

Optimise Renewals journey

# Wave 1 Project

Design and content specification

## Renewals

Version 1.5 - Draft specification document  
Author: **Andrew Traicos/ Steve Ponsford**



**British Gas**  
Looking after your world



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# Version history

Release	Created/ Modified	Details	Creator
V1.0	26 October 2015	First version based on user stories in Jira	Andrew Traicos
V1.1	01 December 2015	Amends made based on Legal and Reg requirements	Andrew Traicos
V1.2	09 December 2015	Final Legal amends	Andrew Traicos
V1.3	04 January 2015	Added limited range Mobile and Tablet designs	Andrew Traicos
V1.4	15 February 2015	Amends to Contract type	Andrew Traicos
V1.5	19 February 2015	Addition of error scenario BGBD 513	Andrew Traicos



# General points & Context

- This piece of work is based on amendments to the current online Renewals journey. Specifically user stories:

**BGBD 470 - Showing current prices in Renewal quote page**  
**BGBD 508 - Allow renewals for more than 2 accounts in a contract**  
**BGBD 509 - Send email for more than 2 accounts ready for renewal**  
**BGBD 510 - Feedback form during renewals rejection**  
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**BGBD 804 - Renewal proposition in Email confirmation**  
**BGBD 523 - Adding online discount in renewal D-60 letter**  
**BGBD 524 - Displaying renewal discount online**  
**BGBD 525 - Update renewal alerts email with online discount information**  
**BGBD 856 - Marketing consent in renewals quote summary page**

- Tablet and Mobile screens have been added to the spec as an Addendum after the Desktop screens for the following mobile device breakpoint/orientations:
  1. iPhone Mobile - Portrait 320px width
  2. iPad Tablet - Portrait 768px width
- The Tablet and Mobile screens in most instances contain temporary or placeholder copy. Refer to the Desktop pages for the signed off copy.
- Source files will be delivered in Retina.



# User journey

# 1.0 Journey entry



# 1.1 - Single account renewal



# 1.1.1 - Single account - Email notification





## 1.1.1 Email - Single account renewal notification



### 2 It's time to renew your energy plan

3 Dear Mr Mattison,

We value your business and would love you to renew your contract with British Gas.

Your Fixed Price Energy Plan is due to end on xxxxxxxx. As an online customer we're giving you a 3% discount if you renew online.

4 Renew now

#### 5 Your renewal options

To make it easy to choose what's best for your business, we've included a summary of your options here. All you need to do is go online to see the full details.

**Option 1 - Renew your Fixed Price Energy Plan online and receive your online discount.**  
Choose a 1,2 or 3 year energy plan. Log in to your online account to renew

**Option 2 - If we don't hear from you by xxxxxx, you'll move onto our Variable Price Plan.**  
You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. Go online now and view your prices including your online only discount.

**Option 3 - If you want to change supplier.**  
We hope you'll want to stay, but if you want to switch you can from xxxxxx, just give us 30 days' written notice and pay any money you owe us. But before you switch, go online and see your online only discount.

#### Your current energy plan

1 year Fixed Price Electricity contract

Current energy plan end date:

30 Sept 2015

Energy plan renewal start date:

01 Oct 2015

#### 01. Proposition placeholder

tbc

#### 02. H1

It's time to renew your energy plan

#### 03. Body text

Dear <Salutation><Last name>

We value your business and would love you to renew your contract with British Gas. Your Fixed Price Energy Plan is due to end on xxxxxxxx. As an online customer we're giving you a 3% discount if you renew online.

#### 04. Primary CTA button

Renew now

[Link to <https://www.britishgas.co.uk/business/your-account/login> ]

#### 05. H3

Your renewal options

##### Body text

To make it easy to choose what's best for your business, we've included a summary of your options here. All you need to do is go online to see the full details.

**Option 1 - Renew your Fixed Price Energy Plan online and receive your online discount.**  
Choose a 1, 2 or 3 year energy plan. Log in to your online account to renew

**Option 2 - If we don't hear from you by xxxxxx, you'll move onto our Variable Price Plan.**  
You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. Go online now and view your prices including your online only discount.

Option 3 - If you want to switch supplier. We hope you'll want to stay, but if you want to switch you can from xxxxxx, just give us 30 days' written notice and pay any money you owe us. But before you switch, go online and see your online only discount.

### BGBD 525 - Update renewal alerts email with online discount information

■ Renewal alert email has updated content about online renewals for non-broker managed, attribute based contracts upto 15 accounts only

■ Online discount is shown as % over total bill value

■ Estimated renewal prices are displayed including the % online discount and compared with offline renewal price

■ No email is sent for broker managed, bespoke contract renewals

■ No change to the renewal alert email letter code



## 1.1.1 Email - Single account renewal notification

**Renew now**

**Your renewal options**

To make it easy to choose what's best for your business, we've included a summary of your options here. All you need to do is go online to see the full details.

**Option 1 - Renew your Fixed Price Energy Plan online and receive your online discount.**  
Choose a 1,2 or 3 year energy plan. Log in to your online account to renew

**Option 2 - If we don't hear from you by xxxxxx, you'll move onto our Variable Price Plan.**  
You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. Go online now and view your prices including your online only discount.

**Option 3 - If you want to change supplier.**  
We hope you'll want to stay, but if you want to switch you can from xxxxxx, just give us 30 days' written notice and pay any money you owe us. But before you switch, go online and see your online only discount.

1 Your current energy plan  
2 1 year Fixed Price Electricity contract  
3 Current energy plan end date: 30 Sept 2015  
Energy plan renewal start date: 01 Oct 2015

4 Account details  
Account number: 600591738  
Site address: Stainton Village Hall, Barnard Castle, DL12 8RB

5 Renew now

6 Yours sincerely

Dean Ewart  
Sales Director

Have a question?

### 01. Panel

#### 02. H3

Your current energy plan

##### Icon

<Gas/ Electricity icon>

##### H2

<1>Year Fixed Price <Gas/Electricity> Energy Plan

#### 03. H4

Current energy plan end date

##### Large body text

<date>

##### H4

Energy plan renewal start date

##### Large body text

<date>

#### 04. H3

Account details

##### H4

Account number:

##### Large body text

<account number>

##### H4

Site address:

##### Large body text

<address>

#### 05. Primary CTA button

Renew now

[Link to <https://www.britishgas.co.uk/business/your-account/login> ]

#### 06. Body text

Yours sincerely

##### Signature image

##### Body text

Dean Ewart  
Commercial Director



## 1.1.1.1 Log in

**British Gas**  
Looking after your world

Gas & electricity ▾ Energy services ▾ Smarter working ▾ Help & Advice ▾ Your account ▾

Business > Your account > Log in to your business account

### Log in to your business account

Log in

Email address ([I've forgotten my email address](#))

Password ([I've forgotten my password](#))

Remember my email address

**1** **Log in** **C1**

**Discover what you can do online**

- Submit your meter read**  
Make sure you are paying the right amount for your energy.
- View and pay your bills**  
View, download and pay your bills online.
- View your statement of account**  
View and download your latest statement.
- Manage Direct Debits**  
Peace of mind that your payments are covering your consumption.

**Register now**  
Registering for your online account is a quick and easy two step process. You'll just need your latest bill to hand.

**Get started now**

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Gas & electricity	Energy services	Smarter working	Help & advice	Your account	British Gas at home
<a href="#">Get a quote</a>	<a href="#">Maintenance</a>	<a href="#">Energy Made Simple</a>	<a href="#">Switching to British Gas</a>	<a href="#">Submit gas reading</a>	<a href="#">Residential electricity</a>
<a href="#">Business electricity</a>	<a href="#">Careplan</a>	<a href="#">Industry insight</a>	<a href="#">Business</a>	<a href="#">Submit electricity reading</a>	<a href="#">Residential gas</a>
<a href="#">Business gas</a>	<a href="#">Gas safety checks</a>	<a href="#">Case studies</a>	<a href="#">Connections &amp; Metering</a>	<a href="#">How to understand your bill</a>	<a href="#">Residential boiler</a>
<a href="#">Switching process</a>	<a href="#">Business boiler breakdowns</a>	<a href="#">Read our blog</a> ↗	<a href="#">Bills &amp; Payments</a>	<a href="#">Moving premises</a>	<a href="#">Residential boiler repair</a>
<a href="#">Connections &amp; metering</a>	<a href="#">Business boiler installation quotes</a>	<a href="#">Events</a>	<a href="#">Meters &amp; Readings</a>		<a href="#">Residential boiler cover</a>
<a href="#">Renewable energy</a>			<a href="#">Moving Premises</a>		
<a href="#">Green Deal</a>			<a href="#">Energy Efficiency</a>		

#### 01. Primary button

Log in  
[Links to 2.1]

**User arrives here via the email link and logs in and is directed to 'Renewal Quote' page**

#### Description

- If the user has clicked through to this pagea via the email they will be directed to the respective Quote page after logging in

## 1.1.2 - Single account - Discovery via 'Your account'





## 1.1.2 Log in

**British Gas**  
Looking after your world

Gas & electricity ▾ Energy services ▾ Smarter working ▾ Help & Advice ▾ Your account ▾

Business > Your account > Log in to your business account

### Log in to your business account

Log in

Email address ([I've forgotten my email address](#))

Password ([I've forgotten my password](#))

Remember my email address

**1** **Log in** **C1**

**Discover what you can do online**

- Submit your meter read**  
Make sure you are paying the right amount for your energy.
- View and pay your bills**  
View, download and pay your bills online.
- View your statement of account**  
View and download your latest statement.
- Manage Direct Debits**  
Peace of mind that your payments are covering your consumption.

**Register now**  
Registering for your online account is a quick and easy two step process. You'll just need your latest bill to hand.

**Get started now**

Gas & electricity	Energy services	Smarter working	Help & advice	Your account	British Gas at home
<a href="#">Get a quote</a>	<a href="#">Maintenance</a>	<a href="#">Energy Made Simple</a>	<a href="#">Switching to British Gas</a>	<a href="#">Submit gas reading</a>	<a href="#">Residential electricity</a>
<a href="#">Business electricity</a>	<a href="#">Careplan</a>	<a href="#">Industry insight</a>	<a href="#">Business</a>	<a href="#">Submit electricity reading</a>	<a href="#">Residential gas</a>
<a href="#">Business gas</a>	<a href="#">Gas safety checks</a>	<a href="#">Case studies</a>	<a href="#">Connections &amp; Metering</a>	<a href="#">How to understand your bill</a>	<a href="#">Residential boiler</a>
<a href="#">Switching process</a>	<a href="#">Business boiler breakdowns</a>	<a href="#">Read our blog</a> ↗	<a href="#">Bills &amp; Payments</a>	<a href="#">Moving premises</a>	<a href="#">Residential boiler repair</a>
<a href="#">Connections &amp; metering</a>	<a href="#">Business boiler installation quotes</a>	<a href="#">Events</a>	<a href="#">Meters &amp; Readings</a>		<a href="#">Residential boiler cover</a>
<a href="#">Renewable energy</a>			<a href="#">Moving Premises</a>		
<a href="#">Green Deal</a>			<a href="#">Energy Efficiency</a>		

#### 01. Primary button

Log in

[Links to 1.1.2.1 or 1.1.2.2]

**User navigates via the website nav and logs in and is directed to 'Your accounts' page**

#### Description

- If the user has clicked through to this pagea via the email they will be directed to the respective Quote page after logging in



## 1.1.2.1 Single account renewal - Your accounts (up to 15 energy accounts)

**At Home | Business | Corporate**      Welcome Mr Sravan, [Log out](#) | [Contact us](#) | [Emergencies](#)      Search

**Gas & electricity** **Energy services** **Smarter working** **Help & Advice** **Your account**

[Business](#) > [Your account](#) > [Account overview](#)

### Your accounts

Welcome back Mr Sravan [\(Are your details up to date?\)](#)

Select an account to view You have Super User access [\(What's this?\)](#)

Electricity	Account balance:	Manage account
1 Energy plan: Fixed Price Plan Account number: 600301212 Site address: 10 Waxford Place, Herts, WD11 7PP	£52.00 in credit	Renewal due
2 Energy plan: Variable Price Plan Account number: 600301212 Site address: 10 Waxford Place, Herts, WD11 7PP	£52.00 in credit	Manage account

Showing 1 - 2 of 2 accounts

**C1** **C2** **3**

**Renew online today and get a discount of 3%\* off your renewal prices** **3% off**

\*This offer is valid until 30th June 2015 and is available for business properties only. Offer is only applicable on selected Worcester Bosch, Potterton and Ideal manufactured boilers under 44kw output. Other boiler options are available but do not qualify for this £300 discount. We will take £300 off your new boiler at the point of sale, on the basis that we install the boiler, so you'll only need to pay the VAT on the installation and any additional work and parts if needed and we'll let you know any additional charges before we start. Cannot be used in conjunction with any other British Gas offer unless the other offer states that it's okay. Offer is subject to availability and may be withdrawn at any time.

**Quick links**

- Submit meter read
- Gas quote
- Electricity quote
- Update your details
- Manage users

**Paperless billing** [\(What's this?\)](#)

You've switched to paperless billing for some of your accounts, so you'll receive these energy bills electronically. You can change each account's paperless setting on its 'Account summary' page.

**Help & advice**

- > How do I submit a meter read?
- > How do I read my meter?
- > What can I do with my online account?
- > I can't see all of my accounts?

**British Gas at home**

- Residential electricity
- Residential gas
- Residential boiler
- Residential boiler repair
- Residential boiler cover

### 01. Body text bold

Energy plan:  
**Body text**  
<energy plan>

### 02. Primary button

Renewal due  
[Link to 2.1]

### 03. Proposition banner placeholder

tbc

**Users with up to 15 energy accounts in their OAM will be presented with all their energy accounts.**

#### Description

1. The system will return all the users energy accounts. If any of the accounts displayed have a renewal due, then a Primary CTA button will be displayed in the respective account panel.
2. If any of the accounts displayed have a renewal due, then the propositions banner will be displayed

### BGBD 803 - Showing current product in your accounts page for renewal due accounts

For all accounts which are due for renewal, also show a text for current product type along with account details ex: 1 year fixed, 2 year fixed, 3 year fixed, Variable price plan, Deemed contract

Current product type is also shown for any search results if more than 15 accounts

No other link or functionality is impacted due to this ex: Submit meter read, status of account, collective/normal account details

For accounts not due for renewal, no current product type is shown

### BGBD 524 - Displaying renewal discount online

- In the renewals quote summary page, customer is shown the online renewals discount % value for each Fixed term contract duration (1,2 and 3 yr)
- In the renewals quote summary page, customer is shown the online renewals discount % value in banners in RHN, bottom of the page and as image near actual discount value and should be the same as received from SAP
- In the renewals quote summary page, customer is shown the online renewals discounted estimated bill value for each Fixed term contract duration (1,2 and 3 yr)
- The bill value and % value is exactly the same as the value sent in D-60 renewal letter and renewal alert email



## 1.1.2.2 Single account renewal - Your accounts search(>15 energy accounts)

**At Home | Business | Corporate**      Welcome Mrs Atkinson, [Log out](#) | [Contact us](#) | [Emergencies](#)     

**British Gas** Looking after your world

**Gas & electricity** **Energy services** **Smarter working** **Help & Advice** **Your account**

[Business](#) > [Your account](#) > Account overview

### Your accounts

Welcome back Mrs Atkinson (Are your details up to date?)

