

**Dual Fuel 24 month Contract + Free Hive + 4000 Tesco Points Offer
Terms and Conditions of Offer
November 2018**

1. This offer entitles new and existing residential Bord Gáis Energy customers to a free Hive Active Heating, including installation plus 4000 Tesco points, once they have signed up to BGE's 24-month Dual Fuel contract for the supply of electricity and gas. BGE may also offer a 12-month discount on our Standard Rates. Any discounts on our electricity and gas standard rates will be offered at the time of sign-up. The Dual Fuel contract requires the customer to agree to pay by Level Pay Direct Debit and Paperless Billing.

2. **Hive Installation:-** Once a customer signs up to the 24 month Dual Fuel contract via:

- Online – they will be contacted within 3 working days to arrange their installation appointment
- A field sales agent – they will receive a leaflet with how to set up your installation appointment
- A call with a BGE telesales agent – an appointment will be arranged at time of offer sign up

The customer must have a compatible boiler and tablet/ smartphone/wifi 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 a free boiler service or safety check as an alternative under the 24 month Dual Fuel Contract.

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.

4. **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.

5. **Tesco Points:-** The customer must apply the 4000 Tesco Point by logging onto www.bordgaisenergyrewards.ie and accessing his/her Bord Gáis Energy Rewards Account. If the customer is not already a BGE Rewards Club member then he/she must become a member to avail of the Tesco Points.

6. The customer must agree to the BGE Standard Terms and Conditions of Electricity and Gas Supply (Dual Fuel Contract) at [Dual Fuel Welcome Pack](#) and the Terms and Conditions of Installation for Hive at <https://www.bordgaisenergy.ie/termsandconditions/HiveInstallationTsCs.pdf>.

7. **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.

8. This offer does not apply to any Bord Gáis Energy Fixed Price Product.

9. The offer is as stated and NO CASH ALTERNATIVES OR REFUNDS will be offered.

10. 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.

11. Bord Gáis Energy reserves the right to amend these terms and conditions at its sole discretion.