

Your EnergyExtra™ guide

Care for your home all year round

Your service options explained



British Gas 
Looking after your world

Introduction

Welcome to your EnergyExtra™ guide

And thank you for choosing British Gas
to supply your fuel.

With EnergyExtra™ you've made a decision that will bring you reassurance and peace of mind. We're sending you this guide which includes our Terms and Conditions for your EnergyExtra™ Product – you'll find them at the back of this leaflet, so you have all the information you'll need in one place.

Please read it carefully so you can get the most out of the EnergyExtra™ Product you've chosen and to find out details of other Products available.

Giving you peace of mind is just one of the ways we're here to help you with your home. You can find more ways we can help you at britishgas.co.uk

Yours sincerely



Chris Jansen
Group Commercial Director

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EnergyExtra™ Products

Below you'll see all the details about the four different EnergyExtra™ Products. If you think you need a different level of service just call us free on 0800 365 100.

EnergyExtra™ Products Benefits (your statement will confirm your Product)	EnergyExtra 50™	EnergyExtra 200 Flexi™	EnergyExtra 200™	EnergyExtra 400™
Fixed fee payable per completed home electrics repair*	✓			
Fixed fee payable per completed plumbing and drains repair*	✓			
Fixed fee payable per completed central heating system repair*	✓	✓		
Same or next day guaranteed response for plumbing, drains and home electrical repairs	✓			✓
Same or next day guaranteed response for central heating repairs when you have either no heat or hot water	✓	✓	✓	✓
Annual Service for your central heating system	**	✓	✓	✓
Repair and maintenance for your central heating system		✓	✓	✓
Eligibility for EnergyExtra™ Discount			✓	✓
Same day guaranteed response when you have either no heat or hot water and you call us before 10am				✓
Repair and maintenance for your plumbing and drains				✓
Repair and maintenance for your home electrics				✓
Repairs for internal gas supply pipe work				✓

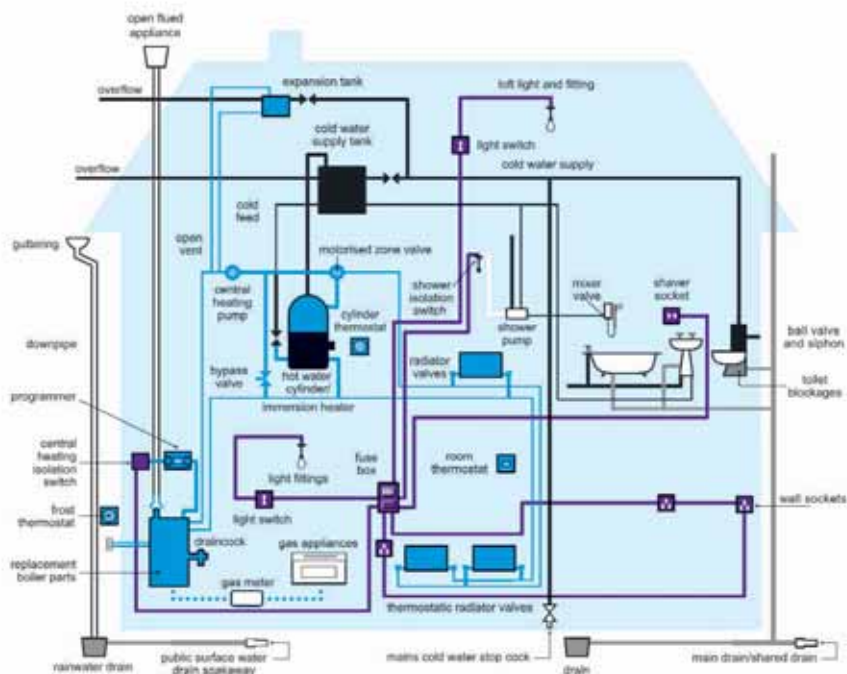
*Repairs are charged in addition to your monthly fee.

**Annual Service can be purchased at an exclusive discounted rate.

Your home

What is taken care of in your home

Here's a diagram that shows you what your EnergyExtra™ Products include. If you need to call us out you can check if it's part of your EnergyExtra™ Product here and call us anytime on 0800 365 100.



Terms and conditions apply, see your EnergyExtra™ product for more information.



EnergyExtra™ bills

Your EnergyExtra™ agreement

As an EnergyExtra™ customer you'll get just one bill for your gas and EnergyExtra™ Product.

To keep you informed every step of the way this guide comes with a welcome letter which gives you all the details of your EnergyExtra™ agreement. And opposite you'll see a breakdown showing you what all the different parts of your bill mean.

Our guarantee to Direct Debit customers

- This guarantee is offered by all banks and building societies that take part in the Direct Debit scheme. The efficiency and security of the scheme is monitored and protected by your own bank or building society.
- If the amount to be paid or the payment date changes British Gas will notify you 7 working days in advance of your account being deleted or as otherwise agreed. In the event of an increase in charges you can cancel your Direct Debit.
- If an error is made by British Gas or your bank or building society you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit any time by writing to your bank or building society. Please also send a copy of the letter to us.



Contact us

Avoid estimated bills when you manage your account online at

britishgas.co.uk/bill

Or for enquiries call us on

0800 XXX XXXX

Mon - Fri, 8am - 8pm, Sat, 8am - 6pm.
Please have your meter reading handy.

EnergyExtra™ telephone number for your enquiries

Customer reference number
1234 1234 1234

Your billing address

Your Customer Reference Number

Statement date:

30 January 2009

Statement period:

26 Nov 08 - 29 Jan 09

Supply address:

33 Southfield Avenue, Biddleston,
Keighley, West Yorkshire, BD20 5HX

Thank you for being a
Zero Carbon customer

and EnergyExtra
nt - estimated

Message board

Need an engineer?

If you need a repair or service, please call us on
0800 980 8788
24 hours, 7 days a week,
365 days a year

Service & repair telephone number

This statement

50.45
in debit

Balance carried forward £50.45
in debit

What you paid £78.50

Gas you've used this period £148.82

EnergyExtra charges £69.00

Your discounts £7.21
credit

Your adjustment £40.00
credit

VAT charges £19.83

Your new account balance £162.39
in debit

For further details please turn over →

to do anything.

if payment of £xx.xx will be taken
of xx Month 2008.