You have 699 accounts

We have identified that you have more than 699 accounts with us. So you can view the account you want to, you'll need to use the search tool below. Just choose your search criteria - Account number, Site or Billing postcode - and then enter your Search term. Once you've done this select the Search button to show your account information.

**Search accounts**

Search by Search term  **Search**

**Your search results**

**Select an account to view You have Super User access (What's this?)**

**C1**

Electricity	Account balance:	Manage account
Energy plan: Fixed Price Plan Account number: 600301212 Site address: 10 Waxford Place, Herts, WD11 7PP	£52.00 in credit	<b>Renewal due</b>

Showing 1 - 1 of 1 accounts **1**

**Help & advice**

- > How do I submit a meter read?
- > How do I read my meter?
- > What can I do with my online account?
- > I can't see all of my accounts?

**Renew online today and get a discount of 3%\* off your renewal prices**

**3% off**

\*This offer is valid until 30th June 2015 and is available for business properties only. Offer is only applicable on selected Worcester Bosch, Potterton and Ideal manufactured boilers under 44kw output. Other boiler options are available but do not qualify for this £300 discount. We will take £300 off your new boiler at the point of sale, on the basis that we install the boiler, so you'll only need to pay the VAT on the installation and any additional work and parts if needed and we'll let you know any additional charges before we start. Cannot be used in conjunction with any other British Gas offer unless the other offer states that it's okay. Offer is subject to availability and may be withdrawn at any time.

### 01. Primary button

Renewal due  
[Link to 2.1]

**Quick links**

- [Submit meter read](#)
- [View your bills](#)
- [Update your details](#)
- [Manage users](#)

**Users with > 15 energy accounts in their OAM will need to search for their required account.**

### Description

1. The system will return the relevant search results. If any of the accounts returned in the search results have a renewal due, then a Primary CTA button will be displayed in the account panel.

## 1.2 - Multiple accounts renewal



## 1.2.1 - Multiple accounts - Email notification





## 1.2.1 Email - Multiple account renewal notification

**British Gas**

Renew online today and get a discount of 3%\* off your renewal prices  **3% off**

**It's time to renew your energy plan**

Dear Mr Mattison,

We value your business and would love you to renew your contract with British Gas.

Your Your Fixed Price Energy Plan is due to end on xxxxxxxx. As an online customer we're giving you a 3% discount if you renew online.

[Renew now](#)

**Your renewal options**

To make it easy to choose what's best for your business, we've included a summary of your options here. All you need to do is go online to see the full details.

**Option 1 - Renew your Fixed Price Energy Plan online and receive your online discount.**  
Choose a 1,2 or 3 year energy plan. Log in to your online account to renew

**Option 2 - If we don't hear from you by xxxxxx, you'll move onto our Variable Price Plan.**  
You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. Go online now and view your prices including your online only discount.

**Option 3 - If you want to change supplier.**  
We hope you'll want to stay, but if you want to switch you can from xxxxxx, just give us 30 days' written notice and pay any money you owe us. But before you switch, go online and see your online only discount.

**Your current energy plan**

 1 year Fixed Price Electricity contract

Current energy plan end date:  
30 Sept 2015

Energy plan renewal start date:  
01 Oct 2015



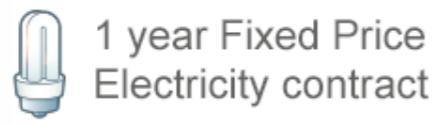
## 1.2.1 Email - Multiple account renewal notification

You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. Go online now and view your prices including your online only discount.

**Option 3 - If you want to change supplier.**

We hope you'll want to stay, but if you want to switch you can from xxxxx, just give us 30 days' written notice and pay any money you owe us. But before you switch, go online and see your online only discount.

**Your current energy plan**



1 year Fixed Price  
Electricity contract

Current energy plan end date:

30 Sept 2015

Energy plan renewal start date:

01 Oct 2015

**Account details**

Account number: 600591738

Site address: Stainton Village Hall, Barnard Castle, DL12 8RB

Account number: 600591738

Site address: Stainton Village Hall, Barnard Castle, DL12 8RB

Account number: 600591738

Site address: Stainton Village Hall, Barnard Castle, DL12 8RB

**Renew now**

Yours sincerely

Dean Ewart  
Sales Director

C1

**C1 - All related accounts linked to the renewal are listed up to a maximum of 15 accounts**

**BGBD 509 - Send email for more than 2 accounts ready for renewal**

- Current renewal email reminder is replaced with the new email reminder and has details for upto 15 contract accounts under the contract like account number, site address, type of fuel
- Email is triggered to registered email address of the online user when renewal is due in CRM
- There is no new report generated for email bounceback
- Email is not triggered for broker managed contracts, any other contract than attribute based
- Email should have a link to take customer to login page of OAM without automatically logging them in to OAM

**Have a question?**

Contact us

FAQs



## 1.2.1.1 Log in

**British Gas**  
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Gas & electricity ▾ Energy services ▾ Smarter working ▾ Help & Advice ▾ Your account ▾

Business > Your account > Log in to your business account

### Log in to your business account

Log in

Email address ([I've forgotten my email address](#))

Password ([I've forgotten my password](#))

Remember my email address

**1** **Log in** **C1**

**Discover what you can do online**

- Submit your meter read**  
Make sure you are paying the right amount for your energy.
- View and pay your bills**  
View, download and pay your bills online.
- View your statement of account**  
View and download your latest statement.
- Manage Direct Debits**  
Peace of mind that your payments are covering your consumption.

**Register now**  
Registering for your online account is a quick and easy two step process. You'll just need your latest bill to hand.

**Get started now**

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Gas & electricity <a href="#">Get a quote</a> <a href="#">Business electricity</a> <a href="#">Business gas</a> <a href="#">Switching process</a> <a href="#">Connections &amp; metering</a> <a href="#">Renewable energy</a>	Energy services <a href="#">Maintenance</a> <a href="#">Careplan</a> <a href="#">Gas safety checks</a> <a href="#">Business boiler breakdowns</a> <a href="#">Business boiler installation quotes</a> <a href="#">Dumb Board</a>	Smarter working <a href="#">Energy Made Simple</a> <a href="#">Industry insight</a> <a href="#">Case studies</a> <a href="#">Read our blog</a> ↗ <a href="#">Events</a>	Help & advice <a href="#">Switching to British Gas</a> <a href="#">Business</a> <a href="#">Connections &amp; Metering</a> <a href="#">Bills &amp; Payments</a> <a href="#">Meters &amp; Readings</a> <a href="#">Moving Premises</a> <a href="#">Energy Efficiency</a>	Your account <a href="#">Submit gas reading</a> <a href="#">Submit electricity reading</a> <a href="#">How to understand your bill</a> <a href="#">Moving premises</a>	British Gas at home <a href="#">Residential electricity</a> <a href="#">Residential gas</a> <a href="#">Residential boiler</a> <a href="#">Residential boiler repair</a> <a href="#">Residential boiler cover</a>
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### 01. Primary button

Log in  
[Links to 2.2]

**User arrives here via the email link and logs in and is directed to 'Renewal Quote' page**

### Description

- If the user has clicked through to this page via the email they will be directed to the respective Quote page after logging in

## 1.2.2 - Multiple accounts - Discovery via 'Your account'





## 1.1.2 Log in

**British Gas**  
Looking after your world

Gas & electricity ▾ Energy services ▾ Smarter working ▾ Help & Advice ▾ Your account ▾

Business > Your account > Log in to your business account

### Log in to your business account

Log in

Email address ([I've forgotten my email address](#))

Password ([I've forgotten my password](#))

Remember my email address

**1** **Log in** **C1**

**Discover what you can do online**

- Submit your meter read**  
Make sure you are paying the right amount for your energy.
- View and pay your bills**  
View, download and pay your bills online.
- View your statement of account**  
View and download your latest statement.
- Manage Direct Debits**  
Peace of mind that your payments are covering your consumption.

**Register now**  
Registering for your online account is a quick and easy two step process. You'll just need your latest bill to hand.

**Get started now**

Gas & electricity	Energy services	Smarter working	Help & advice	Your account	British Gas at home
<a href="#">Get a quote</a>	<a href="#">Maintenance</a>	<a href="#">Energy Made Simple</a>	<a href="#">Switching to British Gas</a>	<a href="#">Submit gas reading</a>	<a href="#">Residential electricity</a>
<a href="#">Business electricity</a>	<a href="#">Careplan</a>	<a href="#">Industry insight</a>	<a href="#">Business</a>	<a href="#">Submit electricity reading</a>	<a href="#">Residential gas</a>
<a href="#">Business gas</a>	<a href="#">Gas safety checks</a>	<a href="#">Case studies</a>	<a href="#">Connections &amp; Metering</a>	<a href="#">How to understand your bill</a>	<a href="#">Residential boiler</a>
<a href="#">Switching process</a>	<a href="#">Business boiler breakdowns</a>	<a href="#">Read our blog</a> ↗	<a href="#">Bills &amp; Payments</a>	<a href="#">Moving premises</a>	<a href="#">Residential boiler repair</a>
<a href="#">Connections &amp; metering</a>	<a href="#">Business boiler installation quotes</a>	<a href="#">Events</a>	<a href="#">Meters &amp; Readings</a>		<a href="#">Residential boiler cover</a>
<a href="#">Renewable energy</a>			<a href="#">Moving Premises</a>		
<a href="#">Green Deal</a>			<a href="#">Energy Efficiency</a>		

#### 01. Primary button

Log in

[Links to 1.2.2.1 or 1.2.2.2]

**User navigates via the website nav and logs in and is directed to 'Your accounts' page**

#### Description

- If the user has clicked through to this pagea via the email they will be directed to the respective Quote page after logging in



## 1.2.2.1 Multiple account renewal - Your accounts (up to 15 energy accounts)

At Home | Business | Corporate      Welcome Mr Sravan, [Log out](#) | Contact us | Emergencies      Search

Gas & electricity ▾ Energy services ▾ Smarter working ▾ Help & Advice ▾ Your account ▾

[Business](#) > [Your account](#) > [Account overview](#)

### Your accounts

Welcome back Mr Sravan (Are your details up to date?)

Select an account to view You have Super User access [\(What's this?\)](#)

Electricity	Energy plan: Fixed Price Plan Account number: 600301212 Site address: 10 Wexford Place, Herts, WD11 7PP	Account balance: <b>£52.00</b> in credit	<a href="#">Manage account</a>	<a href="#">Renewal due</a>
Electricity	Energy plan: Variable Price Plan Account number: 600301212 Site address: 10 Wexford Place, Herts, WD11 7PP	Account balance: <b>£52.00</b> in credit	<a href="#">Manage account</a>	<a href="#">Submit meter read</a>
Electricity	Energy plan: Variable Price Plan Account number: 600301212 Site address: 10 Wexford Place, Herts, WD11 7PP	Account balance: <b>£52.00</b> in credit	<a href="#">Manage account</a>	<a href="#">Renewal due</a>
Electricity	Energy plan: Variable Price Plan Account number: 600301212 Site address: 10 Wexford Place, Herts, WD11 7PP	Account balance: <b>£52.00</b> in credit	<a href="#">Manage account</a>	<a href="#">Submit meter read</a>
Electricity	Energy plan: Variable Price Plan Account number: 600301212 Site address: 10 Wexford Place, Herts, WD11 7PP	Account balance: <b>£52.00</b> in credit	<a href="#">Manage account</a>	<a href="#">Submit meter read</a>
Electricity	Energy plan: Variable Price Plan Account number: 600301212 Site address: 10 Wexford Place, Herts, WD11 7PP	Account balance: <b>£52.00</b> in credit	<a href="#">Manage account</a>	<a href="#">Submit meter read</a>

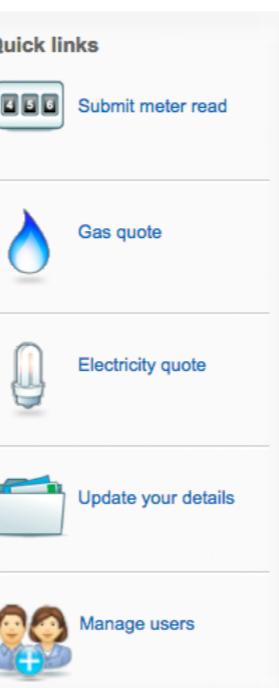
Showing 1 - 6 of 6 accounts      < Prev 1 Next >

Renew online today and get a discount of 3%\* off your renewal prices

**3% off**

#### 01. Primary button

Renewal due  
[Link to 2.2]



Paperless billing [\(What's this?\)](#)  
You've switched to paperless billing for some of your accounts, so you'll receive these energy bills electronically. You can change each account's paperless setting on its 'Account summary' page.

Help & advice  
[How do I submit a meter read?](#)  
[How do I read my meter?](#)  
[What can I do with my online account?](#)  
[I can't see all of my accounts?](#)

**Users with up to 15 energy accounts in their OAM will be presented with all their energy accounts.**

#### Description

1. The system will return all the users energy accounts. If any of the accounts displayed have a renewal due, then a Primary CTA button will be displayed in the respective account panel. Upon clicking the CTA the user will be directed to 2.2

### BGBD 508 - Allow renewals for more than 2 accounts in a contract

Any attribute based contract customer should see Your account is due for renewal link in the Your accounts page once they login

When clicked the customer should be taken to renewal offer page with ability to view upto 15 contract accounts under the same contract with renewa quote details for 1,2,3 year fix prices, discounts and payment method

Customer can decide to accept the quote and that would renew the whole contract and all accounts under the same under contract irrespective of which account they have selected

Customer can decide to reject the quote and that would reject the whole contract offer and all accounts under the same under contract irrespective of which account they have selected

Unless quote is accepted or rejected, it will remain in-progress status in SAP and follow the offline auto/non auto renewal journeys

If renewal type is sent as VPP then clicking on the link will show the existing pop-up for VPP customers and ask them to call back as they cant renew onlinemanaged contracts, any other contract than attribute based

- Email should have a link to take customer to login page of OAM without automatically logging them in to OAM

\*This offer is valid until 30th June 2015 and is available for business properties only. Offer is only applicable on selected Worcester Bosch, Potterton and Ideal manufactured boilers under 44kw output. Other boiler options are available but do not qualify for this £300 discount. We will take £300 off your new boiler at the point of sale, on the basis that we install the boiler, so you'll only need to pay the VAT on the installation and any additional work and parts if needed and we'll let you know any additional charges before we start. Cannot be used in conjunction with any other British Gas offer unless the other offer states that it's okay. Offer is subject to availability and may be withdrawn at any time.



