

Hive Plus Promise Energy Credit 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. You can find out more details in our Privacy Notices. Our Privacy Notices do not form part of the contract between you and us.

You can find British Gas' Privacy Notices at britishgas.co.uk/privacy.

About The Hive Plus Promise Energy Credit

The Hive Plus Promise Energy Credit Offer (the "Offer") is run by British Gas Trading Limited ("we, us, our, British Gas"). Under the Offer, if you take out a Hive Plus subscription and meet the eligibility criteria you will receive a once off credit on your energy bill(s). Single fuel customers will receive a credit of £30. Dual fuel customers will receive a total credit of £60 (£30 credit will be applied per fuel) (the "Credit").

If you are an eligible dual fuel customer, we promise that the Credit you receive will be equal to, or more than, the cost for your Hive Plus subscription in the first 12 months of your subscription.

Eligibility

To be eligible for Hive Plus Promise Energy Credit you must satisfy the following conditions.

- You must be a Hive Plus member
- You must be aged 18 or over.
- You must be on a fixed term British Gas energy tariff ("Energy Tariff").
- Your account number must start with 'A' or 'BGX'.
- Your energy meter(s) must be operating in credit mode.
- Both your Hive Plus subscription and your Energy Tariff must have been active for 30 days and we must have received your first payment in order to qualify.

If you are already a Hive Plus member on 25th of September 2024 and meet the eligibility criteria you need to claim this offer, you must fill in a registration form which will be sent to you via email. You must complete the registration form within 30 days to receive the Credit.

If you are on a 30-day trial and signed up before 21st January 2025, we will send your credit 3 days after your first payment. If you signed up to the 30-day trial on after 21st January 2025, we will credit your account within 90 days.

There is no cash alternative for the Credit and the Credit cannot be transferred to another account.

Unless we expressly state otherwise in writing, this Offer is not available in conjunction with any other offer or promotion.

You will only receive the Credit once, when you first take out your Hive Plus subscription. You will not be eligible for more Credit(s) when your subscription renews.

What happens if I cancel my Hive Plus membership?

You must have Hive Plus for 12 months, if you cancel Hive Plus we may charge your account for the cost of the bill credit on a pro rata basis.

How the Credit will be applied?

The discount will be applied as a credit on your first energy bill issued after you meet the eligibility criteria for the offer.

General

- We can change the terms of this offer or withdraw the offer at any time. If you satisfy the eligibility criteria for the Credit before we change or withdraw the offer you will still receive your Credit.
- **The offer for the Hive Plus Promise Energy Credit** 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. Your agreement for your Hive Plus subscription is with Centrica Hive Limited (company number 5782908), whose registered office is at Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD. Hive is a trading name of Centrica Hive Limited.