

How to switch

Use this guide to help your business energy switch run smoothly.

Switching your energy supply can be an effective way of managing your business costs. It's easy to switch and don't worry, there won't be any disruption to your business or its energy supply.

Switching to British Gas Lite

1. Switching your energy plan

If you're currently in a fixed term contract, you can switch your supply to British Gas Lite to start from the date after your contract ends.

You will need to have paid any outstanding bills and to have provided a termination notice to your old supplier if one is required. Refer to your current supplier's terms and conditions for their switching terms.

2. Agreeing your new contract

Get a quote through your broker, through a price comparison website or visit www.britishgaslite.co.uk for a direct quote.

Once you've selected the product that's right for you and accepted your contract, we'll apply to move your energy supply within 21 days or on your preferred start date.

Your contract can be viewed at any time in the 'Documents' section of your online account.

3. When you switch

Five days before your energy is switched, we'll ask for your opening meter reading. If you have a smart meter, we won't yet be communicating with your meter, so you will still need to provide us with a reading. You can easily provide this online at www.britishgaslite.co.uk.

Your switch will complete on the date agreed in your contract, unless there were any delays to your switch. Your fixed term end date will always be the same as shown in your contract, even if there was a delay starting your supply.

Moving away from British Gas Lite

1. Switching your energy plan

If you're currently in a fixed term contract with British Gas Lite, you can switch your supply to start from the date after your contract ends. To avoid delays with your switch, pay off any outstanding balance you owe us before your switch starts.

You don't need to provide us with a termination notice if you're moving away.

2. Agreeing your new contract

Once you have selected the product that is right for you and accepted your contract, your new supplier will apply to move your energy supply within 21 days, or on your preferred start date.

3. When you switch

Your switch will complete on the date agreed in your contract, unless there were any delays to your switch. Your new supplier will be able to confirm any questions around the start and end date of your contract.

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What can delay your switch?

Your meter details are wrong

If you have provided the wrong meter details your switch may be stopped or the wrong meter might be taken on supply. Take care to check your meter details on your contract before you accept it.

You have more than one meter point

If you have several meter points which are all linked they must be switched together and on the same date for your switch to be successful.

You have outstanding debt on your existing account

If you are in debt your existing supplier can prevent your switch. Once you clear your outstanding balance, you can contact your new supplier to reapply to move your energy supply.

You are still in a contract

If you have applied to switch from a date that is before your contract ends, your switch will be stopped. You should update your switch date to the day after your existing contract ends.

Variable price plan

Variable prices usually apply when your contract ends. Your contract may end because it's been cancelled or you haven't renewed it.

Variable prices will usually be higher than the prices you paid before and you will usually be paying more than if you agreed a new contract.

If you are with British Gas Lite we will let you know the prices you'll be paying at least 30 days before they change, along with help on what you can do to pay less.

Any questions?

For help with your business energy switch, contact our UK-based webchat team on www.britishgaslite.co.uk.