Figures are indicative only

Next steps

What happens now

With your EnergyExtra™ Product in place you can be assured we'll help keep your home's essential systems working all year round.

Your First Service

If your EnergyExtra™ Product includes a First Service then it usually takes place within 42 days of the start of your EnergyExtra™ agreement. If you haven't received a letter confirming the date of your First Service you will shortly. The First Service checks your central heating appliance is working safely and efficiently, and lets us make sure approved parts are available for any repairs. You can expect our engineer to:

- Check they can get access to the appliance for service and repair.
- Carry out a visual examination of the appliance and system to detect any obvious hazards and existing design faults.
- Carry out safety checks on ventilation, appliance flues and electrical circuits.
- Check the condition and operation of the appliance.
- Check the condition of the system, including pipework, radiators and air grilles where appropriate.
- Check the central heating controls and carry out a system water test and an important emission test.
- Talk you through a detailed checklist of the work we have done and leave you with a copy.

If the engineer finds your appliance is not working correctly they will always leave you with a recommended solution. This may mean some work is needed to resolve the problem at your cost, or that another service may be more appropriate. If no recommendation is acceptable your agreement may be cancelled and your money will be credited to your gas account*.

If you move to a property where a breakdown or Annual Service was carried out in the last 12 months, we will not carry out a First Service and your next Annual Service will be carried out 12 months after the last one, unless you have a new system fitted.

Annual Service

We'll normally carry out your first Annual Service for central heating options with EnergyExtra 200 Flexi™, EnergyExtra 200™ and EnergyExtra 400™ at the same time as your First Service. After that we'll carry out an Annual Service once in every year of your agreement.

*Subject to terms and conditions.

You know you're in safe hands

What to do in the event of a breakdown

Central Heating Emergencies

For emergency central heating repairs simply call us free on 0800 980 8788 to arrange an engineer's visit. We're here to help you all year round. We guarantee a same or next day latest call out if you have no heating or hot water.

Gas Emergency Services

If you can smell gas or think you have a gas leak, or are worried that fumes containing carbon monoxide are escaping from a gas appliance, report the emergency to the National Grid on 0800 111 999 (lines are open year round, 24 hours a day). Then:

- Open all windows and doors to ventilate the property.
- Put out all naked flames – do not smoke, strike matches or do anything that could cause the gas to ignite.
- Do not turn on or off any electrical switches, including your TV, computer or cooker.
- If you have any doors or gates that are secured by an electric lock or entry phone, please open these manually.

Electrical Emergencies

Your local electricity network operator looks after the safety and security of your electricity supply. Please contact them in the event of an electrical emergency or power outage.

Plumbing and drains or home electrical emergencies

If you're an EnergyExtra 50™ or 400™ customer, simply call on 0800 980 8788 to arrange an engineer's visit.

EnergyExtra 400™

Guaranteed same or next day latest call out

Our breakdown repair service guarantees same day call out if you have no heat and/or no hot water – when you call us before 10am. And same or next day latest call out, on all plumbing, drains or electrical repairs – 365 days a year – Guaranteed.

British Gas expertise

Our engineers receive ongoing training so they are up to date with the latest products, safety standards and regulations.

Every British Gas engineer is trained at one of the UK's five unique British Gas Academy sites. We spend around £30 million a year making sure our engineers are fully qualified to the highest standards. We have around 6,900 highly trained Gas Safe (formerly CORGI registered) engineers nationwide, as well as around 500 plumbers and 1,000 electrical experts on hand to deal with repairs. All of our engineers use the very latest technology and receive ongoing training so they are kept up to date.

Our service

When an engineer calls

Your safety is key and our engineers are trained and qualified to undertake service and repairs in your home.



Putting safety first

All our skilled and fully trained Gas Safe (formerly CORGI registered) engineers carry photo ID cards, so you can be confident you're dealing with a genuine British Gas representative.

Keeping you informed

Our service commitment means you can choose appointment options to suit you. And to let you get on with your day our engineers are committed to calling ahead.

Getting the job done

If parts are required when a British Gas engineer comes to your home, they're usually in the engineer's van. If not, they're likely to be available the next weekday, when our engineer will return to complete the job or arrange another time to visit that suits you. Our National Distribution Centre holds over 5 million parts and, with the Royal Mail, guarantees delivery to the British Gas engineer's delivery collection point by 7.30am the next weekday if ordered before 6pm.

Caring for your home

We respect your home. When working our engineers aim to cause minimum disruption. For example, they'll cover and protect work surfaces and clear up where they've been working.

For the record

After any visit our engineer will leave a checklist of work done for you.

We're here when you call

Our call centres are manned 24 hours, so there's always someone to respond to your call.

Community matters

We always try to help vulnerable and elderly people, whether or not they are British Gas customers and will give them priority service for emergencies, i.e. no heating and/or hot water.

We're here when you call – day or night

Our call centres are manned 24 hours, 365 days a year, so there's always someone to answer your call – because we know how important it is.

So, for breakdowns, servicing or for an engineer, call our dedicated EnergyExtra™ phone line free on **0800 980 8788**.



Stay safe

Keep up and running

Follow the advice of our engineers to help make your home a safer place to live and to help keep your heating system in good working order all year round.

Tidy up

Keep the whole area surrounding your boiler clean and tidy. This will help prevent possible problems.

Keep up and running

Turn on your central heating once a month in summer. This will help to avoid any problems with the pump when you start using the heating again later in the year.

Fit a smoke alarm

Every household should have at least one smoke alarm fitted. They are easy to install, available from most hardware and DIY stores, and cost just a few pounds. They could save the lives of you and your family.

Be prepared

Write down the location of your stopcock, gas control valve and all other controls to turn off the mains supply of water, gas and electricity to your home in the event of a home emergency.

Save energy and money

There are a thousand and one different ways to save money and energy. Here are a few of our top tips to help you on your way to becoming more energy efficient.

- Turning your thermostat down by just 1°C could save you around £60 a year.
- Putting silver foil behind radiators fixed to external walls will reflect the heat back into the room and could save you around £19 a year.
- Don't use a tumble drier to dry your clothes and save around £40 a year.
- Leaving your TV and all accessories attached to it on standby all the time could cost you up to £30 per year. So switch off at the button or plug and you could save.

