/kWh) and then add VAT.
- If we are consistently unable to retrieve half hour usage data from your meter, we can remove you from the **scheme**. We'll write to you to let you know if this happens.

When we can stop you taking part in the scheme

- You will not be able to continue taking part in PeakSave (including **PeakSave Green Flex**) if you no longer meet the eligibility conditions for the programme and/or **scheme**, move home or switch your electricity supplier.
- We may also remove you from the **scheme** if we reasonably believe you have fraudulently claimed payments, abused the **scheme**, are using the **scheme** for business or commercial purposes, or if we are consistently unable to retrieve half hour usage data from your meter.
- We will monitor compliance with the **scheme**. In the **event** of fraud, abuse, misuse, or not keeping to these terms, we can cancel, withdraw, or reclaim any payments made to you under the **scheme** and end or suspend the **scheme** or stop you from participating in it.

General

- We can end **PeakSave Green Flex** at any time. If we do, we'll let you know.
- We can review and revise these terms at any time. If we reasonably think the changes will put you at a disadvantage, we'll contact you to let you know. If you take part in **PeakSave Green Flex** after the changes take effect to these terms or the **scheme**, any such new or amended terms will apply. The latest version of these terms will be available on our website.
- **PeakSave Green Flex** is promoted by British Gas Trading Limited (company number 03078711), whose registered office is at Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD. British Gas is a trading name of British Gas Trading Limited.