## 1.2.2.2 Multiple account renewal - Your accounts search (>15 energy accounts)

**At Home | Business | Corporate**      Welcome Mrs Atkinson, [Log out](#) | [Contact us](#) | [Emergencies](#)     

**British Gas** Looking after your world

**Gas & electricity** **Energy services** **Smarter working** **Help & Advice** **Your account**

[Business](#) > [Your account](#) > Account overview

### Your accounts

Welcome back Mrs Atkinson (Are your details up to date?)

**You have 699 accounts**

We have identified that you have more than 699 accounts with us. So you can view the account you want to, you'll need to use the search tool below. Just choose your search criteria - Account number, Site or Billing postcode - and then enter your Search term. Once you've done this select the Search button to show your account information.

**Search accounts**

Search by Search term

Account number 600895980

**Your search results**

**Select an account to view** You have Super User access (What's this?)

**C1** **Electricity**  
Energy plan: Fixed Price Plan  
Account number: 600301212  
Site address: 10 Waxford Place, Herts, WD11 7PP

Account balance: **£52.00** in credit

**Manage account** **Renewal due**

Showing 1 - 1 of 1 accounts

**Renew online today and get a discount of 3%\* off your renewal prices** **3% off**

**Help & advice**

- > How do I submit a meter read?
- > How do I read my meter?
- > What can I do with my online account?
- > I can't see all of my accounts?

### 01. Primary button

Renewal due  
[Link to 2.2]

**Users with > 15 energy accounts in their OAM will need to search for their required account.**

### Description

The system will return the relevant search results. If any of the accounts returned in the search results have a renewal due, then a Primary CTA button will be displayed in the account panel. Upon clicking the CTA the user will be directed to 2.2

## 2.0 Quote details



## 2.1 - Single account - Quote





## 2.1 Single account - Renewal quote

**British Gas**  
Looking after your world

> Business > Your account > Renewal quote

### 1 Renew online today and save

2 Your Fixed Price Energy Plan ends on 31 Sept 2015.  
To make renewing your energy plan easy, we've included all your renewal options below.

3 Your current energy plan details

4 Estimated annual price: [What's this?](#)  
**£2102.03** (excl VAT, CCL)  
Based on estimated annual consumption of 10,125 kWh

5 Option 1: Choose a new Fixed Priced Energy Plan below

6 1 year contract    7 2 year contract    8 3 year contract    9 Print this page

10 Account number: 600380080  
11 1 year Fixed Price Electricity contract  
Renewal start date: [What's this?](#)  
01 Oct 2015  
Supply address  
49 Villiers Street, London, WC2N 6NE

12 Total estimated annual price\*\*  
**£2,036.05\*** (excl VAT, CCL)  
incl. Discounts of £267.00

13 Select  
14 View unit rates/tariffs

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

\*\* Based on estimated annual consumption of 10,125 kWh

15 Discounts we've applied to your renewal quote  
Your price is eligible for the discounts below. These discounts will be applied to your bill.

16 3% Renew Online discount  
Renew your energy plan online today and we'll apply a discount of up to 3% to your bill. [Learn more](#)

17 6% Direct Debit discount  
Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill. [Learn more](#)

01. H1  
Renew online today and save
02. H2  
Your Fixed Price Energy Plan ends on <end date>
- Large body text  
To make renewing your energy plan easy, we've included all your renewal options below
03. Panel
- H3  
Your current energy plan details
- Bold body text  
Energy plan:  
<energy plan>  
Energy plan end date:  
<date>  
Account number:  
<acc number>  
Payment method:  
<Direct debit/ Cash/Cheque>
04. H3  
Estimated annual price:  
**22px text**  
<estimated annual price> (excl V.A.T, CCL)
- Body text  
Based on estimated annual consumption of:  
<value>kWh
05. H2 bold  
Option 1:  
H3  
Choose a new Fixed Price Energy Plan below
06. Tab  
1 year contract
07. Tab  
2 year contract
08. Tab  
3 year contract
09. Link  
[print icon] Print this page
10. Panel
11. Icon  
<Gas/ Elec icon>
12. H3  
Account number: <acc number>  
H2  
<1>year Fixed Price <Gas/Electricity> Energy Plan
- H3  
Renewal start date: <date>
- H3  
Supply address: <address>
13. H3  
Total estimated annual price\*\*
- 36 px text  
<total quote price>
- Tick, Body text  
incl. Discounts of £hh<value>
14. Primary button  
Select  
[Link to 3.1.1]
15. Accordion  
View unit rates/tariffs  
[Link to 2.1.1]
16. RH Pod - Call us  
H4  
Prefer to call us?  
Large body text  
Call us on  
**Telephone number**  
0800 316 2659  
Body text  
Open Mon-Thurs 08:30 - 17:30,  
Fri 08:30 - 17:00
17. Proposition banner placeholder  
tbc

### BGBD 470 - Showing current prices in Renewal quote page

Current unit rates and standing charge is shown as received from SAP  
Annual bill amount based on current prices are shown as received from SAP  
Email confirmation for both renewal acceptance and rejection is updated with account and renewal price details for all accounts upto 15



## 2.1.1 Single account - Renewal quote - Expanded rates table

**Account number:** 600380080  
**1 year Fixed Price Electricity Plan**  
**Renewal start date:** [What's this?](#)  
01 Oct 2015  
**Supply address**  
49 VILLIERS STREET, LONDON, WC2N 6NE

**Total estimated annual price\*\***  
**£2,036.05\*** (excl VAT, CCL)  
✓ incl. Discounts of £267.00  
[Select](#)

**Unit type**      **Unit rates p/kWh (Current)**      **Unit rates p/kWh (Renewal)**

Unit type	Unit rates p/kWh (Current)	Unit rates p/kWh (Renewal)
Day	09.975	09.975
Night	10.125	10.125
Evening	07.500	07.500
Standing charge (p/day)	24.543	24.543

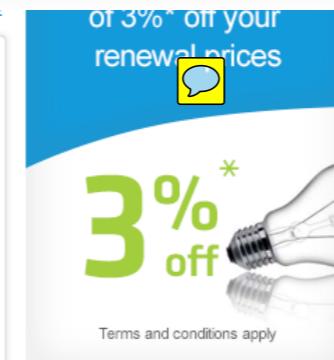
Based on estimated annual consumption of 10,125 kWh

**6** \* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)  
\*\* Based on estimated annual consumption of 10,125 kWh

**7** **Discounts we've applied to your renewal quote**  
Your price is eligible for the discounts below. These discounts will be applied to your bill.

**8** **9 3% off** **3% Renew Online discount**  
Renew your energy plan online today and we'll apply a discount of up to 3% to your bill. [Learn more](#)

**10** **DIRECT Debit** **6% Direct Debit discount**  
Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill. [Learn more](#)



### 01. Accordion open

Close unit rates/ tariffs

### 02. Table

#### Note under table

Based on estimated annual consumption of <value> kWh

### 03. Column header

Unit type

#### Column data

<register 1>

<register 2>

<register 3>

<.....>

Standing charge (p/day)

### 04. Column header

Unit rates p/kWh (Current)

#### Column data

<rates 1>

<rates 2>

<rates 3>

<.....>

<standing charge>

### 05. Column header

Unit rates p/kWh (Renewal)

#### Column data

<rates 1>

<rates 2>

<rates 3>

<.....>

<standing charge>

### 06. Small body text

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. Learn more about how your quote is calculated.

\*\* Based on estimated annual consumption of <value> kWh

### 07. H3

Discounts we'll apply to your bill

#### Body text

Your price is eligible for the discounts below. These discounts will lower your bill further.

### Icon

H4

3% Renew Online discount

#### Body text

Renew your energy plan online today and we'll apply a discount of up to 3% to your bill.

#### Link

Learn more

[Link to non modal overlay]

#### Non modal overlay

TBC

### Icon

H4

6% Direct Debit discount

#### Body text

Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill

#### Link

Learn more

[Link to non modal overlay]

#### Non modal overlay

By choosing to pay by Direct Debit you'll qualify for a <x%> discount off your bill. You'll receive your discount whilst you have an active Direct Debit with us. If you cancel your Direct Debit then your discount will also stop from the date your bank notifies us of the cancellation.

Direct Debit is a quick and reliable way to pay to make sure bills are paid regularly. With Variable Direct Debit we will collect the exact amount of each of your energy bills according to your estimated energy consumption. If you provide us with regular meter reads and we receive them in time to apply them, you'll be sure to get an accurate bill.

#### Option 2: Do nothing and you'll automatically move onto our Variable Price Plan.

If you do nothing, you'll move onto our Variable Price Plan from < dd Mon yyyy > onwards. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. If you want to find out your current prices at any time after this date, please contact us. You can go back onto a Fixed Price Energy Plan at any time, but if you opt for a fixed price plan today you will get our online discount\*. If you decide to switch supplier later, you just need to give us 30 days' written notice.

[View our Variable Price Plan tariffs](#)



## 2.1.2 Single account - Renewal quote - Other options

**Account number:** 600380080  
**1 year Fixed Price Electricity contract**  
**Renewal start date:** [What's this?](#)  
 01 Oct 2015  
**Supply address**  
 49 Villiers Street, London,  
 WC2N 6NE

**Total estimated annual price\*\***  
**£2,036.05\*** (excl VAT, CCL)  
 incl. Discounts of £267.00

**Select**

**View unit rates/tariffs**

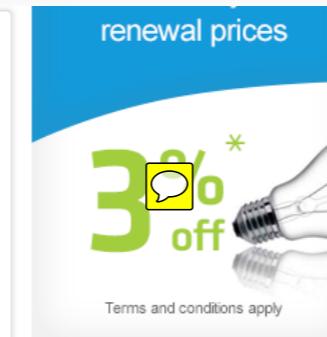
\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

\*\* Based on estimated annual consumption of 10,125 kWh

**Discounts we've applied to your renewal quote**  
 Your price is eligible for the discounts below. These discounts will be applied to your bill.

**3% Renew Online discount**  
 Renew your energy plan online today and we'll apply a discount of up to 3% to your bill. [Learn more](#)

**6% Direct Debit discount**  
 Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill. [Learn more](#)



- 1 **Option 2: Do nothing and you'll automatically move onto our Variable Price Plan.**  
 If you do nothing, you'll move onto our Variable Price Plan from < dd Mon yyyy> onwards. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. If you want to find out your current prices at any time after this date, please contact us. You can go back onto a Fixed Price Energy Plan at any time, but if you opt for a fixed price plan today you will get our online discount\*. If you decide to switch supplier later, you just need to give us 30 days' written notice.
- 2 [View our Variable Price Plan tariffs](#)

- 4 **Option 3: If you want to switch supplier.**  
 We hope you'll want to stay, but if you're thinking of leaving please call us on 0330 100 0540. If you still want to switch, you can do so from 31 Mar 2015. Just give us 30 days written notice and pay any outstanding bills.

6 > [I want to change supplier](#)

- 7 **Get a discount for renewing online**

8 **Renew online today and get a discount of 3%\* off your renewal prices**



### 01. H2 bold

Option 2:

#### H3

Do nothing and you'll automatically move onto our Variable Price Plan.

### 02. Body text

If you do nothing, you'll move onto our Variable Price Plan from < dd Mon yyyy> onwards. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. If you want to find out your current prices at any time after this date, please contact us. You can go back onto a Fixed Price Energy Plan at any time, but if you opt for a fixed price plan today you will get our online discount\*. If you decide to switch supplier later, you just need to give us 30 days' written notice.

### 03. Accordion

[View our Variable Price Plan tariffs](#)

### 04. H2 bold

Option 3:

#### H3

If you want to switch supplier.

### 05. Body text

We hope you'll want to stay, but if you're thinking of leaving, please call us on 0330 100 0540. If you still want to switch, you can do so from < dd Mon yyyy>. Just give us 30 days' written notice and pay any outstanding bills.

### 06. Tertiary navigation link

[Link to 4.0] I don't want to renew

### 07. H3

Get a discount for renewing online

### 08. Proposition banner placeholder

tbc



## 2.1.3 Single account - Renewal quote - VPP expanded panel

**6% Direct Debit discount**  
Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill. [Learn more](#)

**01. Accordion - Open**  
Close Variable Price Plan tariffs

**02. H2**  
Variable Price Plan

### Option 2: Do nothing and you'll automatically move onto our Variable Price Plan.

If you do nothing, you'll move onto our Variable Price Plan from < dd Mon yyyy> onwards. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. If you want to find out your current prices at any time after this date, please contact us. You can go back onto a Fixed Price Energy Plan at any time, but if you opt for a fixed price plan today you will get our online discount\*. If you decide to switch supplier later, you just need to give us 30 days' written notice.

1 Close Variable Price Plan tariffs

2 Account number: 600380080

**Variable Price Plan**

Supply address  
49 VILLIERS STREET, LONDON,  
WC2N 6NE

View unit rates/tariffs

Total estimated annual price

**£3,123.55\*** (excl VAT, CCL)

Based on estimated annual consumption of 10,125 kWh

\* Your final price may differ depending on your actual yearly consumption. Price excludes Climate Change Levy and VAT.  
[Learn more about how your quote is calculated.](#)

### Option 3: If you want to switch supplier.

We hope you'll want to stay, but if you're thinking of leaving please call us on 0330 100 0540. If you still want to switch, you can do so from 31 Mar 2015. Just give us 30 days written notice and pay any outstanding bills.

[I want to change supplier](#)

### Get a discount for renewing online

Renew online today and get a discount of 3%\* off your renewal prices

**3% off**

Gas & electricity	Energy services	Smarter working	Help & advice	Your account	British Gas at home
Get a quote	Maintenance	Energy Made Simple	Switching to British Gas	Submit gas reading	Residential electricity
Business electricity	Careplan	Industry insight	Business	Submit electricity reading	Residential gas
Business gas	Gas safety checks	Case studies	Connections & Metering	How to understand your bill	Residential boiler
Switching process	Business boiler breakdowns	Read our blog	Bills & Payments	Moving premises	Residential boiler repair
Connections & metering	Business boiler installation quotes	Events	Meters & Readings	Moving Premises	Residential boiler cover
Renewable energy	Dyno-Rod		Energy Efficiency	Energy Efficiency	
Contracts	Electric cars & vans		Boiler Maintenance & repair	Boiler Maintenance & repair	
Partners	Solar		Microbusiness & OFGEM	Microbusiness & OFGEM	
			Online Account Management	Online Account Management	



## 2.1.4 Single account - Renewal quote - VPP expanded rates table

**3% off** Renew Online discount  
Renew your energy plan online today and we'll apply a discount of up to 3% to your bill. [Learn more](#)

**6% Direct Debit discount**  
Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill. [Learn more](#)

### 01. Accordion - Open

Close unit rates/ tariffs

#### Option 2: Do nothing and you'll automatically move onto our Variable Price Plan.

If you do nothing, you'll move onto our Variable Price Plan from < dd Mon yyyy> onwards. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. If you want to find out your current prices at any time after this date, please contact us. You can go back onto a Fixed Price Energy Plan at any time, but if you opt for a fixed price plan today you will get our online discount\*. If you decide to switch supplier later, you just need to give us 30 days' written notice.