Source: Energy Saving Trust, October 2008.

Common questions

Still have questions?

If you need more information about your EnergyExtra™ Product, the following page may help to answer some of the questions customers frequently ask...

When will my EnergyExtra™ Product start?

Your EnergyExtra™ Product will start as soon as you are confirmed as being on supply with British Gas and we have processed your application.

What happens if I cancel my EnergyExtra™ Product?

If you choose to cancel your EnergyExtra™ Product we'll send you a letter to confirm this but you'll still remain with British Gas for your fuel supply.

What happens if I cancel my gas or electricity?

Cancelling your electricity supply won't affect your EnergyExtra™ Product. However, cancelling your gas supply means you'll also cancel your EnergyExtra™ Product because you are billed for them together. We will send you a letter to confirm the cancellation of your gas supply and we'll transfer you to an equivalent HomeCare® package so you can still benefit from our services.

How many times can I call out an engineer?

You can call out a British Gas engineer as many times as you like. There are no limits on the number of call-outs.

Am I entitled to a First Service?

If you have EnergyExtra 200 Flexi™, 200™ or 400™ you are entitled to a First Service which usually takes place within 42 days of taking out your agreement.

I haven't had a First Service yet but my boiler has broken down. Can I call straight away?

Yes. Simply call our free breakdown helpline on 0800 980 8788 and we will arrange for an engineer to visit you. However, if you're not yet on supply with British Gas for your gas there will be a one-off fixed fee for this repair.

My central heating system is getting old now. Can it still be looked after by an EnergyExtra™ Product?

If our engineer finds your boiler meets current safety and efficiency criteria during the First Service and during subsequent Annual Services, it can still be looked after – subject to operational parts being available.

What's the best way to save energy?

Every home and system is different, so the best way of saving energy is unique to you. Ask your engineer for advice during your First Service or visit britishgas.co.uk/esr for a free British Gas Energy Savers report. Using your answers it will calculate your home's current energy rating and offer energy saving tips.

If you still have a question, you can always call us free on 0800 365 100.

EnergyExtra™ Products

Terms and Conditions

Everything you need to know
about your EnergyExtra™ Products



1. Introduction to these Terms and Conditions

In addition to the gas or dual fuel we provide under our energy terms and conditions, with EnergyExtra™, you will also be provided with a safe, high-quality service to 'repair' or 'repair' and 'maintain' the equipment included in your EnergyExtra™ Product.

These terms and conditions relate to the repair or repair and maintenance services of your EnergyExtra™ agreement only. The supply of energy under EnergyExtra™ will be governed by your energy terms and conditions you receive once you are on supply.

If you have any questions or concerns, please contact us on **0800 365 100**.

2. Your EnergyExtra™ Product

Your gas statement will confirm the EnergyExtra™ Product you hold. You can then look up your EnergyExtra™ Product on the table on page 4 to see the features and benefits that apply to your EnergyExtra™ Product.

3. Definitions

Wherever the following words and phrases appear in these terms and conditions, they will have the following meaning:

- **Annual Service:** as defined on page 25.
- **Domestic Purposes:** At least half the rooms at the Home must be used for normal living purposes.
- **EnergyExtra™ Discount:** as defined on page 26.
- **EnergyExtra™ Product:** EnergyExtra 50™, 200™ Flexi, 200™ or 400™
- **First Service:** see General Conditions section on page 24.
- **Home:** means your place of residence being your private domestic dwelling and any covered garage connected to your place of residence. Excludes outside areas, such as your gardens, lawn, outbuildings, borders and driveways.
- **Maintenance Inspection™:** to check for water leaks on your internal pipework, valves and hot water cylinder once in every continuous two year period in which you hold EnergyExtra 400™.
- **Our/us/we:** British Gas Trading Limited which provides gas or dual fuel under your agreement and British Gas Services Limited which provides repair or repair and maintenance services under EnergyExtra™
- **Parts and Labour:** as defined on page 27.
- **PowerFlush™:** see page 25.
- **Repairer:** Repairs must always be carried out by engineers approved and authorised by us.

4. About EnergyExtra™ generally

4.1 Provision of Energy and Services

Your gas or dual fuel energy supply is provided by British Gas Trading Limited under the energy terms and conditions and your repair or repair and maintenance services are provided by British Gas Services Limited under these terms and conditions.

4.2 Period of Agreement

EnergyExtra™ begins as soon as we confirm you are on supply with British Gas for dual fuel or gas and we have processed your application for an EnergyExtra™ Product. Your EnergyExtra™ Product will continue until you tell us that you would like to cancel, or until we cancel. You may cancel your EnergyExtra™ Product at any time. Please read the Cancellation (including Charges) section in the General Conditions and Exclusions section.

4.3 Variation of your Agreement

We will write to you to tell you about any changes to these terms and conditions or any change to the annual EnergyExtra™ Product prices.

4.4 EnergyExtra 50™ and EnergyExtra 200 Flexi™

Under EnergyExtra 50™ and EnergyExtra 200 Flexi™ options there is a fixed fee payable for every completed repair, including related faults. We will normally ask for payment (credit/debit card) at the same time that we book your job. All repairs are charged in addition to your monthly fee.

4.5 Similar Services

If we or other Centrica Group companies introduce insurance agreements that provide similar services to those that are currently being provided to you under your EnergyExtra™ Product; if you pay by direct debit you hereby request and confirm that at the next anniversary of EnergyExtra™ we may arrange those insurance agreements for you and then renew them annually until you notify us otherwise. You can call us anytime on 0800 072 7513 if you would prefer to revert to an EnergyExtra™ Product.

5. Summary of the Product Range

EnergyExtra 50™

Repairs for your central heating system, plumbing and drains and home electrics for a fixed fee for every completed repair, in addition to your monthly fee.

EnergyExtra 200 Flexi™

Repair and maintenance for your central heating system for a fixed fee for every completed repair, in addition to your monthly fee. Includes an Annual Service.

EnergyExtra 200™

Repair and maintenance for your central heating system. Includes an Annual Service and eligibility for an EnergyExtra™ Discount.

EnergyExtra 400™

Repair and maintenance for your central heating system, plumbing and drains, and home electrics and internal gas supply pipework. Includes an Annual Service and eligibility for an EnergyExtra™ Discount.

