

Dual Fuel 24-month Contract + Free Hive Offer

Terms and Conditions of Offer

1. This offer entitles new and existing residential Bord Gáis Energy customers to a free Hive Active Heating, including installation, once they have signed up to BGE's 24-month Dual Fuel contract for the supply of electricity and gas. Discounts are valid for first 12 months and is off our gas and electricity unit rates (smart electricity unit rates if signing up for smart offer) for the first 12 months. For the next 12 months of the contract, the discounts are 9% off Gas and 5% off Electricity. 5% discount thereafter on Gas and Electricity. You must continue to pay by direct debit and receive paperless bills to continue to receive these discounts. This offer applies to all of our gas and electricity tariffs as stated (including Green)
2. **Hive Installation:** - Once a customer signs up to a 24-month Dual Fuel contract via:
 - Online or through a field sales agent – they will receive an email within 3 days containing instructions on how to arrange their boiler service and Hive installation appointment.
 - A call with a BGE telesales agent – an appointment will be arranged at time of offer sign up The Free Boiler Service and the Hive Installation must be booked for the same day.
3. The customer must have a compatible boiler and tablet/ smartphone/Wi-Fi to operate Hive. If during installation, it is discovered that the customer's boiler is not compatible, and Hive Active Heating cannot be installed, then the customer will be eligible a free boiler service or safety check as an alternative under the 24 month Dual Fuel Contract.
4. If a customer has signed up to the 24-month Dual Fuel contract online, Bord Gáis Energy will attempt to contact the customer multiple times to arrange for the installation appointment, after which a message will be left and the onus will be on the customer to contact Bord Gáis Energy to arrange installation. The customer can avail of the free Hive Active Heating anytime within the first 3-month period of the contract, after which the offer for Hive Active Heating will be forfeited.
5. **Hive Offer:-** The free Hive Active Heating offer includes one heating zone + hot water zone. Additional zones are available at a charge of €119 per zone.
6. The customer must agree to the BGE [Standard Terms and Conditions of Electricity and Gas Supply \(Dual Fuel Contract\)](#) and the Terms and Conditions of Installation for Hive at <https://www.bordgaisenergy.ie/termsandconditions/HiveInstallationTsCs.pdf>.
7. If signing up for the green energy offer, your 100% electricity and 10% gas will be supplied from renewable sources.
8. **Privacy Information:** To understand how Bord Gáis Energy uses personal data, please review the Gas and Electricity Supply Privacy Notice at: www.bordgaisenergy.ie/docs/DataProtection/GasElecPrivacyNotice.pdf, and the Hive Sale and Installation Privacy Notice at: www.bordgaisenergy.ie/docs/DataProtection/HiveSaleInstallationPrivacyNotice.pdf. For privacy information relating to your ongoing use of Hive and the Hive App, please visit www.hivehome.com/ie/privacy.
9. This offer does not apply to any Bord Gáis Energy Fixed Price Product.
10. The offer is as stated and NO CASH ALTERNATIVES OR REFUNDS will be offered.
11. Bord Gáis Energy is not obliged to enter into written correspondence regarding this offer. The promoter is Bord Gáis Energy, PO Box 10943, Dublin 2.
12. Bord Gáis Energy reserves the right to amend these terms and conditions at its sole discretion.
13. If signing up for the green energy offer, your 100% electricity and 10% gas will be supplied from renewable sources.