**Close Variable Price Plan tariffs**

<p>Account number: 600380080 <b>Variable Price Plan</b> Supply address 49 VILLIERS STREET, LONDON, WC2N 6NE</p>	<p>Total estimated annual price <b>£3,123.55*</b> <small>(excl VAT, CCL)</small> Based on estimated annual consumption of 10,125 kWh</p>
---	--

1

**Close unit rates/tariffs**

Unit type	Unit rates p/kWh (Current)	Unit rates p/kWh (Variable Price Plan)
Day	09.975	<b>09.975</b>
Night	10.125	<b>10.125</b>
Evening	07.500	<b>07.500</b>
Standing charge (p/day)	24.543	<b>24.543</b>

2

3

Based on estimated annual consumption of 10,125 kWh

\* Your final price may differ depending on your actual yearly consumption. Price excludes Climate Change Levy and VAT.  
[Learn more about how your quote is calculated.](#)

#### Option 3: If you want to switch supplier.

We hope you'll want to stay, but if you're thinking of leaving please call us on 0330 100 0540. If you still want to switch, you can do so from 31 Mar 2015. Just give us 30 days written notice and pay any outstanding bills.

[I want to change supplier](#)

Get a discount for renewing online

Renew online today and get a discount

**3%**\*

## 2.2 - Multiple account - Quote





## 2.2 Multiple account - Renewal quote - Overlay

**British Gas**  
Looking after your world

Business > Your account > Renewal quote

### Renew online today and save

Your Fixed Price Energy Plan ends on 31 Sept 2015.  
To make renewing your energy plan easy, we've included all your renewal options below.

**1** Your current energy plan

**2** Your energy plan contains multiple accounts

The account you have chosen to renew is part of an Energy Plan that contains **multiple accounts**. We've included them in your multi-site quote below. Renew these accounts online today to get our 3% Renew Online discount.

If you only want to renew some of the accounts in this plan, you'll need to call us on 0800 316 2659.

**3** Option 1: Choose a new energy plan

**4** Renew online today and get a discount of 3%\* off your renewal prices

**5** Continue to quote

**6** Call us on 0800 316 2659

If you only want to renew some of the accounts in this plan, you'll need to call us on 0800 316 2659.

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated](#).

#### Discounts we've applied to your renewal quote

Your price is eligible for the discounts below. These discounts will be applied to your bill.

**3% off** 3% Renew Online discount  
Renew your energy plan online today and we'll apply a discount of up to 3% to your bill. [Learn more](#)

**DIRECT Debit** 6% Direct Debit discount  
Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill. [Learn more](#)

#### Individual account details

Account number 600380080	Estimated annual price: £2,026.05
-----------------------------	--------------------------------------

### 01. Full modal overlay

#### 02. H2

Your energy plan contains multiple accounts

#### 03. Large body text

The account you have chosen to renew is part of an Energy Plan that contains multiple accounts. We've included them in your multi-site quote below. Renew these accounts online today to get our 3% Renew Online discount.

If you only want to renew some of the accounts in this plan, you'll need to call us on 0800 316 2659.

#### 04. Proposition banner placeholder

tbc

#### 05. Primary button

Continue to quote {Link to 2.2.1}

#### 06. Close button

X

[Link closes window and displays 2.2.1]



## 2.2.1 Multiple account - Renewal quote

**British Gas**  
Looking after your world

Business > Your account > Renewal quote

### Renew online today and save

Your Fixed Price Energy Plan ends on 31 Sept 2015.  
To make renewing your energy plan easy, we've included all your renewal options below.

**Your current energy plan details**

Energy plan:	Fixed Price Plan
Energy plan end date:	31 Sept 2015
Account number :	Multiple accounts
Payment method:	Direct Debit

**Estimated annual price:** [What's this?](#)  
**£4632.03** (excl VAT, CCL)  
Based on estimated annual consumption of 10,125 kWh

**Prefer to call us?**  
Call us on  
**0800 316 2659**  
Open Mon-Thurs 08:30 - 17:30,  
Fri 08:30 - 17:00  
[Call me back](#)

**Option 1: Choose a new Fixed Priced Energy Plan below**

[1 year contract](#) [2 year contract](#) [3 year contract](#) [Print this page](#)

**2** **Multiple account quote**  
**1 year Fixed Price Electricity Plan**  
Renewal start date: [What's this?](#)  
01 Oct 2015

**3** **MOST POPULAR**  
**Total estimated annual price\*\***  
**£5,077.38\*** (excl VAT, CCL)  
✓ incl. Discounts of £267.00

**Select**

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

\*\* Based on estimated annual consumption of 10,125 kWh

**Discounts we've applied to your renewal quote**  
Your price is eligible for the discounts below. These discounts will be applied to your bill.

**3% off** **3% Renew Online discount**  
Renew your energy plan online today and we'll apply a discount of up to 3% to your bill. [Learn more](#)

**DIRECT Debit** **6% Direct Debit discount**  
Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill. [Learn more](#)

**Individual account details**

Account number	Estimated annual price:
600380080	£2 026.05

### 01. Bold body text

Account number:

### Body text

Multiple accounts

### 02. H3

Multiple account quote

### 03. Primary button

Select

[Links to 3.1.2]





## 2.2.1 Multiple account - Renewal quote

The screenshot shows a user interface for managing multiple accounts. At the top left, there are three numbered callouts (1, 2, 3) pointing to the first account section. The first account details are as follows:

- Individual account details**
- Account number**: 600380080
- Supply address**: 49 VILLIERS STREET LONDON, WC2N 6NE
- Estimated annual price:** £2,036.05 (excl. VAT)  
Based on current consumption
- View unit rates/tariffs**

Below this, there are two more identical account sections, each with its own set of details and a 'View unit rates/tariffs' link.

At the bottom of the account list, there is a blue callout (6) pointing to a link labeled 'View all 6 accounts in this quote'.

On the right side of the page, there is a callout (7) pointing to a '1 year Fixed Price Electricity Plan' section. This section includes the plan name, renewal start date (01 Oct 2015), and a green 'Select' button.

### 01. H3

Individual account details

### 02. Panel

### 03. Icon

<Gas/ Elec icon>

### H4

Account number:

<acc number>

### H4

Supply address:

<supply address>

### 04. H4

Estimated annual price:

### H3

<price> (excl. V.A.T)

### Small body text

Based on current consumption

### 05. Accordion

View unit rates/tariffs

[Link to 2.2.3]

### 06. Link

View all 6 accounts in this quote [Link to 2.2.2]

### 07. H2

<1 >year Fixed Price <Gas/Electricity> Energy Plan

### H3

Renewal start date: <date>

### 08. Primary button

Select

[Links to 3.1.2]

#### Option 2: Do nothing and you'll automatically move onto our Variable Price Plan.

If you do nothing, you'll move onto our Variable Price Plan from < dd Mon yyyy> onwards. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. If you want to find out your current prices at any time after this date, please contact us. You can go back onto a Fixed Price Energy Plan at any time, but if you opt for a fixed price plan today you will get our online discount\*. If you decide to switch supplier later, you just need to give us 30 days' written notice.

[View our Variable Price Plan tariffs](#)

#### Option 3: If you want to switch supplier.

We hope you'll want to stay, but if you're thinking of leaving please call us on 0330 100 0540. If you still want to switch, you can do so from 31 Mar 2015. Just give us 30 days written notice and pay any outstanding bills.

[I want to change supplier](#)

Get a discount for renewing online



## 2.2.2 Multiple account - Renewal quote -

## Individual account details

**Account number**

600380080

**Supply address**

49 VILLIERS STREET  
LONDON, WC2N 6NE

**Estimated annual price:**

**£2,036.05** (excl. VAT)

Based on current consumption

[View unit rates/tariffs](#)

**Account number**

600380080

**Supply address**

49 VILLIERS STREET  
LONDON, WC2N 6NE

**Estimated annual price:**

**£2,036.05** (excl. VAT)

Based on current consumption

[View unit rates/tariffs](#)

**Account number**

600380080

**Supply address**

49 VILLIERS STREET  
LONDON, WC2N 6NE

**Estimated annual price:**

**£2,036.05** (excl. VAT)

Based on current consumption

[View unit rates/tariffs](#)

**Account number**

600380080

**Supply address**

49 VILLIERS STREET  
LONDON, WC2N 6NE

**Estimated annual price:**

**£2,036.05** (excl. VAT)

Based on current consumption

[View unit rates/tariffs](#)

**Account number**

600380080

**Supply address**

49 VILLIERS STREET  
LONDON, WC2N 6NE

**Estimated annual price:**

**£2,036.05** (excl. VAT)

Based on current consumption

[View unit rates/tariffs](#)

**Account number**

600380080

**Supply address**

49 VILLIERS STREET  
LONDON, WC2N 6NE

**Estimated annual price:**

**£2,036.05** (excl. VAT)

Based on current consumption

[View unit rates/tariffs](#)

1

[View less](#)

**1 year Fixed Price Electricity Plan**

Renewal start date: 01 Oct 2015

**Select**

01. Link

[View less](#)

[clicking link hides all accounts except first 3]



## 2.2.3 Multiple account - Renewal quote - Expanded rates table

**Individual account details**

	<b>Account number</b> 600380080	<b>Estimated annual price:</b> <b>£2,036.05</b> (excl. VAT) Based on current consumption
<b>Supply address</b> 49 VILLIERS STREET LONDON, WC2N 6NE		
<span style="color: blue;">1</span> <a href="#">Close unit rates/tariffs</a>		
Unit type	Unit rates p/kWh (Current)	Unit rates p/kWh (Renewal)
Day	09.975	<b>09.975</b>
Night	10.125	<b>10.125</b>
Evening	07.500	<b>07.500</b>
Standing charge (p/day)	24.543	<b>24.543</b>

Based on estimated annual consumption of 1,425 kWh

---

	<b>Account number</b> 600380080	<b>Estimated annual price:</b> <b>£2,036.05</b> (excl. VAT) Based on current consumption
<b>Supply address</b> 49 VILLIERS STREET LONDON, WC2N 6NE		
<span style="color: blue;">+</span> <a href="#">View unit rates/tariffs</a>		

---

	<b>Account number</b> 600380080	<b>Estimated annual price:</b> <b>£2,036.05</b> (excl. VAT) Based on current consumption
<b>Supply address</b> 49 VILLIERS STREET LONDON, WC2N 6NE		
<span style="color: blue;">+</span> <a href="#">View unit rates/tariffs</a>		

---

	<b>Account number</b> 600380080	<b>Estimated annual price:</b> <b>£2,036.05</b> (excl. VAT) Based on current consumption
<b>Supply address</b> 49 VILLIERS STREET LONDON, WC2N 6NE		
<span style="color: blue;">+</span> <a href="#">View unit rates/tariffs</a>		

---

	<b>Account number</b> 600380080	<b>Estimated annual price:</b> <b>£2,036.05</b> (excl. VAT) Based on current consumption
<b>Supply address</b> 49 VILLIERS STREET LONDON, WC2N 6NE		
<span style="color: blue;">+</span> <a href="#">View unit rates/tariffs</a>		

### 01. Accordion - Open

[Close unit rates/ tariffs](#)



## 2.2.4 Multiple account - Renewal quote - VPP expanded panel

### Option 2: Do nothing and you'll automatically move onto our Variable Price Plan.

If you do nothing, you'll move onto our Variable Price Plan from < dd Mon yyyy> onwards. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. If you want to find out your current prices at any time after this date, please contact us. You can go back onto a Fixed Price Energy Plan at any time, but if you opt for a fixed price plan today you will get our online discount\*. If you decide to switch supplier later, you just need to give us 30 days' written notice.

The screenshot shows a renewal quote page. At the top, there's a link to 'Close Variable Price Plan tariffs'. Below it, two options are listed: 'Multiple account quote' (marked with a blue arrow 1) and 'Variable Price Plan' (marked with a blue arrow 2). To the right, the 'Total estimated annual price' is displayed as £7,047.18\* (marked with a blue arrow 3), with a note that it's based on estimated annual consumption of 10,125 kWh. A small note at the bottom states: '\* Your final price may differ depending on your actual yearly consumption. Price excludes Climate Change Levy and VAT. Learn more about how your quote is calculated.' Below the main quote, there are two more links: 'Individual account details' (marked with a blue arrow 4) and 'View individual account details and tariffs' (marked with a blue arrow 5).

### 01. H4

Multiple account quote

### 02. H2

Variable Price Plan

### 03. Price

### 04. H3

Individual account details

### 05. Accordion closed

View individual account details and tariffs

### Option 3: If you want to switch supplier.

We hope you'll want to stay, but if you're thinking of leaving please call us on 0330 100 0540. If you still want to switch, you can do so from 31 Mar 2015. Just give us 30 days written notice and pay any outstanding bills.

[I want to change supplier](#)

Get a discount for renewing online

The banner has a blue background on the left and white on the right. It features a yellow speech bubble icon and a lightbulb icon. The text reads: 'Renew online today and get a discount of 3%\* off your renewal prices'.

Gas & electricity	Energy services	Smarter working	Help & advice	Your account	British Gas at home
Get a quote	Maintenance	Energy Made Simple	Switching to British Gas	Submit gas reading	Residential electricity
Business electricity	Careplan	Industry Insight	Business	Submit electricity reading	Residential gas
Business gas	Gas safety checks	Case studies	Connections & Metering	How to understand your bill	Residential boiler
Switching process	Business boiler breakdowns	Read our blog	Bills & Payments	Moving premises	Residential boiler repair
Connections & metering	Business boiler installation quotes	Events	Meters & Readings		Residential boiler cover
Renewable energy	Dyno-Rod		Moving Premises		
Contracts	Electric cars & vans		Energy Efficiency		
Partners	Solar		Boiler Maintenance & repair		
			Microbusiness & OFGEM		
			Online Account Management		



## 2.2.5 Multiple account - Renewal quote - VPP expanded panel

### Option 2: Do nothing and you'll automatically move onto our Variable Price Plan.

If you do nothing, you'll move onto our Variable Price Plan from < dd Mon yyyy> onwards. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. If you want to find out your current prices at any time after this date, please contact us. You can go back onto a Fixed Price Energy Plan at any time, but if you opt for a fixed price plan today you will get our online discount\*. If you decide to switch supplier later, you just need to give us 30 days' written notice.