6. Details of the EnergyExtra™ Products

6.1 EnergyExtra 50™

EnergyExtra 50™ is an on-demand repair service available for central heating, plumbing and drains, and home electrical repairs for a fixed fee. The fixed fee for the work includes the labour and parts for fixing the first fault we identify, and faults directly related to that fault, in addition to your monthly fee we may charge you separately for repairs to further unrelated faults.

EnergyExtra 50™ includes a guaranteed same day or next day latest engineer visit for central heating (when you have either no heating or hot water), plumbing and drains and home electrical repairs. EnergyExtra 50™ customers may purchase an Annual Service at an exclusive discounted rate.

- EnergyExtra 50™ is available for:
 - Repairs in the event of breakdown of a gas boiler and controls and wet (using water) or warm-air gas central heating system in your Home (shown in blue on the diagram on page 5).
 - Plumbing repairs inside your Home in the event of leaks or mechanical failure of (shown in black on the diagram on page 5):
- repairing leaks on hot and cold water pipes from (but not including) the mains stopcock inside your Home leading to your taps and garden taps;
- repairing or replacing faulty ball valves in cold water storage tank;
- repairing faulty toilet cisterns including the replacement of standard ball valves and cisterns;
- pipes that burst as a result of cold weather;
- central heating water pipes if there is a water leak;
- radiator valves;
- hot water cylinders and immersion heaters; and
- washing-machine and dishwasher hot and cold flexible pipes (as long as they are installed to the manufacturer's instructions).

EnergyExtra 50™ Exclusions

- EnergyExtra 50™ does not include the cost of:
 - repairs identified or needed due to design faults in your central heating system at the time of the agreed work being carried out.
 - any improvements which are needed for your central heating system, plumbing, drains or electrics, (including the cost of a PowerFlush™) or any work needed to bring any of these up to the applicable required standard.
- removing any dangerous waste material, including asbestos; or
- getting to your central heating system, plumbing, drains or electrics (materials and labor) – for example pipes, or wiring buried in walls or built in appliances.
- EnergyExtra 50™ does not include repairing or replacing appliance flues. There will be an extra charge for clearing blocked flues, which we will agree with you beforehand.

- Drain repairs
 - Restoring flow using conventional methods such as rodding, machining and jetting or repairing drainage pipes and waste pipes (for example, unblocking sinks, waste and rainwater drains). This applies to pipes within the boundary of your property but only where you have sole responsibility for the pipes (this does not include public or shared drains even if these are within the boundary of your property). (Shown in grey on the diagram.)
- Electrical repairs
 - Repairs of electrical wiring and electrical fixtures inside your Home (shown in dark purple on the diagram on page 5) and within outbuildings as long as the outbuildings do not contain their own power supply and the wiring and fixtures have been installed correctly. This covers the fixed electrical wiring system and fuse boxes, light switches, wall sockets, light fixtures, circuit breakers and transformers.
- Parts and labour are included for fitting standard replacement parts, for example, we will replace all electrical fittings with a standard white plastic fitting unless an alternative is provided by you.

- We will not carry out the repair if:
 - parts are unavailable;
 - your system is not included on our servicing list;
 - If we decide it will cost more to repair the problem than replace it with a suitable alternative we have approved.
 - If we decide we can't repair the problem, we will let you know immediately and you will not have to pay a charge.
- The plumbing and drains exclusions (see page 22), the Home Electrical exclusions (see page 23) and the General Conditions and Exclusions (see page 24) apply.

6.2 EnergyExtra 200 Flexi™

EnergyExtra 200 Flexi™ includes a repair and maintenance agreement for your central heating system for a fixed fee for each completed repair. It includes:

- Service and repairs in the event of breakdown of a single gas boiler and controls and wet (using water) or warm-air gas central heating system in your Home (shown in blue on the diagram on page 5).
- There will be a fixed fee for each completed repair, including related faults. Unrelated faults will be charged separately.
- Parts and labour. There is no age limit on your boiler and it does not matter who installed it, as long as all the essential working parts are available and it has passed its First Service.
- Boiler replacement under the circumstances and in accordance with the terms of the 'General Conditions and Exclusions' section.
- First Service of your boiler and system (except electric boilers and parts of the system that aren't easy to get to). Your boiler and system must pass the First Service. Please see First Service section of General Conditions and Exclusions for more details.
- Annual Service of your boiler and central heating system (except electric boilers and parts of the system that aren't easy to get to).
- Same day or next day latest central heating engineer visit guaranteed when you have either no heating or hot water.
- The EnergyExtra 200 Flexi™, 200™ and 400™ exclusions below.

6.3 EnergyExtra 200™

EnergyExtra 200™ includes all the features and benefits of EnergyExtra 200 Flexi. In addition to this:

- There will be no fixed charge for completed repairs as parts and labour are included as part of EnergyExtra 200™
- It includes all necessary PowerFlush™ work after your initial PowerFlush™ (which we charge you for).

- You are eligible for an EnergyExtra™ Discount if you do not need us (see EnergyExtra™ Discount criteria on page 26).
- The EnergyExtra 200 Flexi™, 200™ and 400™ exclusions below apply.

6.4 EnergyExtra 400™

EnergyExtra 400™ includes all the features and benefits of EnergyExtra 200™. In addition to this:

- It includes a service for repairing all gas-supply pipework inside your Home, between your meter and any appliances. You cannot buy the internal gas supply service on its own.
- It includes repair and maintenance for your plumbing and drains and home electrics in accordance with the 'Plumbing and Drains' section (see page 22) the 'Home Electrical' section (see page 23).

- Same day or next day latest plumbing and drains and home electrical engineer visits guaranteed. And if you have no heat and hot water and call before 10am you will be guaranteed a visit from a central heating engineer that day.
- The EnergyExtra 200 Flexi™, 200™ and 400™ exclusions below apply.

6.5 Exclusions for EnergyExtra 200 Flexi™, 200™ and 400™

The following are not included with EnergyExtra 200 Flexi, 200 and 400:

- Removing sludge or hard-water scale from the boiler or system (see the PowerFlush™ section under 'General Conditions and Exclusions');
- Replacing your boiler except under the circumstances set out in the General Conditions and Exclusions (see page 24) and any circumstances specifically stated in your agreement;

- Repairing/replacing appliance flues that aren't part of your boiler; and
- Repairing/replacing parts of your central heating system and controls that are specifically designed for piped or electric underfloor heating (other than warm-air systems).

