

# Heat Pump Add-On 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](https://britishgas.co.uk/privacy).

## About the Heat Pump add-on

Heat Pump tariff add-on (the "add-on" or "product") is run by British Gas Trading Limited ("we, us, our, British Gas") By signing-up for the Heat Pump tariff add-on you will pay a 14p/kWh unit rate for the electricity consumed by your Heat Pump. The discount will be applied as a bill credit in the following calendar month. Please read these terms carefully, as they set our responsibilities to you and what you agreed to by signing-up for our Heat Pump add-on. By signing up to the Heat Pump tariff add-on, you agree to these terms.

## Key Terms

- The Heat Pump add-on is available to customers that purchase their Heat Pump from British Gas. The offer is subject to availability and can be removed at any time. We will give at least one month's advanced notice of the offer ending on our website. To be eligible for the offer, installation must be completed within three months of the customer's acceptance of the sale and customers must sign-up for the product within two weeks of receiving their invitation email. The add-on applies for 12 months from sign-up.
- The Heat Pump add-on is offered by invitation only to eligible customers, if you haven't received an invitation, it means you are not eligible for the offer at this time.
- You will pay 14p/kWh (exclusive of VAT) for your Heat Pump electricity usage, you will continue to pay the full daily standing charge as per your tariff.
- We estimate your Heat Pump consumption using the figure provided in your Heat Pump Performance document we left you as part of your technical survey (and post install leaflet). We apply a monthly load factor to estimate how much electricity your Heat Pump used each month.
- Credits will be applied in the first week of each calendar month and will appear on your next electricity bill as 'Heat Pump Credit'. Credits are equal to your estimated Heat Pump consumption in the previous month multiplied by the difference between your tariff unit rate and your cheaper Heat Pump unit rate of 14 p/kWh in the previous month.
- If you are on a time of use tariff (e.g. Electric Driver or an Economy 7 tariff), we will assume that all the electricity consumed by your Heat Pumps was used during times at which your peak unit rate applies. Your monthly credit will be equal to your estimated Heat Pump consumption in the previous month multiplied by the difference

between your tariff peak unit rate and your cheaper Heat Pump add-on unit rate of 14 p/kWh.

- By signing up for this product you agree to install a smart meter.

### **How long will the Heat Pump add-on run for?**

The Heat Pump add-on is available to customers that purchase their Heat Pump from British Gas. The offer is subject to availability and can be removed at any time. We will give at least one month's advanced notice of the offer ending on our website. To be eligible for the offer, installation must be completed within three months of the customer's acceptance of the sale and customers must sign-up for the product within two weeks of receiving their invitation email. The add-on applies for 12 months from sign-up.

### **How does the Heat Pump add-on work?**

By signing up for our Heat Pump tariff you will pay a unit rate of 14p/kWh for the electricity your Heat Pump uses, applied as a bill credit to your energy account in the following month.

Your tariff unit rate will stay the same and you will be charged your normal unit rate for the energy consumed by the rest of your home. All the electricity you consume will initially be charged at the normal tariff unit rate. In the first week of each month, you will receive a credit on your electricity bill equal to the estimated electricity consumed by your Heat Pump in the previous month multiplied by the difference between your tariff unit rate in the previous month and your Heat Pump unit rate of 14p/kWh.

For example, if your normal electricity unit rate is 27p/kWh (exclusive of VAT) you would pay 14p/kWh for the electricity your Heat Pump uses. Therefore, if you used 500 kWh of electricity in August, of which 300 kWh was used by the Heat Pump and 200 kWh powered your home, you would receive a credit equal to £39 on your account in the first week of September as follows:

Total electricity usage in August: 500 kWh x 27p = £135

Heat Pump electricity usage in August: 300 kWh x 14p = £42

Credit applied in September: 300 kWh x (27p - 14p) = £39

If you have a time of use tariff, we will assume that all the electricity consumed by your Heat Pump was used during times when your peak unit rate applies.

### **Eligibility**

To be eligible for the Heat Pump add-on you must satisfy the following conditions for the full duration of the add-on:

- Have a British Gas installed air source Heat Pump (all manufacturers eligible)
- You must be aged 18 or over
- You must be a current British Gas electricity supply domestic customer and use your electricity supply wholly or mainly for domestic use
- Your electricity account must sit on our new energy platform system.