[Close Variable Price Plan tariffs](#)

<b>Multiple account quote</b> <b>Variable Price Plan</b>	<b>Total estimated annual price</b> <b>£7,047.18*</b> <small>(excl VAT, CCL)</small> <small>Based on estimated annual consumption of 10,125 kWh</small>
---	---

\* Your final price may differ depending on your actual yearly consumption. Price excludes Climate Change Levy and VAT.  
[Learn more about how your quote is calculated.](#)

**Individual account details**

[Close individual account details and tariffs](#)

<b>Account number</b> 600380080  <b>Supply address</b> 49 VILLIERS STREET LONDON, WC2N 6NE	<b>Estimated annual price:</b> <b>£2,036.05</b> <small>(excl. VAT)</small> <small>Based on current consumption</small>
---	--

[Close unit rates/tariffs](#)

Unit type	Unit rates p/kWh (Current)	Unit rates p/kWh (Variable Price Plan)
Day	09.975	09.975
Night	10.125	10.125
Evening	07.500	07.500

Standing charge (p/day)	24.543	24.543
-------------------------	--------	--------

Based on estimated annual consumption of 1,625 kWh

<b>Account number</b> 600380080  <b>Supply address</b> 49 VILLIERS STREET LONDON, WC2N 6NE	<b>Estimated annual price:</b> <b>£2,036.05</b> <small>(excl. VAT)</small> <small>Based on current consumption</small>
---	--

[View unit rates/tariffs](#)

<b>Account number</b> 600380080  <b>Supply address</b> 49 VILLIERS STREET	<b>Estimated annual price:</b> <b>£2,036.05</b> <small>(excl. VAT)</small> <small>Based on current consumption</small>
---	--

## 2.3 - Renewal already complete (Error scenario)





## 2.3 Renewal already complete for account

**At Home | Business | Corporate**      Welcome Mr Sravan, [Log out](#) | Contact us | Emergencies      Search

**Gas & electricity** ▾ **Energy services** ▾ **Smarter working** ▾ **Help & Advice** ▾ **Your account** ▾

Business > Your account > Account overview

**1 There seems to be a problem with your online renewal**

The contract for this account has already been renewed or an error has occurred. Please check your account to confirm.

If it is not the case and you'd like to renew your contract please call us on **0330 100 0540**

**2**

**3**

**4** Back to Your accounts

**Where a renewal has already occurred or an error has occurred.**

**Description**

1. When a user has entered the journey by clicking on the link in the email and a Renewal for that contract has already occurred via another channel or previous visit, the user will be shown a message informing them that the account has already been renewed. In the case where an error has occurred or the account has not been renewed, the user can call in.

### 01. H1

There seems to be a problem with your online renewal

### 02. Large body text

The contract for this account has already been renewed or an error has occurred. Please check your account to confirm.

If it is not the case and you'd like to renew your contract please call us on 0330 100 0540

### 03. Separator - long gradient

### 04. Primary button

Back to Your accounts {Link to Your accounts page}

### BGBD 513 - Login after clicking link from email and show renewals offer

As a BGB Business I would like the customers to be taken directly to renewal quote offers page instead of your accounts page when they click on renewal reminder email and enter correct user name/password to login

So that customers renewing do not have to go through multiple steps before seeing the renewal offers resulting in better customer experience and conversion rate

Customer clicks on renewal email reminder, sees the login page and enters correct user name/password

After successful login and identifying that email address is for the BP contact person which is eligible to renew the contract which is sent in email, Customer should see the renewal offer page directly and bypass steps of your accounts page and clicking on renewal link

If the renewal offer is expired or there is a error then a error message is displayed before taking them to your accounts page

Email is not sent to customers who are on VPP or broker managed/bespoke contracts

# 3.0 Quote



## 3.1.1 - Single account Quote confirmation





## 3.1.1 Single account quote confirmation

**British Gas**  
Looking after your world

Business > Your account > Renewal summary

### 1 Renewal quote confirmation

Your selected Energy Plan is ready to renew  
To complete your renewal, please review your details below. Then accept our Terms & Conditions.

Account number: 600380080  
1 year Fixed Price Electricity Plan  
Renewal start date: [What's this?](#)  
01 Oct 2015  
Supply address:  
49 VILLIERS STREET, LONDON, WC2N 6NE

Discounts we'll apply to your bill  
**3% off** 3% Renew Online discount      6% Direct Debit discount

Total estimated annual price  
**£5,077.38\*** (excl VAT, CCL)  
✓ incl. Discounts of £267.00  
Based on estimated annual consumption of 10,125 kWh

Prefer to call us?  
Call us on **0800 316 2659**  
Open Mon-Thurs 08:30 - 17:30, Fri 08:30 - 17:00  
› Call me back

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

### 8 Important information - Please read

I have read and understood the following:

You won't be able to end the energy plan until the full fixed price period has ended, unless our [Terms and Conditions](#) say otherwise. Please remember, if you have any outstanding bills we may stop you from transferring to a new energy plan until you have paid all the money you owe. We'll send you details of your options, prices and Terms and Conditions around 60 days before the end of this Fixed Price Energy Plan. If you do nothing at the end of your Fixed Price Energy Plan - you'll move onto our Variable Price Plan. If you wish to leave us at the end of your Fixed Price Energy Plan - you'll need to let us know in writing, at least 30 days before the end of your plan."

### Accept Terms and Conditions

I have read and understood the British Gas [Terms & Conditions](#) and understand I am entering into a legally binding contract with British Gas for 1 year.

We may want to contact you by mail, phone, visit or e-mail about other products and services provided by us, or our partners. By providing your information you will be indicating your consent to us keeping you informed in this way but please tick the box if you DO wish to hear about such products and services.

### Further savings

We could help lower your bills with an annual service for your boiler.

Yes I'd like to speak with you about a check-up to make sure my gas boiler is running efficiently and safely.  
› Learn more about Careplan

- 01. H1**  
Renewal quote confirmation
- 02. H2**  
Your selected Energy Plan is ready to renew  
**Large body text**  
To complete your renewal, please review your details below. Then accept our Terms & Conditions.
- 03. Panel**
- 04. Icon**  
<Gas/ Elec icon>  
**H3**  
Account number: <acc number>  
**H2**  
<1 >year Fixed Price <Gas/Electricity> Energy Plan  
**H3**  
Renewal start date: <date>  
**H3**  
Supply address: <address>
- 05. H3**  
Total estimated annual price:  
**36 px text**  
<total quote price>  
**Large body text**  
£<value> per month (excl. VAT)  
**Small body text**  
Based on your current consumption
- 06. H4**  
Discounts we'll apply to your bill  
**Icon**  
**Large body text**  
3% Renew Online discount  
**Icon**  
**Large body text**  
6% Direct Debit discount  
**Icon**
- 07. Small body text**  
\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term, fixed rate contract. Price excludes Climate Change Levy and VAT. Learn more about how your quote is calculated.
- 08. H3**  
Important information - Please read
- 09. Checkbox option**  
I have read and understood the following:  
  
You won't be able to end the energy plan until the full fixed price period has ended, unless our Terms and Conditions say otherwise. Please remember, if you have any outstanding bills we may stop you from transferring to a new energy plan until you have paid all the money you owe. We'll send you details of your options, prices and Terms and Conditions around 60 days before the end of this Fixed Price Energy Plan. If you do nothing at the end of your Fixed Price Energy Plan - you'll move onto our Variable Price Plan. If you wish to leave us at the end of your Fixed Price Energy Plan - you'll need to let us know in writing, at least 30 days before the end of your plan."



## 3.1.1 Single account quote confirmation....continued

say otherwise. Please remember, if you have any outstanding bills we may stop you from transferring to a new energy plan until you have paid all the money you owe. We'll send you details of your options, prices and Terms and Conditions around 60 days before the end of this Fixed Price Energy Plan. If you do nothing at the end of your Fixed Price Energy Plan - you'll move onto our Variable Price Plan. If you wish to leave us at the end of your Fixed Price Energy Plan - you'll need to let us know in writing, at least 30 days before the end of your plan."

Terms and conditions apply

### 10. Accept Terms and Conditions

- 11  I have read and understood the British Gas [Terms & Conditions](#) and understand I am entering into a legally binding contract with British Gas for 1 year.
- 12  We may want to contact you by mail, phone, visit or e-mail about other products and services provided by us, or our partners. By providing your information you will be indicating your consent to us keeping you informed in this way but please tick the box if you DO wish to hear about such products and services.

### 13. Further savings

#### We could help lower your bills with an annual service for your boiler.

- Yes I'd like to speak with you about a check-up to make sure my gas boiler is running efficiently and safely.

[Learn more about Careplan](#)



15 [Renew now](#) | [Back](#)

[1] Your quote is based on you agreeing to a fixed-term fixed-rate energy plan. Price excludes Climate Change Levy and VAT.

[2] Your estimated annual price is calculated using your estimated annual consumption and the quoted unit rate shown above. To calculate your estimated annual price, we use industry averages to allocate your estimated annual consumption across your unit rates. Any discounts which apply are included in your estimated annual price. However, your actual annual price may be different to this estimate because it is reflecting your actual total annual usage and the percentage split on each unit rate may be different.

Gas & electricity	Energy services	Smarter working	Help & advice	Your account	British Gas at home
Get a quote	Maintenance	Energy Made Simple	Switching to British Gas	Submit gas reading	Residential electricity
Business electricity	Careplan	Industry insight	Business	Submit electricity reading	Residential gas
Business gas	Gas safety checks	Case studies	Connections & Metering	How to understand your bill	Residential boiler
Switching process	Business boiler breakdowns	Read our blog	Bills & Payments	Moving premises	Residential boiler repair
Connections & metering	Business boiler installation quotes	Events	Meters & Readings		Residential boiler cover
Renewable energy	Dyno-Rod		Moving Premises		
Contracts	Electric cars & vans		Energy Efficiency		
Partners	Solar		Boiler Maintenance & repair		
			Microbusiness & OFGEM		
			Online Account Management		

[Terms and Conditions](#) | [Privacy policy](#) | [Cookies](#) | [Accessibility](#) | [Sitemap](#) | [About us](#) | [Careers](#) | [Contact us](#) | [Blog](#) | [Centrica](#) |  
© British Gas 2015



### 10. H3

Accept Terms and Conditions

### 11. Checkbox option

I have read and understood the British Gas Terms & Conditions [link opens in new window] and understand I am entering into a legally binding contract with British Gas for 1 year.

### 12. Checkbox option

We may want to contact you by mail, phone, visit or e-mail about other products and services provided by us, or our partners. By providing your information you will be indicating your consent to us keeping you informed in this way but please tick the box if you DO wish to hear about such products and services.

### 13. H3

Further savings

### 14. Panel

#### H4

We could help lower your bills with an annual service for your boiler.

#### Checkbox option

Yes I'd like to speak with you about a check-up to make sure my gas boiler is running efficiently and safely.

#### Icon

#### Tertiary Link

[Learn more about Careplan](#) [Link to 3.2]

### 15. Primary button

[Renew now](#) {link to 3.3}

#### Links

| [Back](#) [Link back to 2.0]

### 16. Small body text

[1] Your quote is based on you agreeing to a fixed term, fixed rate energy plan. Price excludes Climate Change Levy and VAT

[2] Your estimated annual price is calculated using your estimated annual consumption and the quoted unit rate shown above. To calculate your estimated annual price, we use industry averages to allocate your estimated annual consumption across your unit rates. Any discounts which apply are included in your estimated annual price. However, your actual annual price may be different to this estimate because it is reflecting your actual total annual usage and the percent-

age split on each unit rate may be different.

price. However, your actual annual price may be different to this estimate because it is reflecting your actual total annual usage and the percentage split on each unit rate may be different.

## 3.1.2 - Multiple account Quote confirmation





## 3.1.2 Multiple account confirmation



[Home](#) > Business > Your account > Renewal summary

### Renewal quote confirmation

Your selected Energy Plan is ready to renew

To complete your renewal, please review your details below. Then accept our Terms & Conditions.

**1** Multiple account quote  
 1 year Fixed Price Electricity Plan  
 Renewal start date: [What's this?](#)  
 01 Oct 2015

Total estimated annual price  
**£5,077.38\*** (excl VAT, CCL)  
✓ incl. Discounts of £267.00  
Based on estimated annual consumption of 10,125 kWh

**MOST POPULAR**

Prefer to call us?  
 Call us on  
**0800 316 2659**  
Open Mon-Thurs 08:30 - 17:30,  
 Fri 08:30 - 17:00  
[Call me back](#)

**Discounts we'll apply to your bill**  
 **3% off** 3% Renew Online discount  
 6% Direct Debit discount 

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

#### Important information - Please read

I have read and understood the following:

You won't be able to end the energy plan until the full fixed price period has ended, unless our [Terms and Conditions](#) say otherwise. Please remember, if you have any outstanding bills we may stop you from transferring to a new energy plan until you have paid all the money you owe. We'll send you details of your options, prices and Terms and Conditions around 60 days before the end of this Fixed Price Energy Plan. If you do nothing at the end of your Fixed Price Energy Plan - you'll move onto our Variable Price Plan. If you wish to leave us at the end of your Fixed Price Energy Plan - you'll need to let us know in writing, at least 30 days before the end of your plan."

Renew online today and get a discount of **3%** off your renewal prices

**3% off**   
Terms and conditions apply

#### Accept Terms and Conditions

I have read and understood the British Gas [Terms & Conditions](#) and understand I am entering into a legally binding contract with British Gas for 1 year.

We may want to contact you by mail, phone, visit or e-mail about other products and services provided by us, or our partners. By providing your information you will be indicating your consent to us keeping you informed in this way but please tick the box if you DO wish to hear about such products and services.

#### Further savings

We could help lower your bills with an annual service for your boiler.

Yes I'd like to speak with you about a check-up to make sure my gas boiler is running efficiently and safely.  
[Learn more about Careplan](#)



**01. H3**  
 Multiple account quote

### BGBD 856 - Marketing consent in renewals quote summary page

- Show marketing consent option only if logged in online user has no marketing consent options opted in
- Marketing consent tick mark is optional
- Customers opting for marketing consent tick mark will opt them in for all 4 channel types (phone, email, sms, letter) at the online BP contact person level
- This opt in is also reflected in manage personal details section of OAM

## 3.2 - Careplan overlay





## 3.2 Careplan overlay

**British Gas**  
Looking after your world

> Business > Your account > Renewal summary

### Renewal quote confirmation

Your selected Energy Plan is ready to renew  
To complete your renewal, please review your details below. Then accept our Terms & Conditions.

Account number: 600380080

**1 year Fixed Price Electricity Plan**

Renewal start date: [What's this?](#)  
01 Oct 2015

Supply address:  
49 VILLIERS STREET  
WC2N 6NE

Discounts we offer:  
**3% off** 3% Renewable

\* Your final price may differ depending on your contract. Price excludes Climate Change Levy.

Total estimated annual price  
**£5,077.38\*** (excl VAT, CCL)  
£423.09 monthly (excl. VAT)

Based on your current consumption

**MOST POPULAR**

Prefer to call us?  
Call us on  
**0800 316 2659**  
Open Mon-Thurs 08:30 - 17:30,  
Fri 08:30 - 17:00  
[Call me back](#)

**Careplan – Business boiler and appliance service & repair**

A boiler that isn't working to full efficiency costs you money on your bills. Whatever your boiler's age, you could make savings by having a regular service.