The General Conditions and Exclusions apply (see page 24).

6.6 Plumbing and Drains

- Repairs inside your Home in the event of leaks or mechanical failure of (shown in black/grey on the diagram on page 5):
 - repairing leaks on hot and cold water pipes from (but not including) mains water stopcock inside your Home leading to your taps and garden taps.
 - repairing or replacing faulty ball valves in cold water storage tank.
 - repairing leaking overflow pipes.
 - repairing faulty toilet cisterns including the replacement of standard ball valves and siphons.
 - repairing pipes that burst as a result of cold weather.
 - repairing central heating water pipes if there is a water leak.
 - repairing radiator valves.
 - repairing hot water cylinders and immersion heaters.
 - repairing washing-machine and dishwasher hot and cold flexible pipes (as long as they are installed to the manufacturer's instructions).
- For EnergyExtra 400™, parts and labour are included (for EnergyExtra 50™, parts and labour are included in the fixed fee payable for each completed repair) as long as all the essential working parts are available.
- For EnergyExtra 400™, a Maintenance Inspection™ at your request once in every two-year continuous period of your agreement (at the same time as your Annual Service for your central heating system).
- Restoring flow by using conventional methods such as rodding, machining and jetting or repairing drainage pipes and waste pipes (for example, unblocking sinks, waste and rainwater drains). This applies to pipes within the boundary of your property but only where you have sole responsibility for the pipes (this does not include public or shared drains even if these are within the boundary of your property). (Shown in grey on the diagram).
- The exclusions below and the General Conditions and Exclusions apply (see page 24).

Plumbing and Drains Exclusions

The following are not included in your agreement:

- Repairing or replacing taps.
- Repairing or replacing washers in taps.
- Repairing or replacing the mains cold water stopcock, water softeners, shower pumps and mixer valves, combined overflow and pop up waste mechanism, mechanical pumps, water filters, radiators, swimming pools, decorative garden features, rainwater pipes and guttering, macerators such as Saniflo, and electrical units for toilets.
- Repairing/replacing manholes, soakaways, septic tanks, cesspits, treatment plants and their outflow pipes.
- Regularly cleaning your drains and any de-scaling of your drains.
- Repairing/unblocking drains shared with another property or properties.
- Repairing/unblocking drains outside the boundary of your property.
- Repairing/unblocking drains which are just used for commercial purposes.
- Repairing/replacing any lead or steel pipes.
- Any costs we would incur to get to your system, appliance in order to make a repair, for example, pipes buried in walls or "built-in" appliances.
- Repairing structural defects or re-lining faulty drainage systems.

The General Conditions and Exclusions apply (see page 24).

6.7 Home Electrical

- Repairs of electrical wiring and electrical fixtures inside your Home (shown in purple on the diagram on page 5). This covers the fixed electrical wiring system (inside your Home and within outbuildings that are attached to the main building as long as it has been correctly installed) and fuse boxes, light switches, wall sockets, light fixtures, circuit breakers and transformers.
- For EnergyExtra 400™, parts and labour are included (for EnergyExtra 50™, parts and labour are included in the fixed fee for each completed repair) for fitting standard replacement parts. For example, we will replace all fittings with a standard white plastic fitting unless an alternative is provided.
- For EnergyExtra 400™, a Maintenance Inspection™ at your request once in every two-year continuous period of your agreement.
- The exclusions below and the General Conditions and Exclusions apply (see page 24).

Home Electrical Exclusions

The following are not included in your agreement:

- Repairing controls, pumps, detectors, timers and programmers.
- Repairing/replacing the mains supply up to the fuse box.
- Repairing the power supply between your Home and the outbuildings on your property.
- Repairing/replacing outside lights.
- Repairing/replacing rubber or lead wiring.

- Any costs we would occur to get to your system, appliance in order to make a repair, for example, pipes buried in walls or "built-in" appliances.

The General Conditions and Exclusions apply (see page 24).

7. General Conditions and Exclusions for all EnergyExtra™ Products

7.1 Domestic use

The EnergyExtra™ Products are only available for appliances used inside your Home for Domestic Purposes.

7.2 Service coverage

There are a few areas of Great Britain where we do not provide the EnergyExtra™ Products. If this affects you, we will tell you when you apply.

7.3 Our responsibilities

We will meet our responsibilities under the EnergyExtra™ Products within a reasonable time unless it is impossible because of circumstances outside our control.

7.4 Boilers

Excluding EnergyExtra 50™, the following apply to your boiler:

- **Whether or not British Gas installed your boiler** if we agree that your boiler is less than seven years old, we will provide a replacement suitable new boiler approved by us if it is not possible to repair it because, for example, spare parts are not available, or we decide that it would cost more to repair the boiler than to replace it.
- **If British Gas installed your boiler** and it is seven years old or more but is less than 10 years old plus you have had a continuous HomeCare 200™ Flexi agreement or above or EnergyExtra 200 Flexi™ agreement or above for the life of the boiler: we will provide a replacement suitable new boiler approved by us if it is not possible to repair yours because, for example, spare parts are not available, or we decided that it would cost more to repair the boiler than to replace it.
- **Outside of these specific circumstances** or any circumstances

mentioned in your particular EnergyExtra™ Product there is no entitlement to a replacement boiler, but as an EnergyExtra™ customer, you are entitled to a discount on the cost of installing a boiler if British Gas install it.

7.5 First Service

If your EnergyExtra™ Product includes a First Service, we will inspect your boiler and central heating system to make sure they are safe and in good working order. Your British Gas service engineer will fill in a safety inspection checklist to show you what he or she has checked. We will normally carry out this service within 42 days of the beginning of your agreement where possible. However, as we give priority to breakdowns, it can be later if there is a lot of demand for our services especially in colder periods. If the service reveals a problem, we may:

- tell you what work is needed and what it will cost you (if anything) for that work to be done;
- offer you another agreement, which will not include the part(s) of the boiler or central heating system causing the problem; or
- cancel the EnergyExtra™ Product and adjust your monthly direct debit for your continuing energy supply. You may be offered an alternative HomeCare® product from British Gas.

