

# Chargeable Work(s) Terms and Conditions

1. Please read this document carefully as it will tell you everything you need to know about the terms and conditions on which we will deal with each other.
2. If you do not own the property, you will need to obtain the property owners permission before you can authorise us to start work on the property.
3. We will carry out all work during our normal working hours (8am to 6pm Monday to Friday), unless we say otherwise.
4. We will agree with you what work we will carry out. We will then carry it out as soon as possible, depending on when an engineer is available.
5. 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.
6. Materials used for the work are guaranteed for one year from the date of fitting them. Within this period, if the materials are defective then we will repair or replace the defective materials free of charge. If our work is defective, then we will re-perform our work free of charge. Our work is guaranteed for one year from the date that the work is completed. These guarantees do not affect your statutory rights in relation to the quality and description of the materials and services. You can contact your local authority's trading standards or Citizens Advice Bureau if you need more information about your statutory rights.
7. The charge for the work includes the labour and parts for fixing the first fault we identify, and faults directly related to that fault. We may charge you separately for repairs to further unrelated faults.
8. The price we quote does not include the following:
  - Repairs identified or needed due to design faults in your current system at the time of the agreed work being carried out;
  - Any improvements which are needed to your heating or plumbing system or electrical installation, including the cost of PowerFlush™ or any work needed to bring your system or installation up to current standards;
  - Getting to your system (materials and labour) – for example, pipes or wiring buried in walls or 'built-in' appliances; or
  - Removing any dangerous waste material, including asbestos.We will agree any extra costs with you beforehand.
9. Following our work, you may need to do some redecorating. You will be responsible for this (and we will not pay for it) unless we have been negligent. If access has to be made, we will fill in any holes and leave the surface level but we will not necessarily replace the original surface or construction.
10. If the safety earthing arrangements in your property do not meet the standards set out in the current Institute of Electrical Engineers regulations, we will tell you what work is needed to correct any problem. The engineer on site will decide whether work can go ahead. Any work recommended to put things rights is an extra cost. We will agree with you how much this will cost beforehand.
11. Repairing or replacing appliance flues is not included. There will be an extra charge for clearing blocked flues, which we will agree with you beforehand.
12. Where we replace an existing cylinder, we will use our best endeavours to re-install your immersion heater where it is possible. If necessary, we will agree any extra costs with you beforehand.
13. We will not carry out the repair if:
  - Parts are unavailable; or
  - Your system is not included on our servicing list.

## 14. Notice of your right to cancel

You are entitled to cancel this agreement. If you wish to cancel, you **MUST DO SO IN WRITING** and deliver it personally or send (which may be by email) to the address provided. Your notice to cancel will be taken to have been received as soon as you post or send it to us or in the case of e-mail from the date it is sent to us. You may use the detachable form attached to this agreement to cancel if you want to but you do not have to. Please note that you will be required to pay for any goods or services we provide to you if you ask us to start work before the end of your cancellation period.

## Using personal information

### 15.0. Using your personal information.

#### 15.1. We and our agents may use your information to do the following:

- a) Provide you with the services you have requested (which may include loyalty and incentive schemes we may run from time to time).
- b) Offer you accounts, services and products from time to time from us or our partners. To help us make these offers we may use an automated scoring system, which also uses information from credit reference agencies, as well as other companies.
- c) Help run, and contact you about improving the way we run, any accounts, services and products we have provided before, now or in the future.
- d) Create statistics, test computer systems, analyse customer information, create profiles 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 you use and any discounts we have offered you).
- e) Help prevent and detect debt, fraud and loss.
- f) Help train our staff.
- g) Contact you in any way (including by email, phone, text or multimedia message or other forms of electronic communications, such a message through your smart meters, or by visiting you) about products and services we and our selected partners are offering.

15.2. We may also monitor and record any communications we have with you, including phone conversations and emails, to make sure we are providing a good service and meeting our regulatory and legal responsibilities.