- 1 Keeps your boiler running efficiently to reduce your bills.
- 2 Regular servicing can increase the lifespan of your boiler
- 3 Our Gas Safe registered engineers service all makes of boilers
- 4 Ensures you meet legal obligations to keep gas appliances running safely
- 5 Range of plans available to meet your business needs

**Renew online today and get a discount of 3%\* off your renewal prices**

**3% off**

Terms and conditions apply

**Protect your boiler with our service and maintenance plans**

I am interested in learning more about Careplan lorem ipsum dolor sit contact me dolor lorem ipsum dolor sit contact me dolor amendum.amendum.

[Learn more about Careplan](#)

**Renew now** | [Back](#)

#### 01. Non modal overlay

#### 02. H3

Careplan – Business boiler and appliance service & repair

#### 03. Large body text

A boiler that isn't working to full efficiency costs you money on your bills. Whatever your boiler's age, you could make savings by having a regular service.

#### 04. Image

Gas safety image

#### 05. Feature list

- [Tick] Keeps your boiler running efficiently to reduce your bills
- [Tick] Regular servicing can increase the lifespan of your boiler
- [Tick] Our Gas Safe registered engineers service all makes of boilers
- [Tick] Ensures you meet legal obligations to keep gas appliances running safely
- [Tick] Range of plans available to meet your business needs

### BGBD 473 - Careplan lead for Renewals

- careplan tick mark with copy is shown to customers in Quote summary page in renewals journey and is a optional tick mark

- if customer opts-in for care plan then this information is sent to non energy agents via an opportunity in round robin

[1] Your quote is based on you agreeing to a fixed-term fixed-rate energy plan. Price excludes Climate Change Levy and VAT.

[2] Your estimated annual price is calculated using your estimated annual consumption and the quoted unit rate shown above. To calculate your estimated annual price, we use industry averages to allocate your estimated annual consumption across your unit rates. Any discounts which apply are included in your estimated annual price. However, your actual annual price may be different to this estimate because it is reflecting your actual

PAGE 50

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/ 3.2 Careplan overlay / PAGE 50

## 3.3 - Thank you





### 3.3 Renewal confirmation - Thank you

**British Gas**  
Looking after your world

Business > Your account > Renewal summary

## 1 Renewal confirmation

2 Thank you for renewing with us  
We're pleased you've decided to stay with us. We're confident you've made the right choice in opting for our fixed term, fixed price contract, providing price stability for the length of your contract in an unpredictable marketplace.

3

4

5 1 year Fixed Price Electricity contract

6 Energy plan renewal start date: 01 Oct 2015  
Energy plan end date: 30 Sept 2016

7 Renew Online discount

8 DIRECT Debit 6% Direct Debit discount

9 Discounts we'll apply to your bill

10 What happens next?  

- We'll email you to confirm the details of your renewal.
- You'll get your energy plan by post within 10 days
- You don't need to do anything else.

11 One of our Careplan team will call you  
Lorem ipsum dolor sit amendum cal you to discuss our service and maintenance plan options to suit your business needs all year round dolor sit.

We'd like your feedback (optional)  
If you have an account specific query or comment about our customer service please visit our [Contact us](#) page.  
How easy was it for you to do what you wanted on the website today, on a scale of 1-10?  
(0 = very difficult, 10 = very easy)

0 1 2 3 4 5 6 7 8 9 10

12 Back to your account

What would you like to do next?  
[Submit meter read](#) [View your account](#) [View your bills](#)

- ✓ Ensure your bills are as accurate as possible.
- ✓ Only pay for the energy you use.
- ✓ View your account details.
- ✓ Update your personal details.
- ✓ View, download and print your bills online.
- ✓ 24/7 access to your billing information.

01. H1  
Renewal confirmation
02. H2  
Thank you for renewing with us
03. Body text  
We're pleased you've decided to stay with us. We're confident you've made the right choice in opting for our fixed term, fixed price contract, providing price stability for the length of your contract in an unpredictable marketplace.
04. Panel
05. Icon  
<Gas/ Electricity icon>  
H2  
<1>Year Fixed Price <Gas/Electricity> contract
06. H4  
Energy plan renewal start date  
Large body text  
<date>
- H4  
Energy plan end date  
Large body text  
<date>
07. H4  
Discounts we'll apply to your bill  
Icon  
Large body text  
3% Renew Online discount  
Icon  
Large body text  
6% Direct Debit discount
08. H3  
What happens next?  
List
  - \* We'll email you to confirm the details of your renewal
  - \* You'll get your energy plan by post within 10 days
  - \* You don't need to do anything else
09. Careplan panel  
Icon  
H4  
One of our Careplan team will call you  
Body text  
TBC
10. Feedback poll
11. Primary link  
Back to your account  
[Link to Your account page]



## 3.3 Renewal confirmation - Thank you

### What happens next?

- We'll email you to confirm the details of your renewal.
- You'll get your energy plan by post within 10 days
- You don't need to do anything else.

 One of our Careplan team will call you  
Lorem ipsum dolor sit amendum cal you to discuss our service and maintenance plan options to suit your business needs all year round dolor sit.

### We'd like your feedback (optional)

If you have an account specific query or comment about our customer service please visit our [Contact us](#) page.  
How easy was it for you to do what you wanted on the website today, on a scale of 1-10?  
(0 = very difficult, 10 = very easy)

0    1    2    3    4    5    6    7    8    9    10

 [Back to your account](#)

### 1 What would you like to do next?

**2 Submit meter read**

✓ Ensure your bills are as accurate as possible.  
✓ Only pay for the energy you use.



**3 View your account**

✓ View your account details.  
✓ Update your personal details.



**4 View your bills**

✓ View, download and print your bills online.  
✓ 24/7 access to your billing information.



Gas & electricity	Energy services	Smarter working	Help & advice	Your account	British Gas at home
Get a quote	Maintenance	Energy Made Simple	Switching to British Gas	Submit gas reading	Residential electricity
Business electricity	Careplan	Industry insight	Business	Submit electricity reading	Residential gas
Business gas	Gas safety checks	Case studies	Connections & Metering	How to understand your bill	Residential boiler
Switching process	Business boiler breakdowns	Read our blog	Bills & Payments	Moving premises	Residential boiler repair
Connections & metering	Business boiler installation quotes	Events	Meters & Readings		Residential boiler cover
Renewable energy	Dyno-Rod		Moving Premises		
Contracts	Electric cars & vans		Energy Efficiency		
Partners	Solar		Boiler Maintenance & repair		
			Microbusiness & OFGEM		
			Online Account Management		

## 3.4.1 - Single account - Quote confirmation Email





## 3.4.1 Single account quote confirmation email



### 1 Renewal confirmation

- 2 Thank you for renewing your Fixed Price Energy Plan with us
- 3 Dear Mr Mattison,
- 4 We're pleased you've decided to stay with us.



1 year Fixed Price Electricity contract

7 Energy plan renewal start date:  
01 Oct 2015  
Energy plan end date:  
30 Sept 2016

### 8 Account details

Account number: 600591738  
Site address: Stainton Village Hall, Barnard Castle, DL12 8RB

### 9 Discounts we'll apply to your bill

**3% off** 3% Renew Online discount



6% Direct Debit discount

#### What happens next?

- You'll get your energy plan by post within 10 days
- You don't need to do anything else.

#### What happens at the end of your contract

- We'll send you details of your options, prices and Terms and Conditions around 60 days before the end of this Fixed Price Energy Plan.
- If you do nothing at the end of your Fixed Price Energy Plan - you'll move onto our

#### 01. H1

Renewal confirmation

#### 02. H2

Thank you for renewing your Fixed Price Energy Plan with us

#### 03. Body text

Dear <Salutation><Last name>

#### 04. Body text

We're pleased you've decided to stay with us..

#### 05. Panel

#### 06. Icon

<Gas/ Electricity icon>

#### H2

<1>Year Fixed Price <Gas/Electricity> contract

#### 07. H4

Energy plan renewal start date

#### Large body text

<date>

#### H4

Energy plan end date

#### Large body text

<date>

#### 08. H3

Account details

#### H4

Account number:

#### Large body text

<account number>

#### H4

Site address:

#### Large body text

<address>

#### 09. H3

Discounts we'll apply to your bill

#### H4

Discounts we'll apply to your bill

#### Icon

#### Large body text

3% Renew Online discount

#### Icon

#### Large body text

6% Direct Debit discount

### BGBD 804 - Renewal proposition in Email confirmation

Criteria:

All online renewal confirmation email acknowledgements to include renewal discount value, estimated bill value(with and without discount)

Discount details are same as offline renewal offer letter and offline renewal confirmation pack

Existing renewal confirmation email sent from online is updated to include line items for discount %value and estimated bill amount for each account

Discount % value and estimated bill amount is dynamic based on what SAP is provided for each account



## 3.4.1 Single account quote confirmation email

**Discounts we'll apply to your bill**

**3% off** 3% Renew Online discount

6% Direct Debit discount

### 1 What happens next?

- 2 You'll get your energy plan by post within 10 days
- You don't need to do anything else.

### 3 What happens at the end of your contract

- We'll send you details of your options, prices and Terms and Conditions around 60 days before the end of this Fixed Price Energy Plan.
- 4 If you do nothing at the end of your Fixed Price Energy Plan - you'll move onto our Variable Price Plan.
- If you wish to leave us at the end of your Fixed Price Energy Plan - you'll need to let us know in writing, at least 30 days before the end of your plan.

### 5 Important information

For the purpose of this energy plan, your business is defined as a micro business. If you'd like information on micro businesses, take a look at your Terms and Conditions, or visit [britishgas.co.uk/business/terms](http://britishgas.co.uk/business/terms). This document is part of the legally binding contract between us. The Terms and Conditions apply to our Variable Price Plans and our Fixed Price Energy Plans and can be found at [britishgas.co.uk/business/terms](http://britishgas.co.uk/business/terms). When you move onto our Variable Price Plan, or agree a new Fixed Price Energy Plan, we'll write to you confirming the details of your new plan. This will include a copy of the Terms and Conditions that will apply to your supply arrangement. We understand that running a business can be challenging and that some customers have trouble paying their bills - If you need help please call us for more information or go to [britishgas.co.uk/business/financial-difficulty](http://britishgas.co.uk/business/financial-difficulty).

For more information about the mix of fuels used to generate our electricity, simply visit [britishgas.co.uk/business/fuel-mix](http://britishgas.co.uk/business/fuel-mix).

### 7 Any concerns?

- 8 You can access details of our complaints handling procedure at [britishgas.co.uk/business/complaints](http://britishgas.co.uk/business/complaints)

### 9 Manage your account

#### 01. H3

What happens next?

#### 02. List

- \* You'll get your energy plan by post within 10 days
- \* You don't need to do anything else.

#### 03. H3

What happens at the end of your contract

#### 04. List

- \* We'll send you details of your options, prices and Terms and Conditions around 60 days before the end of this Fixed Price Energy Plan.
- \* If you do nothing at the end of your Fixed Price Energy Plan - you'll move onto our Variable Price Plan.
- \* If you wish to leave us at the end of your Fixed Price Energy Plan - you'll need to let us know in writing, at least 30 days before the end of your plan.

#### 05. H3

Important information

#### 06. Body text

For the purpose of this energy plan, your business is defined as a micro business. If you'd like information on micro businesses, take a look at your Terms and Conditions, or visit [britishgas.co.uk/business/terms](http://britishgas.co.uk/business/terms). This document is part of the legally binding contract between us. The Terms and Conditions apply to our Variable Price Plans and our Fixed Price Energy Plans and can be found at [britishgas.co.uk/business/terms](http://britishgas.co.uk/business/terms). When you move onto our Variable Price Plan, or agree a new Fixed Price Energy Plan, we'll write to you confirming the details of your new plan. This will include a copy of the Terms and Conditions that will apply to your supply arrangement. We understand that running a business can be challenging and that some customers have trouble paying their bills - If you need help please call us for more information or go to [britishgas.co.uk/business/financial-difficulty](http://britishgas.co.uk/business/financial-difficulty).

For more information about the mix of fuels used to generate our electricity, simply visit

[britishgas.co.uk/business/fuel-mix](http://britishgas.co.uk/business/fuel-mix).

#### 07. H3

Any concerns?

#### 08. Body text

You can access details of our complaints handling procedure at [britishgas.co.uk/business/complaints](http://britishgas.co.uk/business/complaints)

#### 09. Primary link

Manage your account  
[Link to Your account page]

## 3.4.2 - Multiple account - Quote confirmation Email





## 3.4.2 Multiple account quote confirmation email



### Renewal confirmation

Thank you for renewing your Fixed Price Energy Plan with us

Dear Mr Mattison,

We're pleased you've decided to stay with us.



1 year Fixed Price Electricity contract

Energy plan renewal start date:  
01 Oct 2015

Energy plan end date:  
30 Sept 2016

#### Account details

Account number: 600591738

Site address: Stainton Village Hall, Barnard Castle, DL12 8RB

Account number: 600591738

Site address: Stainton Village Hall, Barnard Castle, DL12 8RB

Account number: 600591738

Site address: Stainton Village Hall, Barnard Castle, DL12 8RB



#### Discounts we'll apply to your bill

**3% off** 3% Renew Online discount



6% Direct Debit discount



#### What happens next?

# 4.0 Change supplier



# 4.0 - Win back page





## 4.0 Change supplier - Win back section

**At Home | Business | Corporate**      Welcome Mr Sravan, [Log out](#) | [Contact us](#) | [Emergencies](#)      Search

**Gas & electricity** ▾ **Energy services** ▾ **Smarter working** ▾ **Help & Advice** ▾ **Your account** ▾

[Business](#) > [Your account](#) > [Account overview](#)

**1 Are you sure you want to leave?**  
Before you do, please take a look at the offers available to you online

**2** **3% Renew Online discount**  
Renew your energy plan online today and we'll apply a discount of up to 3% to your bill. [Learn more](#)

**4** **6% Direct Debit discount**  
Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill. [Learn more](#)

**5 Our most popular fixed term, fixed price plans are below**  
With the discounts available above, you can make significant savings.

**6** **1 year contract**    **2 year contract**    **3 year contract**

**7** **Multiple account quote**  
**1 year Fixed Price Electricity Plan**  
Renewal start date: [What's this?](#)  
01 Oct 2015

**8** **MOST POPULAR**  
**Total estimated annual price\*\***  
**£5,077.38\*** (excl VAT, CCL)  
✓ incl. Discounts of £267.00

**Select**

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated](#).