We will not carry out a First Service if we have already carried out a First or Annual Service at the property within the last 12 months. For example, if you move to a property where the central heating system was part of a HomeCare® or EnergyExtra™ with British Gas and you continue with EnergyExtra™, your boiler and central heating system may not require a First Service and we will arrange an Annual Service instead.

7.6 Annual Service

This section applies if your agreement includes an Annual Service (or you have purchased an Annual Service if you have EnergyExtra 50™). We will let you know when its time to carry out an Annual Service.

We will normally carry out only one First Service or Annual Service at the property (irrespective of change of ownership), in any 12 month period.

We will then carry out an Annual Service around the same time each year where possible. This will depend on our workload and your preference for an appointment. As long as we are given access to your home, we will always make sure we check that your system or appliance is safe. You can also call us at any time to arrange or rearrange your Annual Service if it is due.

7.7 Maintenance Inspection™

If you are an EnergyExtra 400™ customer, you are entitled to one Maintenance Inspection™ of your plumbing and drains, and home electrical wiring in every continuous two-year period in which you hold EnergyExtra 400™ with us.

7.8 Gaining access to your property and arranging appointments

It is your responsibility to allow us access to your home. If we cannot gain access to your home, we will be unable to carry out the necessary work. If this happens, we will tell you so that you may arrange another appointment. If you do not arrange an appointment or we cannot gain access, your agreement will continue even though we have been unable to carry out the service. If, after several attempts, you have not made an appointment or we still cannot gain access, we may cancel your EnergyExtra™ Product. We will tell you in writing if this is the case.

7.9 PowerFlush™

We use our PowerFlush™ to clean the system to remove sludge and other waste from central heating systems.

If we recommend that your system needs cleaning through with PowerFlush™ we will charge you to undertake this work. Once it is finished, there will be no charge for any future PowerFlush™ work that may be needed, as long as you keep a continuous EnergyExtra 200™ or 400 agreement at that property, or an equivalent British Gas HomeCare 200™ or 400™ agreement at that property. Our engineer will also advise you what other work is needed in order to avoid future problems. We may suggest you correct any design faults that might cause the problem to return, or offer you a different British Gas option.

When a repair is needed due to sludge (for example damage to pump, valves or radiators) and we have not already told you that you need to flush and clean your system with PowerFlush™ or a similar procedure, we will attempt to carry out a repair (excluding the use of PowerFlush™) and will do so at no extra cost.

7.10 Magnetic Filters and Scale Reducers

If you are an EnergyExtra 200™ or 400™ customer, we will repair and maintain any magnetic filters and scale reducers if we have installed them (there is a fee for this installation) on gas appliances and heating systems included under your EnergyExtra 200™ or 400™ product. We will also clean out the filter on your magnetic filter if necessary, as part of the Annual Service.

7.11 EnergyExtra™ repair appointments

If we are unable to send an engineer within the guaranteed timeframe, you may request a compensation payment from us.

We will meet our same day guarantee unless it is impossible for us to do so because of external forces beyond our reasonable control such as fire, accident, war, adverse weather conditions, industrial strikes and lockouts which we are not directly involved in. In that event you will not be able to request a compensation payment from us.

7.12 EnergyExtra™ Discount

If you are an EnergyExtra 200™ or 400™ customer, and you have not required a repair within a 12 month period you may be entitled to an EnergyExtra™ Discount. To qualify you need to have had an EnergyExtra 200™ or 400™ agreement for 12 months at the same property. Your EnergyExtra™ Discount will be automatically allocated to your gas account.

7.13 Cancellation

Your Cancellation Rights

You can cancel your EnergyExtra™ Product (your gas or dual fuel energy supply agreement will not be cancelled – see your energy terms and conditions for your energy cancellation rights) at any time by either writing to us at EnergyExtra™ Membership Office, Murdoch House, Bothwell Road, Uddingston G71 1UD or telephoning **0800 072 7513** subject to the following:

- If you cancel by posting a letter or telephoning within 14 days starting from the day after you receive written confirmation of your EnergyExtra™ Product with us (Cooling-Off Period) we will credit your gas statement or bill any monies paid by you to us (unless we have carried out a service or repair, in which case minimum charges will apply. Please read the section below on 'Charges').
- **Charges** – If your EnergyExtra™ Product is cancelled, British Gas Services may charge you an amount to bring your payments, in the last 12 months, up to the amount set out in the table below. This will depend on the date of cancellation. The 'Charge' covers the costs we have had to pay but which we have not yet

reclaimed at the point of cancellation. It includes things such as our costs of carrying out services, dealing with repairs, our organisational costs or the costs of dealing with your agreement with us (or all the above).

	Charge
For EnergyExtra 50™ customers	No Charge
For EnergyExtra 200™ Flexi customers	Up to £124
For EnergyExtra 200™ customers	Up to £175
For EnergyExtra 400™ customers	Up to £175

Our Cancellation Rights

We may cancel your EnergyExtra™ Product in the following circumstances:

- If we give you reasonable notice.
- If you no longer receive gas or dual fuel from British Gas.
- If you have given false information.
- If you do not make an agreed payment.
- If:
 - we find something wrong at the First Service; or
 - we have advised you that permanent repairs or improvements are needed to make sure your appliance or system works properly, and you do not follow our advice within a reasonable period. This advice may include replacing your boiler or system. (What constitutes a reasonable period will vary depending on the nature of the issue and the period could be short in the case of, for example, a safety issue.)
- If we are not reasonably able to find parts to keep your system or appliance working safely.
- If circumstances arise (including health and safety issues) which make it inappropriate for the agreement to continue.

- If we cancel your EnergyExtra™ Product, we will:
 - credit your gas statement or bill any monies paid by you to us if we find anything wrong at the First Service or
 - credit your gas statement or bill based on how long is left of any monthly direct debit card payments you have already made, after any applicable minimum payments have been met. Please see the Charges section.
 - adjust your monthly direct debit payments for your continuing energy supply.

If we cancel your EnergyExtra™ Product because we have told you that permanent repairs or improvements are needed, we may offer you another agreement with us, for example one which will not include the parts causing the problem, or does not include the cost of repairs to your system or boiler.

