

“Your Loyalty Plan” Tariff

Bord Gáis Energy - Terms and Conditions of “Your Loyalty Plan” Residential Tariff

22 April 2021

1. **Customer Eligibility** - existing Bord Gáis Energy residential electricity or gas customers who have been with us for at least 3 years are eligible for Your Loyalty Plan Tariff.
2. **Contract** – with the Your Loyalty Plan Tariff, the customer will be supplied under our standard Terms and Conditions of Gas or Electricity Supply (Fixed Term Contract). If customer leaves before the end of the 12-month fixed term contract, he/she may be charged a €50 early exit fee. Near the end of your 12 month fixed term contract, we will contact you to remind you that you are coming to the end of your contract. You will stay on the Your Loyalty Plan Tariff if you do not enter into a new fixed term contract, but you may lose any discounts (if applicable) after the end of your contract.
3. **Price** - Your Loyalty Plan Tariff is a new Tariff which will give new unit rates only to the customer.
4. **Term of Tariff** – There is a 12-month fixed term contract associated with this Tariff. However, customers can stay on the Your Loyalty Plan Tariff even after 12-months if they remain a customer of Bord Gáis Energy (although all Tariffs are subject to change by Bord Gáis Energy as per our Terms and Conditions of Supply). Near the end of your 12-month fixed term contract, we will contact you to remind you that you are coming to the end of your contract. You will stay on the Your Loyalty Plan Tariff if you do not enter into a new fixed term contract, but you may lose any discounts (if applicable) after the end of your contract.
5. **If you leave BGE** - Once a customer leaves Bord Gáis Energy, he/she will lose Your Loyalty Plan Tariff and will not be able to choose this tariff if he/she returns to Bord Gáis Energy as a customer (as you need to be with BGE for at least 3 years to be eligible for this tariff). If customer leaves before the end of the 12-month fixed term contract, he/she may be charged a €50 exit fee.
6. **Changing Your Tariff** – customers can change from Your Loyalty Plan Tariff at any time. However, customers will lose and become ineligible for Your Loyalty Plan Tariff if they sign-up to a new offer which does not include Your Loyalty Tariff plan. For example, if the customer signs up to one of our other Tariffs which may or may not include a discount.
7. **Application of Tariff** - It may take up to more than 7 days to apply this new tariff, but the effective date will be the date customer signed up for it.