- Your electricity supply account must be for the same address where your Heat Pump is installed
- Have an electricity meter operating in credit mode
- You have an electricity smart meter at your property or agree to have one installed

### Taking part

- The Heat Pump add-on is free. It is separate from and doesn't affect your energy tariff or any other contract you have with us.
- The Heat Pump add-on is offered by invitation only, after your Heat Pump has been installed you will receive an email inviting you to sign-up if you are eligible. The add-on starts from the date that you sign-up via your invitation email.
- This is an online-only product, meaning we will only contact you by email or SMS. You also agree to use the frequently asked question page <https://www.britishgas.co.uk/new-energy/sales/heat-pump-registration>. If you have any enquiries or require assistance with this product, please contact our webchat team at [www.britishgas.co.uk](http://www.britishgas.co.uk).
- For enquiries relating to your Heat Pump please contact your Heat Pump manufacturer, for enquires relating to the installation of your Heat Pump, please contact 0330 100 0543.
- At the end of the 12 months, you will remain on your existing tariff, but you will no longer receive credits.
- You can remove the Heat Pump add-on from your electricity account at anytime by contacting our webchat team at [www.britishgas.co.uk](http://www.britishgas.co.uk).
- By signing up for this product you agree to install a smart meter.

### Payments

- Credits will be applied in the first week of each calendar month and will appear your next electricity bill as 'Heat Pump Credit'. Credits are equal to your estimated Heat Pump consumption in the previous month multiplied by the difference between your tariff unit rate and your cheaper Heat Pump unit rate in the previous month.
- If you are on a time of use tariff, your credit is equal to your estimated Heat Pump consumption in the previous month multiplied by the difference between your tariff **peak** unit rate and your cheaper Heat Pump add-on unit rate of 14 p/kWh.
- You will pay 14p/kWh (exclusive of VAT) for your Heat Pump consumption, you will continue to pay the full daily standing charge as per your tariff.
- If you opt-out of the add-on, change supplier, or are no longer eligible for the add-on any payments due to you will be calculated on a pro-rata basis. For example, if we estimate that your Heat Pump used 200 kWh of electricity in a given month and you left after 2 weeks we would calculate your Heat Pump consumption as follows  $200 \text{ kWh} / 30 \text{ days} * 14 \text{ days}$ .
- Credits will be rounded to the nearest penny
- Credits cannot be transferred as a cash refund or to another account holder.

- Your credits will normally be applied to your electricity account in the first week of each month, although it could occasionally take longer to credit your account. For example, if you change supplier or are no longer eligible for the product, any payments due to you may take longer to send to you.

### **When we can remove the Heat Pump add-on from your account**

- You will not be able to continue participating in the Heat Pump add-on if you no longer meet the eligibility conditions for the add-on, move home, switch your electricity supplier or if you begin to take your electricity supply through a meter operating in pre-payment mode.
- If you fail to comply with any of your obligations contained in these terms and conditions, we may end your participation in the add-on.
- We may also remove you from the Heat Pump add-on if we reasonably believe you have fraudulently claimed payments, abused the add-on, or are using the add-on for business or commercial purposes. We also reserve the right to cancel, withdraw or reclaim any payments made to you under the add-on and suspend or remove you from the add-on.

### **Estimating your Heat Pump consumption**

We estimate your Heat Pump usage using the figure provided in your 'Heat Pump Design Calculations' document you received as part of your home technical survey. The calculation uses an MCS approved methodology to estimate the amount of electricity your Heat Pump is expected to use for space heating and hot water over one year. We further estimate the amount of electricity your Heat Pump uses each month using average 'monthly load factors' which estimate the proportion of your annual Heat Pump electricity usage each month and account for the fact that your Heat Pump will use more electricity in the Winter months than the Summer months.

For example, if we estimate your total Heat Pump consumption over one year as 5,000 kWh, you will pay 14p/kWh for 5,000 kWh of your home electricity usage. In January, we would estimate your Heat Pump usage to be 745 kWh ( $5,000 \text{ kWh} \times 14.9\%$ ). In July, we would estimate your Heat Pump usage to be 85 kWh ( $5,000 \text{ kWh} \times 1.7\%$ ).

### **General**

**Heat Pump add-on** 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.