If, after several attempts, you have not made an appointment or we still cannot gain access, we may cancel your EnergyExtra™ Product. We will tell you in writing if this is the case.

If you no longer are a British Gas dual fuel or gas customer, you are no longer eligible for EnergyExtra™ and you hereby request and confirm that we may cancel your EnergyExtra™ Product and arrange a similar HomeCare® agreement for you and then renew it annually until you notify us otherwise. You can call us anytime on **0800 365 100** if you would prefer not to revert to a HomeCare® agreement.

7.14 Safety advice

We may advise you that permanent repairs or improvements are needed to make sure your appliance or system works safely (for example, to comply with gas safety regulations, such as upgrading your ventilation to meet current standards). If you do not follow our advice, it may mean that we are unable to fulfill all of our obligations. In this case, your EnergyExtra™ agreement will continue to run unless you tell us you

would like to cancel or we cancel (see 'Your Cancellation Rights' and 'Our Cancellation Rights').

7.15 Spare parts

If our engineer does not carry the spare parts your repair work needs on the day, we use a central stock of 30,000 parts. This means we can get hold of most items the following working day. Otherwise, we will do all we reasonably can to find and install parts from our approved suppliers. We may use other approved parts or parts that have been reconditioned by the original manufacturer.

7.16 Labour

One of our engineers will usually carry out the work. In some cases we may authorise a suitably qualified contractor to carry out the work.

7.17 Approved equipment

We only undertake work on appliances, energy-management systems and plastic pipes which are on our approved list.

7.18 Third-party rights

Nobody other than you will be able to benefit from this agreement, which cannot be passed to someone else without our agreement.

7.19 Guarantees

British Gas guarantees all parts and labour for 12 months from date of repair. Any guarantees do not affect your legal rights under the Sales of Goods Act 1979 and Supply of Goods and Services Act 1982. You can get advice about your rights from a Citizens' Advice Bureau or Trading Standards Department.

7.20 Appointment times

British Gas lets you choose the time that suits you, from AM (8am–1pm), PM (12 noon–6pm), or daytime (10am–2pm), Monday to Friday.

Our drains experts, Dyno-Rod®, offers all day or PM (12 noon–6pm) appointments.

7.21 Payments

Following your first payment, direct debit payments for EnergyExtra™ will fall due monthly. If you choose to pay by cash, cheque or credit card (and we have confirmed that this option is available when you apply) we may charge you a small administration fee for processing the payment.

We may use any payments you make to us, or any money that is owing from us to you, to reduce any debt you have to us under this or any other agreement with us. Any credit you have with us will be applied firstly to any outstanding services debt and secondly to any outstanding energy debt under this or any other agreement you have with us.

Our Fixed Fee charges for EnergyExtra 50™ and 200 Flexi™ are correct at the time of going to print, we will advise you of any changes to these when you request a repair.

All of our charges are inclusive of relevant taxes at the prevailing rate.

7.22 Moving home

EnergyExtra™ is non-transferable between properties. If you are moving, please notify us as soon as possible about any change of address so that we can assist you in cancelling your existing EnergyExtra™ agreement and taking out a new agreement in your new home.

7.23 Governing law

The terms and conditions for all products and services are written in English and all correspondence entered into shall be in English.

These terms and conditions are governed by the Laws of England and Wales.

General exclusions

7.24 Design or existing faults

We will not include the cost of repairs needed because of design faults (unless British Gas are responsible), or faults

which existed before you took out your EnergyExtra™ Product or which we could not identify on our First Service or inspection of that particular system or appliance using reasonable care and skill.

7.25 Accidental damage/ Third-party damage/Damage from intentional risk taking

The cost of repairs relating to damage caused by you is excluded from all EnergyExtra™ Products. Where work is undertaken on your system by a third party, whether or not following our advice, which results in damage to that or another part of your system, the repair of any such damage will be excluded from your EnergyExtra™ Product.

7.26 All other loss and damage

Unless we are responsible for it, we will not include loss or damage to property (including any cleaning needed) or any other type of loss caused by the boiler or system to which your EnergyExtra™ Product relates breaking down or being accidentally damaged by you or leaking (for example, damage to furniture caused by water leaks). If access has to be made to your boiler or system we will fill in any holes and leave the surface level but we will not replace the original surface or construction. Any redecoration or repair of damage that may be needed following our work is your responsibility, unless we have been negligent.

7.27 Risks normally insured under household or other insurances

Except and only to the extent specifically stated as being included under your EnergyExtra™ Product, we will not include the repairing of faults or damage or replacement of systems caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm. You should check your household insurance to make sure you have enough cover for these risks.

7.28 Other Exclusions

We will not include the following:

- Replacing appliances, bathroom fixtures, showers and sanitary ware (apart from boilers as described earlier).
- Improvements including work that is needed to bring your boiler/system up to current standards/legislative requirements. Examples of these improvements include replacing parts such as flues or vents that do not meet current standards (these are examples only, not a complete list). You may need to have improvements carried out before we are able to complete other repairs to your boiler/central heating system.
- Upgrades which you may want to have carried out to improve your boiler/system. Examples of upgrades include replacing working radiators with improved models (these are examples only, not a complete list).
- Replacing or repairing parts that do not affect how the boiler/system works or decorative or specialist parts.
- Resetting controls (for example, thermostats and programmers following changes due to winter or summer).
- Repairing faults or clearing physical blockages (blockages such as rubble, sludge and scale, but not air locks) or repairing damage caused by scale if we have told you permanent repairs or improvements are needed to make sure your boiler/ system works properly. We will only tell you this if, in our expert opinion, it is necessary.
- Removing asbestos associated with repairing the boiler/central heating system. When you have had any asbestos removed, you must give us a clean-air certificate before we will do any further work at your property. By law, the person who removes the asbestos must give you a clean-air certificate.
- Cash alternatives for service, maintenance or repair.

- Repairing or replacing any lead, steel or central heating iron pipes (other than for internal-gas-supply pipes for EnergyExtra 400™ customers where the gas-supply pipe from your meter to the appliance is included).
- The cost of repairing damage or breakdowns caused by changes to, or problems with, the gas, electricity or water services.
- Commencing and/or continuing services where we reasonably consider that there is a Health & Safety risk including: the presence of; hazardous materials; infestations; or harassment of our personnel including verbal or physical abuse. We will not recommence work until the Health & Safety risk has been rectified to our satisfaction.
- Repairs (such as to your heat exchanger) that are required due to the build up of sludge or other debris where we have previously advised you that your system requires a PowerFlush™ or similar cleaning procedure and you did not have the procedure conducted in a timely manner.

