

Vauxhall Drivers May 2024

Tariff terms and conditions

About your tariff

Vauxhall Drivers May 2024 prices are fixed until 31 May 2024. You'll pay a daily standing charge and unit rate for each fuel. We'll also add VAT. The price of your tariff 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 must change. For example, changing the amount of VAT we must charge. We'll contact you if there is a change to your price. For more details about the rates we charge go to www.britishgas.co.uk/alltariffs.

The electricity tariff is 'time of use' which means there are two electricity unit rates. One during peak time and a different unit rate at off-peak time. The peak rate is between the hours of 5.01 am to 11.59 pm and the off-peak unit rate is between the hours of 12.00 am to 5.00 am. The gas has a single unit rate.

This tariff enables customers who have a Vauxhall electric vehicle to benefit from cheaper electricity if they charge their vehicle at home during off-peak times instead of during peak times and have a smart meter which can be operated by British Gas.

You are not eligible for this tariff or the green miles credit if you have prepayment meter(s). If we find you have prepayment meter(s) after you have switched to this tariff, we'll move the fuel(s) on the prepayment meter(s) to our cheapest tariff which is available to prepayment meter customers at the time. We'll let you know if your tariff has changed because you have a prepayment meter.

You are also not eligible for this tariff if you have an Economy 7 meter.

The 'green miles' credit

The Vauxhall Drivers May 2024 tariff comes with a credit to your electricity account. For Corsa-e drivers this is a total amount of £375.12. For Mokka-e drivers this is £395.73. For Vivaro-e Life drivers this is £598.11. For all models, these total amount are the equivalent to '30,000 free green miles' calculated as set out below.

This reward will be credited to your account in three equal instalments provided you have not switched tariff and still have the Vauxhall Corsa-e, Mokka-e or Vivaro-e Life vehicle. Credits of £125.04 (Corsa-e), £131.91 (Mokka-e) or £199.37 (Vivaro-e Life) will be applied to your electricity account in November every year, with the first payment in November 2021, the second payment in November 2022 and the third payment in November 2023.

The credit is only available to eligible customers who have ordered a Vauxhall Corsa-e, Mokka-e or Vivaro-e Life from participating Vauxhall retailers on or between the dates set out in Vauxhall Motors' campaign terms and conditions. You may be required to provide evidence of new vehicle order when applying for this tariff.

How we calculate the credit:

ased on the model year 20 Vauxhall Corsa-e with an operational efficiency of 16.5 kWh per 100km, 1kWh is the equivalent of 3.759 miles. 30,000 miles divided by 3.759 miles per kWh is

7,981kWh of electricity. We assume that the car will be charged at the off-peak unit rate for this tariff, which is 4.7 pence per kWh (incl. VAT). Multiplying 7,981 kWh by 4.7p, equals £375.12.

Based on the model year 21 Vauxhall Mokka-e with an operational efficiency of 17.4 kWh per 100km, 1kWh is the equivalent of 3.563 miles. 30,000 miles divided by 3.563 miles per kWh is 8,419kWh of electricity. We assume that the car will be charged at the off-peak unit rate for this tariff, which is 4.7 pence per kWh (incl. VAT). Multiplying 7,981 kWh by 4.7p, equals £395.73.

Based on the model year 21 Vauxhall Vivaro-e Life with an operational efficiency of 26.3 kWh per 100km, 1kWh is the equivalent of 2.357 miles. 30,000 miles divided by 2.357 miles per kWh is 12,726kWh of electricity. We assume that the car will be charged at the off-peak unit rate for this tariff, which is 4.7 pence per kWh (incl. VAT). Multiplying 12,726 kWh by 4.7p, equals £598.11.

Range data used has been determined according to WLTP test procedure methodology. The range you achieve under real world driving conditions will depend upon a number of factors, including but not limited to: the accessories fitted (pre and post registration); charging frequency; personal driving style; vehicle load and route characteristics; variations in weather; heating/air conditioning; pre-conditioning and battery condition.

Estimated Annual Costs

When we calculate your estimated annual electricity costs on this tariff, we assume you have an electric vehicle and this is reflected in your historical consumption data. If we don't have your previous consumption history, we will ask you if you know it or use industry averages. To work out what electricity you use in the peak time compared to the off-peak time we assume that you charge your car at home three times a week during the off-peak time and twice during the peak time over a fortnight using 10 kWh of electricity per charge. Your estimated annual costs for electricity therefore assumes that each week 35% of the electricity you use is during off-peak hours. If you've had your electric vehicle for under a year, or you regularly charge your car outside of these times, or you use significantly less or more electricity a year than you previously used, your estimated annual costs will be different from what we have calculated.