\*\* Based on estimated annual consumption of 10,125 kWh

- 01. H1**  
Are you sure you want to leave?
- 02. H3**  
Before you do, please take a look at the offers available to you online
- 03. Panel**
- 04. Icon**  
**H4**  
**3% Renew Online discount**  
**Body text**  
Renew your energy plan online today and we'll apply a discount of up to 3% to your bill.
- 05. Icon**  
**H4**  
**6% Direct Debit discount**  
**Body text**  
Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill
- 06. H3**  
Our most popular fixed term, fixed price plans are below
- 07. As per Fixed Price Plans**
- 08. RH Pods**  
As per live

### What happens when I confirm I'm switching

- You're not tied in and your prices will not be fixed
- We'll let you know at least 30 days before they change
- You can go back onto a Fixed Price Energy Plan at any time

[View Fixed Price Plan prices](#)

### Tell us you're leaving

To tell us you're leaving, please complete the form below or alternatively you can send us your written termination notice

by email: [businessrenewals@britishgas.co.uk](mailto:businessrenewals@britishgas.co.uk)

by post: Renewals Team, British Gas, Spinneyside, Penman Way, Grove Park, Leicester, LE19 1SZ

I confirm I wish to provide termination notice

# 4.1 - Termination notice form





## 4.1 Change supplier - Termination notice form - Confirm

Multiple account quote  
1 year Fixed Price Electricity Plan  
Renewal start date: [What's this?](#)  
01 Oct 2015

Total estimated annual price\*\*  
**£5,077.38\*** (excl VAT, CCL)  
✓ incl. Discounts of £267.00

**POPULAR**

Select

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

\*\* Based on estimated annual consumption of 10,125 kWh

1 What happens when I confirm I'm switching

- You're not tied in and your prices will not be fixed
- We'll let you know at least 30 days before they change
- You can go back onto a Fixed Price Energy Plan at any time

2 > View Fixed Price Plan prices

3 Tell us you're leaving

To tell us you're leaving, please complete the form below or alternatively you can send us your written termination notice

4 by email: [businessrenewals@britishgas.co.uk](mailto:businessrenewals@britishgas.co.uk)

5 by post: Renewals Team, British Gas, Spinneyside, Penman Way, Grove Park, Leicester, LE19 1SZ

6  I confirm I wish to provide termination notice

7 Reason for not renewing

Please select

8 Comments (character limit 2000)

9 Confirm | Back

01. H3

What happens when I confirm I'm switching:

02. List

- \* You're not tied in and your prices won't be fixed
- \* We'll let you know at least 30 days before they change
- \* You can go back onto a Fixed Price Energy Plan at any time

03. Tertiary link

[View Fixed Price Plan prices](#) [Link to Quote page]

04. H3

Tell us you're leaving

05. List

To tell us you're leaving, please complete the form below or alternatively you can send us your written termination notice

by email: [businessrenewals@britishgas.co.uk](mailto:businessrenewals@britishgas.co.uk)

by post: Renewals Team, British Gas, Spinneyside, Penman Way, Grove Park, Leicester, LE19 1SZ

06. Checkbox

I confirm I do not wish to renew my energy plan

07. Dropdown list- Reasons

[Label] Reason for not renewing  
[Width] Medium  
[Options]  
Price  
Customer service  
Renewals process  
Other

08. Text Box - Comments

[Label]Comments (character limit 2000)  
[Width] Large

09. Primary button - disabled

**BGBD 510 - Feedback form during renewals rejection**

- This page is not shown for customers who have already done early termination

- Customer should select one of the reasons as received from SAP and option to add comments

- This is submitted mandatorily along with the rejection T-notice in SAP and if any one of the transactions fail customer should be shown the error message and allowed to do it again managed contracts, any other contract than attribute based

Gas & electricity	Energy services	Smarter working	Help & advice	Your account	British Gas at home
Get a quote	Maintenance	Energy Made Simple	Switching to British Gas	Submit gas reading	Residential electricity
Business electricity	Careplan	Industry insight	Business	Submit electricity reading	Residential gas
Business gas	Gas safety checks	Case studies	Connections & Metering	How to understand your bill	Residential boiler
Switching process	Business boiler breakdowns	Read our blog	Bills & Payments	Moving premises	Residential boiler repair
Connections & metering	Business boiler installation quotes	Events	Meters & Readings		Residential boiler cover



## 4.1.2 Change supplier - Termination notice form - Select reason

Multiple account quote  
1 year Fixed Price Electricity Plan  
Renewal start date: [What's this?](#)  
01 Oct 2015

Total estimated annual price\*\*  
**£5,077.38\*** (excl VAT, CCL)  
✓ incl. Discounts of £267.00

**POPULAR**

Select

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

\*\* Based on estimated annual consumption of 10,125 kWh

### 01. Dropdown list- Reasons

[Label] Reason for not renewing  
 [Width] Medium  
 [Options]  
 Price  
 Customer service  
 Renewals process  
 Other

#### What happens when I confirm I'm switching

- You're not tied in and your prices will not be fixed
- We'll let you know at least 30 days before they change
- You can go back onto a Fixed Price Energy Plan at any time

[View Fixed Price Plan prices](#)

#### Tell us you're leaving

To tell us you're leaving, please complete the form below or alternatively you can send us your written termination notice

by email: [businessrenewals@britishgas.co.uk](mailto:businessrenewals@britishgas.co.uk)

by post: Renewals Team, British Gas, Spinneyside, Penman Way, Grove Park, Leicester, LE19 1SZ

I confirm I wish to provide termination notice

Reason for not renewing

1 Please select

Price  
Customer service  
Renewals process  
Other

[Confirm](#) | [Back](#)

Gas & electricity	Energy services	Smarter working	Help & advice	Your account	British Gas at home
<a href="#">Get a quote</a>	<a href="#">Maintenance</a>	<a href="#">Energy Made Simple</a>	<a href="#">Switching to British Gas</a>	<a href="#">Submit gas reading</a>	<a href="#">Residential electricity</a>
<a href="#">Business electricity</a>	<a href="#">Careplan</a>	<a href="#">Industry insight</a>	<a href="#">Business</a>	<a href="#">Submit electricity reading</a>	<a href="#">Residential gas</a>
<a href="#">Business gas</a>	<a href="#">Gas safety checks</a>	<a href="#">Case studies</a>	<a href="#">Connections &amp; Metering</a>	<a href="#">How to understand your bill</a>	<a href="#">Residential boiler</a>
<a href="#">Switching process</a>	<a href="#">Business boiler breakdowns</a>	<a href="#">Read our blog</a>	<a href="#">Events</a>	<a href="#">Moving premises</a>	<a href="#">Residential boiler repair</a>
<a href="#">Connections &amp; metering</a>	<a href="#">Business boiler installation quotes</a>				<a href="#">Residential boiler cover</a>



## 4.1.3 Change supplier - Termination notice form - Reason selected

Multiple account quote  
1 year Fixed Price Electricity Plan  
Renewal start date: [What's this?](#)  
01 Oct 2015

Total estimated annual price\*\*  
**£5,077.38\*** (excl VAT, CCL)  
✓ incl. Discounts of £267.00

**POPULAR**

Select

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

\*\* Based on estimated annual consumption of 10,125 kWh

### 01. Primary button -Enabled

Confirm

Links

| Back [Link back to previous step]

**Primary button becomes enabled**

#### Description

- Upon selecting a reason from the dropdown list the primary CTA becomes enabled.

#### What happens when I confirm I'm switching

- You're not tied in and your prices will not be fixed
- We'll let you know at least 30 days before they change
- You can go back onto a Fixed Price Energy Plan at any time

[View Fixed Price Plan prices](#)

#### Tell us you're leaving

To tell us you're leaving, please complete the form below or alternatively you can send us your written termination notice

by email: [businessrenewals@britishgas.co.uk](mailto:businessrenewals@britishgas.co.uk)

by post: Renewals Team, British Gas, Spinneyside, Penman Way, Grove Park, Leicester, LE19 1SZ

I confirm I wish to provide termination notice

Reason for not renewing

Other

Comments (character limit 2000)

1 | [Confirm](#) | [Back](#) | C1

Gas & electricity	Energy services	Smarter working	Help & advice	Your account	British Gas at home
<a href="#">Get a quote</a>	<a href="#">Maintenance</a>	<a href="#">Energy Made Simple</a>	<a href="#">Switching to British Gas</a>	<a href="#">Submit gas reading</a>	<a href="#">Residential electricity</a>
<a href="#">Business electricity</a>	<a href="#">Careplan</a>	<a href="#">Industry insight</a>	<a href="#">Business</a>	<a href="#">Submit electricity reading</a>	<a href="#">Residential gas</a>
<a href="#">Business gas</a>	<a href="#">Gas safety checks</a>	<a href="#">Case studies</a>	<a href="#">Connections &amp; Metering</a>	<a href="#">How to understand your bill</a>	<a href="#">Residential boiler</a>
<a href="#">Switching process</a>	<a href="#">Business boiler breakdowns</a>	<a href="#">Read our blog</a>	<a href="#">Events</a>	<a href="#">Moving premises</a>	<a href="#">Residential boiler repair</a>
<a href="#">Connections &amp; metering</a>	<a href="#">Business boiler installation quotes</a>				<a href="#">Residential boiler cover</a>



## 4.1.4 Change supplier - Termination notice form - Comments added

Multiple account quote  
**1 year Fixed Price Electricity Plan**  
 Renewal start date: [What's this?](#)  
 01 Oct 2015

Total estimated annual price\*\* POPULAR

**£5,077.38\*** (excl VAT, CCL)  
✓ incl. Discounts of £267.00

**Select**

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

\*\* Based on estimated annual consumption of 10,125 kWh

**User can enter comments**

**Description**

- Upon selecting reason from the dropdown list the user can add an additional comment.

**What happens when I confirm I'm switching**

- You're not tied in and your prices will not be fixed
- We'll let you know at least 30 days before they change
- You can go back onto a Fixed Price Energy Plan at any time

[View Fixed Price Plan prices](#)

**Tell us you're leaving**

To tell us you're leaving, please complete the form below or alternatively you can send us your written termination notice by email: [businessrenewals@britishgas.co.uk](mailto:businessrenewals@britishgas.co.uk)

by post: Renewals Team, British Gas, Spinneyside, Penman Way, Grove Park, Leicester, LE19 1SZ

---

I confirm I wish to provide termination notice

Reason for not renewing

Other ▼

Comments (character limit 2000)

Lore ipsum dolor sit amet, consectetur adipiscing elit. Morbi sed est tortor. In cursus nibh sed risus rhoncus porttitor. Nam finibus commodo dictum. Suspendisse condimentum metus ligula, vel vestibulum metus maximus a. Fusce ultricies nibh a tincidunt consequat. Aenean sed diam tincidunt, pharetra purus tincidunt, iaculis orci. In porttitor pretium neque eget vehicula. Vestibulum ante ipsum primis.

**C1**
**Confirm**
| [Back](#)

Gas & electricity	Energy services	Smarter working	Help & advice	Your account	British Gas at home
<a href="#">Get a quote</a>	<a href="#">Maintenance</a>	<a href="#">Energy Made Simple</a>	<a href="#">Switching to British Gas</a>	<a href="#">Submit gas reading</a>	<a href="#">Residential electricity</a>
<a href="#">Business electricity</a>	<a href="#">Careplan</a>	<a href="#">Industry insight</a>	<a href="#">Business</a>	<a href="#">Submit electricity reading</a>	<a href="#">Residential gas</a>
<a href="#">Business gas</a>	<a href="#">Gas safety checks</a>	<a href="#">Case studies</a>	<a href="#">Connections &amp; Metering</a>	<a href="#">How to understand your bill</a>	<a href="#">Residential boiler</a>
<a href="#">Switching process</a>	<a href="#">Business boiler breakdowns</a>	<a href="#">Read our blog</a>	<a href="#">Events</a>	<a href="#">Moving premises</a>	<a href="#">Residential boiler repair</a>
<a href="#">Connections &amp; metering</a>	<a href="#">Business boiler installation quotes</a>				<a href="#">Residential boiler cover</a>

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/ 4.1.4 Change supplier - Termination notice form - Comments added / PAGE 66



## 4.1.5 Change supplier - Termination notice form - Thank you page

**At Home | Business | Corporate**    Welcome Mr Sravan, [Log out](#) | [Contact us](#) | [Emergencies](#)    Search

**Gas & electricity** ▾ **Energy services** ▾ **Smarter working** ▾ **Help & Advice** ▾ **Your account** ▾

[Business](#) > [Your account](#) > [Account overview](#)

**1** **Thank you for letting us know**

**2** We're sorry you aren't renewing your contract with us.

**3** **What happens next?**

- If you don't have a new supplier in place when your Fixed Price Energy Plan ends on <date>, you'll move on to our Variable Price Plan. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. You can go back on a Fixed Price Energy Plan at any time.
- Please remember, if you have any outstanding bills we may stop you from switching to another supplier until you have settled your balance with us.

[View Fixed Price Plan prices](#)

**4**

We'd love you to stay. Call us on 0330 100 0005 to talk to us about our Fixed Price Energy Plans. These offer price stability for the length of your plan, allowing you to budget your energy costs more easily

[Call me back](#)

**5**

We'd like your feedback (Optional)

Based on the visit you've just made to our website, how much effort did it take you to do what you wanted to do, on a scale of 0-10, where 0 means no effort at all and 10 means high effort.

0    1    2    3    4    5    6    7    8    9    10

**6**

**Back to Your accounts**

**7**

What would you like to do next?

**Set up a Direct Debit**

- ✓ Secure and protected by Direct Debit Guarantee
- ✓ Could save 6% by setting up a Direct Debit on a fixed price energy plan

**Submit your meter read**

- ✓ Ensure your bills are as accurate as possible
- ✓ Only pay for the energy you use

**View your bills**

- ✓ View, download and print your bills online
- ✓ 24/7 access to your billing information

**8**

**Call us**  
**0330 100 0540**  
Monday to Friday  
8am - 6pm  
[Request a call back](#)

**Why choose British Gas?**

- ✓ We don't just do energy. We have a national network of engineers to look after your commercial gas and electrical appliances. We also offer maintenance and emergency repair services for your plumbing and drains.
- ✓ Our online Energy Made Simple service gives you the information to help put you in control of your costs. Why not take a look online at [Energy Made Simple](#)?

### 01. H1

Thank you for letting us know

### 02. H2

We're sorry you aren't renewing your contract with us.

### 03. H3

What happens next?

### 04. List

If you don't have a new supplier in place when your Fixed Price Energy Plan ends on <date>, you'll move on to our Variable Price Plan. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. You can go back on a Fixed Price Energy Plan at any time.

Please remember if you have any outstanding bills we may stop you from switching to another supplier until you have paid all the money you owe.

### Tertiary link

[View Fixed Price Energy Plan prices](#)  
[Link back to quote]

### 05. Panel

#### Large body text

We'd love you to stay. Call us on 0330 100 0005 to talk to us about our Fixed Price Energy Plans. These offer price stability for the length of your plan, allowing you to budget your energy costs more easily

### 06. Feedback poll

As per live

### 07. Primary link

[Back to Your accounts](#)  
[Link back to Your account]

### 08. Next action pods

As per live

## 4.2 - Termination email





## 4.2 Termination notice - Email confirmation



### 1 Thank you for letting us know

### 2 We won't renew your energy plan

### 3 Dear Mr Mattison,

We'd like to thank you for being a British Gas customer.

