

Change of Supplier Information Pack

energy you can rely on

365

days a year

Introduction

Thank you for having trusted us for your power supply. We must remind you that your sites supplied by us under the Crown Commercial Service framework are due to transfer on 31st March 2021.

We'll support your transition to the successive supplier. We will work with you to clear any overdue debt and answer your queries.

We're glad to provide further support as well. Our full range of solutions can help you monitor and manage your energy use. Just contact our dedicated team members to learn how we can help with your energy strategy.

Finally, we're hosting a webinar in May where we'll unpack the contents of this document in more detail as well as take questions from you. Please keep an eye out for the invitation to the webinar.

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Our Policy



It is important to us that your overall experience with our services is positive. So, in order to ensure a smooth transition, we must cover our exit policy.

Over the next 12 months, we'll work closely with you to make sure your sites are clear of debt by 1st April 2021.

But what happens if your contract has an undisputed overdue debt over £50 at the time of the transition?

In this unlikely scenario, our policy is to object to your business sites leaving our supply. This means we'll have to charge you out of contract rates until you make the full payment.

To prevent this from happening, our dedicated team are here to support you. They're on hand to help with any queries and provide the information you may need.

Next Steps



Below are the list of actions required to move the transfer forward:

- Crown Commercial Service, British Gas and the subsequent framework supplier will agree on the list of sites that will be transferred
- You'll need to request a statement of account by contacting our team at British Gas. This is necessary to ensure that all your debts are cleared
- You can download copies of invoices from the online portal
- You'll need to pay all invoices within the payment terms. This will help prevent you from accruing any debt
- You'll have to submit remits to ensure the payments are matched correctly against the invoices
- You'll receive a letter from us in case we need to raise any objections ahead of the transfer date.

Practical Information



- Please give us 30 days' notice if you're moving business premises. You can submit your intention to move at:
britishgas.co.uk/business/my-account/moving-premises
- You can contact the CCS team with any queries you may have at:
myaccmanager@britishgas.co.uk
0333 009 5802*
- You can access statements and copies of your invoices through the Online Portal at:
britishgas.co.uk/business/your-account/login
- The following is an example of a perfect remit. It shows all the information we need in order to correctly match your payments against invoices:

	A	B	C	
1	Company			Add your company name
2	1st line of address			Add your building name or no. and road
3	Town, postcode			Add your town and postcode
4				
5	British Gas			
6	Payment Area 60 CAMBERLY			Add your supplier number
7	Surrey GU95 1AW			Add your payment date
8				Add your payment reference
9	REMITTANCE ADVICE			Add contact number here
10	Supplier Number	3000027		Add your email address
11	Payment Date	08/09/2016		
12	Payment Reference	16090814		
13				
14	In case of payment queries, please contact our Account Payable team by emailing ABCco@email.address or by telephoning 0123 456 789			
15				
16				
17				Add the date in this column
18	Invoice Date	Invoice Number	Amount Paid '£'	
19	31/08/2015	123456789	1,855.81	Add the amount in this column
20	31/08/2015	101112131	1,659.96	
21	29/03/2016	415161718	1,120.30	
22	11/03/2016	192021222	1,040.71	
23	11/03/2016	324252627	995.80	
24	31/08/2015	282930313	826.39	
25	31/08/2015	233343536	813.60	
26	31/08/2015	373839404	808.03	
27	14/10/2015	142434445	471.74	
28	31/08/2015	464748495	391.69	
29	Total		9,984.03	Add the invoice number in this column
30				

We look forward to working with you over the next year to ensure that your transfer is as seamless as possible.

Contact our dedicated team members anytime with questions regarding the transfer of your supply on 1st April 2021.