If you don't have smart meters, your estimated annual costs have been calculated assuming it will take eight weeks to install your smart meters and start receiving your cheaper off-peak electricity.

Manage your account online

We recommend you manage this tariff and your account online. Managing your account online means:

- your bills and statements will be available online and not sent to you
- you can check your account details on our website or app
- you can find information about your tariff and account on our website
- you can contact us using our web chat service.

Your bills and statements will be available on our website at www.britishgas.co.uk/identity/. We'll send you emails when your bills and statements are ready and prompt you for meter readings if you don't have smart meter(s) which remotely send us 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.

Smart meters

This tariff is designed to work with smart meters. Having gas and electricity smart meters will enable you to check how much energy you are using. To benefit from the cheaper off-peak electricity unit rate you need an electricity smart meter that works with our system. This enables us to record that you are using electricity in the peak and off-peak periods and enables us to charge you the correct peak and off-peak unit rate for the electricity you use. If you have smart meters that have been installed by another supplier, we may not be able to operate the meters as smart meters. If that happens then we can replace the meters free of charge. Until you have a smart meter that works with our system for your electricity you won't benefit from the cheaper off-peak electricity unit rate.

If you don't have smart meters, we aim to get an engineer to you within 30 days of coming on supply or choosing this tariff, but it may take longer. You need to be at home for the smart meter(s) installation, which will take about two hours for both your gas and electricity smart meters. If you're a tenant, it's your responsibility to get your landlord's consent to having smart meters installed.

Please note, 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 with us or, in some cases, until the engineer has been to your home.

If you are already a British Gas customer without a smart meter or a smart meter that doesn't work with our systems

Your switch to this tariff will start from the day after you have smart meters installed. Until you have an electricity smart meter that works with our system, you'll stay on your existing tariff.

If you're joining us from another supplier without a smart meter or a smart meter that doesn't work with our systems

This tariff for both fuels will start from your supply start date. **Until you have a smart meter that works with our systems for your electricity, you won't benefit from the cheaper off-peak electricity unit rate. You will be charged the more expensive peak unit rate for electricity at all times until an electricity smart meter is installed.** The 30,000 free green miles credit will not be increased to reflect the higher electricity prices you will pay until the smart meter is fitted.

All customers

You can switch to another British Gas tariff or another supplier at any time without exit fees. **If you stay on this tariff without an electricity smart meter that works with our systems, you will not have the cheaper period of electricity during the off-peak period.**

Environmental benefits from buying electricity on this tariff

We match the electricity you buy from us on this tariff with 100% renewable energy by buying Guarantees of Origin certificates or Renewable Energy Guarantee of Origins certificates or both of these.

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

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 cash or cheque. Your prices would go up – we'll explain the difference when we write to you and you can find the details at www.britishgas.co.uk/alltariffs

We'll write to 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 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 meters

You need to contact us to discuss this. We will let you know if you contact us, what your options are. You may not be able to stay on this tariff.

If you want to cancel or switch

You have 14 days from the day after you agreed to this tariff to change tariff without paying exit fees. For more information go to www.britishgas.co.uk/cooloff. If you move to another 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 13 April 2024 we'll charge you an exit fee of £50 for electricity and £50 for gas. 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.

At the end of the tariff

Before this tariff ends, if you haven't already switched to another tariff or supplier, we'll contact you. If you don't switch tariff or supplier before 01 June 2024, 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 of this tariff ending if you decide to switch, you don't have to pay any exit fees. You'll keep your current prices and terms and conditions (excluding exit fees) until:

- You switch to one of our other tariffs no later than 20 working days after (but not including) 31 May 2024; 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) 31 May 2024. 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.

Electric Vehicle Validation

This tariff has been designed for Vauxhall customers who have ordered a Vauxhall Corsa-e, Mokka or Vivaro-e Life from participating Vauxhall retailers on or between the dates set out in Vauxhall Motors' campaign terms and conditions. We may ask you to provide evidence of your new vehicle order when applying for this tariff. We reserve the right to remove the cheaper electricity unit rates that take place during the off-peak period if you are unable to confirm you own an electrical vehicle at your address. If you no longer have the Vauxhall Corsa-e, Mokka or Vivaro-e Life no further credits will be paid towards the 30,000 free green miles.

Moving Home

You can't take this tariff with you if you move home. If you move home, contact us as soon as possible so we can discuss your tariff options. There are no exit fees if you switch to another tariff or supplier.

Other things to bear in mind

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/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.