

Dual Fuel 24 month Contract + Free Hive + Amazon Echo Dot Offer Terms and Conditions of Offer
October 2020

1. This offer entitles new and existing residential Bord Gáis Energy customers to a free Hive Active Heating, including installation plus a free Amazon Echo Dot, 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 Direct Debit and Paperless Billing.

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

- Online or a field sales agent – they will receive an email within 3 days containing instructions on how to arrange their 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/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 provided with an Amazon Echo Dot and a free boiler service or safety check as an alternative under the 24 month Dual Fuel Contract.

The customer can avail of the free Hive Active Heating anytime within the first 3-month period of the contract, if the customer fails to arrange an installation appointment within those three months the offer for a free Hive Active Heating will be forfeited.

3. **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.

4. **Amazon Echo Dot:** The Amazon Echo Dot is only available if a Hive Active Heating Device is installed.

Echo Dot is Amazon's super smart speaker you can control with your voice – powered by Alexa your very own virtual assistant. If you've got a Hive thermostat or Hive Active Lights, you can use it to control your heating and lights. So when you're snuggled up on your sofa just say 'Alexa, turn on the heating' or 'Alexa, dim the lights' and it'll do just that. It can also play music, give you the weather forecast or order a pizza. Plug it into the wall and follow the instructions. In fact, here are the terms and conditions (notice how short they are): Offer is limited to one Echo Dot per customer, is subject to availability and can be withdrawn at any time. Offer only available when a customer signs up to the 24-month Dual Fuel contract with a free Hive Active Heating hub. Offer cannot be used on pre-existing orders or in conjunction with any other offer.

In the unlikely event that your Amazon Echo Dot develops a fault, please phone us on 01 611 01 01 to report the issue and we will arrange for a replacement device to be issued. You will be required to return the faulty product to us at Bord Gáis Energy, PO Box 10943 and incur a postal charge for this.

5. The customer must agree to the [BGE Standard Terms and Conditions of Electricity and Gas Supply \(Fixed Term Contract\)](#) and [the Terms and Conditions of Hive Installation](#)
6. 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. To understand how Amazon uses personal data relating to your use of the Echo Dot please read the instructions provided by Amazon accompanied with the Echo Dot.
7. This offer does not apply to any Bord Gáis Energy Fixed Price Product.
8. The offer is as stated and NO CASH ALTERNATIVES OR REFUNDS will be offered.
9. 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.
10. Bord Gáis Energy reserves the right to amend these terms and conditions at its sole discretion.