15.3. When we contact you, we may use any information we hold about you to do so. So we may contact you by e-mail, phone, text message or other forms of electronic communications (such as using smart meters) or by visiting you. If we are contacting you to tell you about any offers, we will, as far as possible, do this in line with how you have told us you would prefer to receiving marketing information (your recorded marketing preferences). You can ask us not to send you any information on our offers at any time by contacting us and giving us your account details.

15.4. We may allow other people and organisations to use information we hold about you (including other Centrica Group companies such as those using the British Gas, Scottish Gas and Dyno Group brands):

- a) To provide services you have asked for, which may include providing information to members of your family or household, anyone acting on your behalf or other people who may be interested (such as landlords or letting agents);
- b) As part of the process of selling one or more of our businesses;
- c) To help to prevent and detect debt, fraud, or loss (for example by giving this information to a credit-reference agency) which is described in more detail in clause 15.6. overleaf;
- d) If you do not pay your debt, we may transfer your debt to another organisation and give them details about you and that debt;
- e) If we have been asked (for example by Ofgem or a lawyer) to provide information for legal or regulatory purposes;
- f) As part of current or future legal action;

# Chargeable Work(s) Terms and Conditions cont.

- g) As part of government data-sharing initiatives, for example, those designed to help stop fuel poverty (where people cannot afford to pay for heating and electricity);
- h) To help manage any loyalty or rewards schemes; or
- i) 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 other people or organisations may be outside the European Economic Area (EEA) and as a result we may pass your information to countries that do not have the same standards or protection for personal information as the UK.

15.5. If we believe that you (or a member of your household) need extra care (for example, because of your age, health, disability or financial circumstances), we may record this in the information we hold about you. We will use this information so that we do not stop your supply. We may share your information with:

- a) Social services, charities, healthcare and other support organisations, if we believe at any time that they may be able to help you, or the other members of your household, by making sure there is a gas or electricity supply to your home;
- b) Other energy suppliers if we believe you are considering changing supplier (we assess which customers need extra care and record and share this information in line with the Energy Retail Association 'safety net procedures'); and
- c) The relevant gas transporter, metering agents or network operator.

15.6. 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 GasSafe 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.

15.7. We may 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 [britishgas.co.uk/termsandconditions](http://britishgas.co.uk/termsandconditions). Or, phone us on 0800 048 0202 and we will send you a leaflet.

- a) We may 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 we suspect fraud, 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.
- b) 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;
  - Check details of employees and people applying for jobs with us.
- c) When credit-reference agencies receive a search from us, they will record this on your credit file whether your application is successful or not.
  - d) We may send information on your account to credit-reference agencies and they will record it. If you have an account with us, we will give details of it and how you manage it to credit-reference agencies. If you have an account and do not repay money you owe in full or on time, credit-reference agencies will record this debt. They may give this information to other organisations and fraud-prevention agencies to carry out similar checks, find out where you are and deal with any money you owe. The credit-reference agencies keep records for six years after your account has been closed, you have paid the final debt or action has been taken against you to recover the debt.
  - e) We and other organisations may access and use, from other countries, information recorded by fraud-prevention agencies.
  - f) 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.

#### Call Credit

Consumer Services Team  
PO Box 491  
Leeds  
LS3 1WZ  
Phone: 0870 060 1414  
Website: [www.callcredit.co.uk](http://www.callcredit.co.uk)

#### Experian

Consumer Help Service  
PO Box 8000  
Nottingham  
NG8 7WF  
Phone: 0870 241 6212  
Website: [www.experian.co.uk](http://www.experian.co.uk)

#### Equifax Plc

Credit File Advice Centre  
PO Box 1140  
Bradford  
BD1 5US  
Phone: 0870 010 0583  
Website: [www.myequifax.co.uk](http://www.myequifax.co.uk)

15.8. 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 clause 15.0. 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.

15.9. You are entitled to have a copy of the information we hold on you and to have any inaccurate information corrected. We may charge a small fee for providing a copy of any information we hold about you. For more information about this please contact our Privacy Unit at Lakeside West, 30 The Causeway, Staines TW18 3BY. Or you can email [CentricaDataProtection@Centrica.com](mailto:CentricaDataProtection@Centrica.com)