



Important information for BP Gas domestic customers

On 13 April 2009, the Competition Commission introduced changes to the UK LPG market. These new rules apply to companies like BP who supply LPG to domestic customers. They do not apply to you if you have a metered gas supply.

What this means for you.

The changes were introduced to improve the switching process for customers. If you are considering switching from BP to another LPG supplier, you now have the option to ask the new supplier to buy the LPG tank from us. Before you change supplier, there are some things you need to know.

- A potential supplier does not have to give you a quote or offer to supply you.
- If a supplier agrees to supply you, the new supplier may decide to offer you a tank exchange (uplift) instead.
- If you have your tank exchanged, BP will not charge an uplift fee.
- Your new supplier may charge you a fee for switching to them, so you will need to check this before signing a contract with them.
- The notice period you now need to give is 42 days, a change from the 90 days stated in BP's previous terms and conditions.
- The time it takes to switch supplier will now also be a maximum of 42 days unless otherwise agreed with you.
- We will write to you when your contract core term is coming to an end and inform you of your options. Your contract term can be found on the front of your agreement, and will be for a maximum of 2 years.



The switching process

How do I know when I am free to switch?

Your contract term is on the front of your agreement and we will write to you informing you when you are free to switch. If you are still unclear, you can contact us on 0845 300 0038.

How do I go about switching?

If you wish to end your contract with BP, you need to contact us in writing and sign and date your request. The best way of doing this is to ask your new supplier to give us notice on your behalf. This means both suppliers can then work together effectively during the switching process and complete it as swiftly as possible. If you seek to end your agreement with BP, remember you will need to give us 42 days' notice.

How much will it cost to switch supplier?

BP will not usually charge you for switching supplier. If, without BP's consent, you move to another supplier before the end of your contract term, BP may charge you for all or part of the estimated loss of profit. So, for example, if your contract term expires in 6 months' time and you switched supplier now, BP would be entitled to charge you for the estimated loss of profit for that 6 month period.

Can I change my mind?

Of course. If you decide to stay with us, just make sure you let us know before your new supplier has agreed either to purchase the tank or proceed with a tank exchange. This will be up to 28 days from when you sent us your termination notice. This is the maximum time available, so to check if you still have the option to stay with BP Gas, please contact us.

Will I have to sign a supply agreement with a new supplier if I switch?

Yes. No matter who supplies you, they will need you to sign a supply agreement and you should check the terms and conditions carefully before signing.

And finally...

Remember, if you are thinking of changing supplier, make sure you know what you are getting for your commitment and investment. You may even be able to get a better deal by staying with BP. To find out more, please call us on 0845 300 0038.

For more information...

For more information on switching and the Competition Commission changes, please visit:

- **The Competition Commission's online Frequently Asked Questions page at:**
www.competition-commission.org.uk/inquiries/current/gas/lpgas_order_faq.pdf
- **Or contact the UK's LPG trade association, UKLPG: Tel: 02476 711 601 Web: www.uklpg.org**

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