7.29 Using personal information

We or our agents may use information about you to:

- identify you when you contact us so that we know exactly who we are speaking to;
- offer you accounts, services and products from time to time (we may do this using an automatic scoring system, which also uses information about you from other agencies, including credit-reference agencies);
- help run, and contact you about improving the way we run, any accounts, services and products we have provided before, provide now or may provide in the future (we may also contact you by e-mail or text message if you have given us these contact details);

- create statistics, test computer systems, analyse customer information and create marketing opportunities (including using information about what you buy from us and how you pay for it, for example the amount of gas or electricity you use and any discounts we have offered you);
- help to prevent and detect fraud or loss; and
- contact you in any way (including by post, e-mail, phone, text or multimedia messages or visiting you) about products and services we and our partners offer.

We may allow other people and organisations to use information we hold about you:

- to provide services you have asked for;
- as part of selling one or more of our businesses;
- to help to prevent and detect debt, fraud, or loss (for example by giving this information to a credit-reference agency). If you do not pay your debt, we may transfer your debt to another organisation and give them details about you and that debt;
- if we have been asked (for example by **Ofgem** or a lawyer) to provide information for legal or regulatory purposes;
- as part of current or future legal action;
- as part of government data-sharing initiatives; or
- if you hold an insurance policy with us, to pass information to an insurer to manage your insurance policy (including underwriting and claims, to help develop new services and to assess financial and insurance risk).

From time to time, these other people and organisations may be outside the European Economic Area (EEA) in countries that do not have the same standards of protection for personal information as the UK.

We may also let companies in our group (including British Gas, Scottish Gas and

Dyno Group) use your information to do any of the things mentioned above.

We may use your information to help train our staff. We may also monitor and record any communications we have with you (including phone conversations and e-mails) to make sure that we are providing a good service and to make sure we are meeting our legal and regulatory duties.

We may pass your address, property and postcode, and details of your gas appliances, flue, hot-water cylinder, system controls and electrical installations (including details of any repairs or removals) to organisations that supervise these activities including Capita Gas Registration and Ancillary Services Limited (previously CORGI) and the ECA (Electrical Contractors Association). These organisations may pass this information to local authorities to meet building regulations. They may also use this information to contact you to inspect appliances or systems, recall faulty products and carry out audits, and for health and safety purposes. Where appropriate, we will give you or the property owner (or both) a certificate to show that your appliances and so on meet building regulations.

We will check your details with one or more credit-reference and fraud-prevention agencies to help us make decisions about your ability to make payments and the goods and services we can offer you. Below, we have given a brief guide to how we, the credit-reference and fraud-prevention agencies will use your information. If you would like more information about this, you can find the full version at www.britishgas.co.uk. Or, phone us on 0800 048 0202 and we will send you a leaflet.

We will search at credit-reference and fraud-prevention agencies for information about you and all the people you are applying with. If you are providing information about other people on a joint application, you must make sure they agree that we can use their information to do this. If you give us false or inaccurate

information and fraud is identified, we will pass your details to credit-reference and fraud-prevention agencies. Law-enforcement agencies (such as the police and HM Revenue & Customs) may receive and use this information.

- We and other organisations may also access and use information about you that credit-reference and fraud-prevention agencies give us to, for example:
 - check details on applications you make for credit and credit-related services;
 - check your identity;
 - prevent and detect fraud and money laundering;
 - manage credit and credit-related accounts or services;
 - recover debt;
 - check details on proposals and claims for all types of insurance; and
 - check details of employees and people applying for jobs with us.
- When credit-reference agencies receive a search from us, they will record this on your credit file whether your application is successful or not.
- We and other organisations may access and use, from other countries, information recorded by fraud-prevention agencies.
- If you want to see what information credit-reference and fraud-prevention agencies hold about you, you can contact the following agencies currently working in the UK. The information they hold may not be the same, so it is worth contacting them all. They will charge you a small fee.

CallCredit
Consumer Services Team
PO Box 491
Leeds LS3 1WZ
Phone: 0870 060 1414
Website: www.callcredit.co.uk

Equifax plc
Credit File Advice Centre
PO Box 1140
Bradford
BD1 5US

Phone: 0870 010 0583
Website: www.myequifax.co.uk

Experian
Consumer Help Service
PO Box 8000
Nottingham
NG80 7WF

Phone: 0870 241 6212
Website: www.experian.co.uk

If you give us information on behalf of someone else, you confirm you have given them the information set out in this document, and that they have given permission for us to use their personal information in the way we have described in this section. If you give us sensitive information about yourself or other people (such as health details or details of any criminal convictions of members of your household), you agree (and confirm that the person the information is about has agreed) that we can use this information in the way set out in this document.

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TM – HomeCare, Flexi, Maintenance Inspection, and PowerFlush are trade marks of GB Gas Holdings Limited.

Complaints

We will always aim to do our best but unfortunately there may be times when things go wrong. If you have a complaint about any part of our service or your products please telephone us on 0800 111 011 or write to us at: British Gas Services, Customer Relations, PO Box 4394, Dunstable LU6 9LG or email us at BGS.CustomerRelations@centrica.com

We will try to deal with the matter immediately but if we can't then we will keep you regularly informed about the progress of our investigation.

Contact Us

If you need a repair or service, call free 24 hours a day on
0800 980 8788

If you have a question or comment about
your EnergyExtra™ Product call free on

0800 365 100

(Open weekdays 8am–8pm and Saturdays 8am–6pm)

If you're moving please call free on

0800 365 100

If you'd like advice about conserving
energy in your home, call free on

0800 072 8629

(Open weekdays 8am–5pm)

If you're hard of hearing or speech impaired
and use a textphone, call

18001 0845 070 0178

If you'd like a Braille, large print or audio
version of this information, call free on

0800 365 100

Calls are free from a BT Calling Plan.
Mobile and other providers' charges may vary.

A Centrica business

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