

Hive Solar Saver 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 Hive Solar Saver

Hive Solar Saver (the "product") is run by British Gas Trading Limited ("we, us, our, British Gas"). By signing-up for Hive Solar Saver you receive a discount on your electricity usage for 12 months from the date you register for the Hive Solar Saver. The discount will be applied as a credit on your next electricity bill as per your normal billing cycle. Please read these terms carefully, as they set our responsibilities to you and what you agreed to by signing-up for Hive Solar Saver. By signing up to Hive Solar Saver, you agree to these terms.

Key Terms

- Hive Solar Saver is available to customers who accept a quote for a Hive solar panel and/or battery installation from the 22 May 2024. 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 quote and customers must sign-up for Hive Solar Saver within two weeks of receiving their invitation email. The 25% discount applies for twelve months from sign-up to Hive Solar Saver
- Hive Solar Saver is offered by invitation only to eligible customers, if you haven't received an invitation, it means you are not eligible for the product at this time
- The 25% discount applies to your tariff unit rate only (exclusive of VAT). You will continue to pay the full daily standing charge as per your tariff. If you are on a time of use tariff, you will receive the 25% discount on the peak rate only
- The discount will be applied as a credit on your next electricity bill and will appear as 'Hive Solar Saver Credit'
- By signing up for this product you agree to install a smart meter. We will use your smart meter readings to calculate your electricity usage during your billing period, if for any reason we are unable to install a smart meter or retrieve your smart meter data to calculate your consumption, for example, if your meter stops sending us readings, we may have to estimate your consumption and therefore payment

How long will Hive Solar Saver run for?

Hive Solar Saver is available to customers who accept a quote for a Hive solar panel and/or battery installation from the 22 May 2024. 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 quote and customers must sign-up for Hive Solar Saver within two weeks of receiving their invitation email. The 25% discount applies for twelve months from sign-up to Hive Solar Saver.

How does Hive Solar Saver work?

Your tariff unit rate will stay the same and all the electricity you consume will initially be charged at the normal tariff unit rate. As part of your next billing cycle, you will receive a credit on your electricity account equal to your electricity consumption in the previous billing cycle multiplied by:

- 25% of your tariff unit rate (exclusive of VAT) if you are on a single rate tariff, and
- 25% of your tariff peak unit rate (exclusive of VAT) if you are on a time of use tariff

For example, for a single rate tariff if your normal electricity unit rate is 25p/kWh (exclusive of VAT) you would pay 18.75p/kWh by signing up for Hive Solar Saver. Therefore, if you used 500 kWh of electricity in August, you would receive a credit equal to £31.25 on your next monthly bill as follows:

Electricity usage in August: 500 kWh x 25p = £125

Credit applied in September: 500 kWh x 6.25p/kWh = £31.25

Eligibility

To be eligible for Hive Solar Saver you must satisfy the following conditions for the full duration of the product.

- Accept a quote for a Hive solar panel and/or battery installation from the 22nd May 2024. To be eligible for the offer, installation must be completed within three months of the customer's acceptance of the quote and customers must sign-up for Hive Solar Saver within two weeks of receiving their invitation email
- 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 account must be for an electricity supply at the same address where your solar and battery is installed
- Have an electricity meter operating in credit mode and pay by direct debit

- Customers agree to installing a smart meter

Taking part

- Hive Solar Saver is separate from and doesn't affect your energy tariff or any other contract you have with us. It is also separate from your contract with Effective Energy Group Ltd (company number 09805175) or Forster Roofing Services Ltd (company number SC123604) for the installation of your solar panels and (if applicable) your battery.
- Hive Solar Saver is offered by invitation only, after your solar panel and/or battery system has been installed you will receive an email inviting you to sign-up if you are eligible. The product 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 pages <https://www.britishgas.co.uk/new-energy/sales/solar-saver-registration>. If you have any enquiries or require assistance with this product, please contact our webchat team at www.britishgas.co.uk
- For enquiries relating to your Solar and/or battery system please contact your manufacturer, for enquires relating to the installation of your system, please contact your installer
- At the end of the 12 month period for Hive Solar Saver, you will remain on your existing tariff, but you will no longer receive credits
- You can remove the Hive Solar Saver from your electricity account at anytime by contacting our webchat team at www.britishgas.co.uk

Payments

- The discount will be applied as a credit on your next electricity bill and will appear as 'Hive Solar Saver Credit'
- Your credits are equal to your electricity consumption in your previous billing cycle multiplied by 25% of your tariff unit rate. If you are on a time of use tariff (where you are charged more than one unit rate), the 25% discount will only apply to your consumption during the peak period
- The discount applies to your tariff unit rate only (exclusive of VAT). You will continue to pay the full daily standing charge as per your tariff
- We use your smart meter readings to calculate your electricity usage during your billing period, if for any reason we are unable to retrieve your smart meter data to calculate your consumption, for example, if your meter stops sending us readings we may have to estimate your consumption and therefore payment
- Credits will be rounded to the nearest penny
- Bill credits cannot be transferred as a cash refund or to another account holder

- If you change supplier or are no longer eligible for Hive Solar Saver, any payments due to you may take longer to process

When we can stop you from participating

- You will not be able to continue participating in Hive Solar Saver and your credits will stop if you no longer meet the eligibility conditions for the product, 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 product
- We may also remove you from Hive Solar Saver if we reasonably believe you have fraudulently claimed payments, abused the product, or are using the product for business or commercial purposes. We also reserve the right to cancel, withdraw or reclaim any payments made to you under the product and suspend or remove you from the product

General

- **Hive Solar Saver** 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