Your request to not renew your energy plan has been received.

If you don't have a new supplier in place when your Fixed Price Energy Plan ends on <date>, you'll move on to our Variable Price Plan. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. You can go back on a Fixed Price Energy Plan at any time.

Please remember if you have any outstanding bills we may stop you from switching to another supplier until you have paid all the money you owe.

#### Your current energy plan



1 year Fixed Price  
Electricity contract

#### Energy plan end date:

30 Sept 2016

#### Account details

**Account number:** 600591738

**Site address:** Stainton Village Hall, Barnard Castle, DL12 8RB

**Account number:** 600591738

**Site address:** Stainton Village Hall, Barnard Castle, DL12 8RB

**Account number:** 600591738

**Site address:** Stainton Village Hall, Barnard Castle, DL12 8RB

#### 01. H1

Thank you for letting us know

#### 02. H2

We won't renew your energy plan

#### Body text

Dear Mr Mattison,

We'd like to thank you for being a British Gas customer.

Your request to not renew your energy plan has been received.

If you don't have a new supplier in place when your Fixed Price Energy Plan ends on <date>, you'll move on to our Variable Price Plan. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. You can go back on a Fixed Price Energy Plan at any time.

Please remember if you have any outstanding bills we may stop you from switching to another supplier until you have paid all the money you owe.



## 4.2 Termination notice - Email confirmation

Please remember if you have any outstanding bills we may stop you from switching to another supplier until you have paid all the money you owe.

1 Your current energy plan  
 1 year Fixed Price Electricity contract

2 Energy plan end date:  
 30 Sept 2016

4 Account details

Account number: 600591738  
 Site address: Stainton Village Hall, Barnard Castle, DL12 8RB

Account number: 600591738  
 Site address: Stainton Village Hall, Barnard Castle, DL12 8RB

Account number: 600591738  
 Site address: Stainton Village Hall, Barnard Castle, DL12 8RB

5 We'd love you to stay. Call us on 0330 100 0005 to talk to us about our Fixed Price Energy Plans. These offer price stability for the length of your plan, allowing you to budget your energy costs more easily

6 Manage your account

### 01. Panel

#### 02. H3

Your current energy plan

##### Icon

<Gas/ Electricity icon>

##### H2

<1>Year Fixed Price <Gas/Electricity> contract

#### 03. H4

Energy plan end date:

<contract end date>

#### 04. Account details

### 05. Panel

We'd love you to stay. Call us on 0330 100 0005 to talk to us about our Fixed Price Energy Plans. These offer price stability for the length of your plan, allowing you to budget your energy costs more easily

#### 06. Primary link

Manage your account

[Link to <https://www.britishgas.co.uk/business/your-account/login> ]

### Have a question?

#### Contact us



To get in touch with us visit our [contact us](#) area.

#### FAQs



Alternatively, If you have a specific query, please visit our [help & advice](#) area on the website.

## 5.0 Call me back





## 5.0 Call me back

**British Gas**  
Looking after your world

Gas & electricity ▾ Energy services ▾ Smarter working ▾ Help & Advice ▾ Your account ▾

Business > Your account > Energy plan renewal > Call me back

### Call me back

1 A British Gas agent will call you back

2 If you'd like us to call you back, please fill in your details below.

3 First name  
4 Dave

5 Last name  
6 Stewart

7 Telephone  
07778 893230

8 Call us  
**0330 100 0540**  
Monday to Friday  
8am - 6pm

**Call me back** | Cancel

---

Gas & electricity	Energy services	Smarter working	Help & advice	Your account	British Gas at home
Get a quote	Maintenance	Energy Made Simple	Switching to British Gas	Submit gas reading	Residential electricity
Business electricity	Careplan	Industry insight	Business	Submit electricity reading	Residential gas
Business gas	Gas safety checks	Case studies	Connections & Metering	How to understand your bill	Residential boiler
Switching process	Business boiler breakdowns	Read our blog ↗	Bills & Payments	Moving premises	Residential boiler repair
Connections & metering	Business boiler installation quotes	Events	Meters & Readings		Residential boiler cover
Renewable energy	Dyno-Rod		Moving Premises		
Contracts	Electric cars & vans		Energy Efficiency		
Partners	Solar		Boiler Maintenance & repair		
			Microbusiness & OFGEM		
			Online Account Management		

01. H1  
Call me back
02. H2  
A British Gas agent will call you back
03. Body text  
If you'd like us to call you back, please fill in your details below.
04. Field - First name - Disabled, Prepopulated  
[Label] First name  
[Width] Medium
05. Field - Last name - Disabled, Prepopulated  
[Label] Last name  
[Width] Medium
06. Field - Telephone  
[Label] Telephone  
[Width] Medium
07. Primary button  
Call me back  
Links  
| Cancel
08. RH Pod - Call us  
Call us  
**Telephone number**  
0330 100 0540  
**Small body text**  
Monday to Friday  
8am - 6pm

# 6.0 Mobile designs (320px Portrait orientation)





## 2.1 Renewal-quote

vodafone UK 4:20 PM Emergencies

**British Gas**

**Renew online today and save**

Your Fixed Price Energy Plan ends on 31 Sept 2015.

To make renewing your energy plan easy, we've included all your renewal options below.

**Your current energy plan details**

Energy plan: Fixed Price Plan  
 Energy plan end date: 31 Sept 2015  
 Account number : 600380080  
 Payment method: Direct Debit

**Estimated annual price:** [What's this?](#)  
**£2102.03** (excl VAT, CCL)  
Based on estimated annual consumption of 10,125 kWh

**Option 1: Choose a new Fixed Priced Energy Plan below**

**1 year contract** **2 year contract** **3 year contract**

**MOST POPULAR**

**Account number:** 6007654321  
 1 Year Fixed Price Electricity contract

**Renewal start date:** [What's this?](#)  
 01 Oct 2015

**Supply address:**  
 49 Villiers Street, London, WC2N 6NE

**Renewal start date:** [What's this?](#)  
 01 Oct 2015

**Supply address:**  
 49 Villiers Street, London, WC2N 6NE

**Total estimated annual price**  
**£2,036.05\*** (excl. VAT, CCL)

✓ incl. Discounts of £267.00

**Select**

**+ View unit rates/tariffs**

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

\*\* Based on estimated annual consumption of 10,125 kWh

**Discounts we've applied to your renewal quote**

Your price is eligible for the discounts below. These discounts will be applied to your bill.

**3%** **3% Renew Online discount**  
 Renew your energy plan online today and we'll apply a discount of up to 3% to your bill.  
[Learn more](#)

**DIRECT Debit** **6% Direct Debit discount**  
 Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill.  
[Learn more](#)

**Option 2: Do nothing and you'll automatically move onto our Variable Price Plan.**

**DIRECT Debit** **6% Direct Debit discount**  
 Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill.  
[Learn more](#)

**Option 2: Do nothing and you'll automatically move onto our Variable Price Plan.**

If we don't hear from you, you'll move onto our Variable Price Plan. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. You can go back onto a Fixed Price Energy Plan at any time, but if you opt for a fixed price plan today you will receive our online discount\*. If you decide to switch supplier at a later date, you just need to give us 30 days' written notice.

**+ View our Variable Price Plan tariffs**

**Option 3: If you want to change supplier**

We hope you'll want to stay, but if you're thinking of leaving please call us on 0330 100 0540. If you still want to switch, you can do so from 31 Mar 2015. Just give us 30 days written notice and pay any outstanding bills.

**I want to change supplier**

**Get a discount for renewing online**

**Renew online today and get a discount of 3%\* off your renewal prices**

**3% off**

Terms and conditions apply

**Prefer to call us**

Call us on **0800 316 2659**

Open Mon-Thurs 08:30 - 17:30, Fri 08:30 - 17:00

**> Call me back**

**Comments**

**Option 3: If you want to change supplier**

We hope you'll want to stay, but if you're thinking of leaving please call us on 0330 100 0540. If you still want to switch, you can do so from 31 Mar 2015. Just give us 30 days written notice and pay any outstanding bills.

**I want to change supplier**

**Get a discount for renewing online**

**Renew online today and get a discount of 3%\* off your renewal prices**

**3% off**

Terms and conditions apply



## 2.1.1 Renewal-quote Rates table expanded

**Renew online today and save**

Your Fixed Price Energy Plan ends on 31 Sept 2015.

To make renewing your energy plan easy, we've included all your renewal options below.

**Your current energy plan details**

Energy plan:	Fixed Price Plan
Energy plan end date:	31 Sept 2015
Account number :	600380080
Payment method:	Direct Debit

**Estimated annual price:** [What's this?](#)  
**£2102.03** (excl VAT, CCL)  
Based on estimated annual consumption of 10,125 kWh

**Option 1: Choose a new Fixed Priced Energy Plan below**

<b>1 year contract</b>	<b>2 year contract</b>	<b>3 year contract</b>
------------------------	------------------------	------------------------

**Account number:** 6007654321  
**1 Year Fixed Price Electricity contract**

**Renewal start date:** [What's this?](#)  
01 Oct 2015

**Supply address:**  
49 Villiers Street, London, WC2N 6NE

**Renewal start date:** [What's this?](#)  
01 Oct 2015

**Supply address:**  
49 Villiers Street, London, WC2N 6NE

**Total estimated annual price**  
**£2,036.05\*** (excl. VAT, CCL)

✓ incl. Discounts of £267.00

**Select**

[View unit rates/tariffs](#)

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

\*\* Based on estimated annual consumption of 10,125 kWh

**Discounts we've applied to your renewal quote**

Your price is eligible for the discounts below. These discounts will be applied to your bill.

**3%** **3% Renew Online discount**  
Renew your energy plan online today and we'll apply a discount of up to 3% to your bill.  
[Learn more](#)

**6% Direct Debit discount**  
Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill.  
[Learn more](#)

**Option 2: Do nothing and you'll automatically move onto our Variable Price Plan.**

**DIRECT Debit** Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill.  
[Learn more](#)

**Option 2: Do nothing and you'll automatically move onto our Variable Price Plan.**

If we don't hear from you, you'll move onto our Variable Price Plan. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. You can go back onto a Fixed Price Energy Plan at any time, but if you opt for a fixed price plan today you will receive our online discount\*. If you decide to switch supplier at a later date, you just need to give us 30 days' written notice.

[View our Variable Price Plan tariffs](#)

**Option 3: If you want to change supplier**

We hope you'll want to stay, but if you're thinking of leaving please call us on 0330 100 0540. If you still want to switch, you can do so from 31 Mar 2015. Just give us 30 days written notice and pay any outstanding bills.

**I want to change supplier**

**Get a discount for renewing online**

**Renew online today and get a discount of 3%\* off your renewal prices**

**3% off**

**Terms and conditions apply**

**Comments**

We hope you'll want to stay, but if you're thinking of leaving please call us on 0330 100 0540. If you still want to switch, you can do so from 31 Mar 2015. Just give us 30 days written notice and pay any outstanding bills.

**I want to change supplier**

**Get a discount for renewing online**

**Renew online today and get a discount of 3%\* off your renewal prices**

**3% off**

**Terms and conditions apply**

**Prefer to call us**

Call us on  
**0800 316 2659**

Open Mon-Thurs 08:30 - 17:30, Fri 08:30 - 17:00

[Call me back](#)



## 2.1.4 Renewal-quote VPP Rates table expanded

vodafone UK 4:20 PM

**British Gas** Emergencies

### Renew online today and save

Your Fixed Price Energy Plan ends on 31 Sept 2015.

To make renewing your energy plan easy, we've included all your renewal options below.

**Your current energy plan details**

Energy plan:	Fixed Price Plan
Energy plan end date:	31 Sept 2015
Account number :	600380080
Payment method:	Direct Debit

**Estimated annual price:** [What's this?](#)  
**£2102.03** (excl VAT, CCL)  
 Based on estimated annual consumption of 10,125 kWh

**Option 1: Choose a new Fixed Priced Energy Plan below**

1 year contract	2 year contract	3 year contract
-----------------	-----------------	-----------------

**Account number:** 6007654321  
**MOST POPULAR**  
 1 Year Fixed Price Electricity contract

**Renewal start date:** [What's this?](#)  
 01 Oct 2015

**Supply address:**  
 49 Villiers Street, London, WC2N 6NE

**Renewal start date:** [What's this?](#)  
 01 Oct 2015

**Supply address:**  
 49 Villiers Street, London, WC2N 6NE

**Total estimated annual price**  
**£2,036.05\*** (excl. VAT, CCL)

✓ incl. Discounts of £267.00

**Select**

**+ View unit rates/tariffs**

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

\*\* Based on estimated annual consumption of 10,125 kWh

**Discounts we've applied to your renewal quote**

Your price is eligible for the discounts below. These discounts will be applied to your bill.

**3%** 3% Renew Online discount  
 Renew your energy plan online today and we'll apply a discount of up to 3% to your bill.  
[Learn more](#)

**6% Direct Debit discount**  
 Because you pay by Direct Debit we'll apply a discount of up to 6% to your bill.  
[Learn more](#)

**Option 2: Do nothing and you'll automatically move onto our Variable Price Plan.**

written notice.

**Close Variable Price Plan tariffs**

**Account number:** 6007654321  
**Variable Price Plan**

**Supply address:**  
 49 Villiers Street, London, WC2N 6NE

**Total estimated annual price**  
**£2,036.05\*** (excl. VAT, CCL)

Based on estimated annual consumption of 10,125 kWh

**Close unit rates/tariffs**

Unit type	Unit rates p/kWh (Current)	Unit rates p/kWh (Renewal)
Day	09.975	09.975
Night	10.125	10.125
Evening	07.500	07.500
Standing charge (p/day)	24.543	24.543

**Option 3: If you want to change supplier**

We hope you'll want to stay, but if you're thinking of leaving please call us on 0330 100 0540. If you still want to switch, you can do so from 31 Mar 2015. Just give us 30 days written notice and pay any outstanding bills.

**> I want to change supplier**

**Comments**

Day	09.975	09.975
Night	10.125	10.125
Evening	07.500	07.500
Standing charge (p/day)	24.543	24.543

**Get a discount for renewing online**

**Renew online today and get a discount of 3%\* off your renewal prices**

**3% off**



## 2.2 Renewal-quote-MS OVERLAY

vodafone UK 4:20 PM Emergencies

**British Gas**

Your energy plan contains multiple accounts

The account you have chosen to renew is part of an Energy Plan that contains multiple accounts. We've included them in your multi-site quote below. Renew these accounts online today to get our 3% Renew Online discount.

If you only want to renew some of the accounts in this plan, you'll need to call us on **0800 316 2659**

Payment method: Direct Debit

Estimated annual price: [What's this?](#)  
**£2102.03** (excl VAT, CCL)  
Based on estimated annual consumption of 10,125 kWh

Option 1: Choose a new Fixed Priced Energy Plan below

**2 year contract**

Multiple account quote

1 Year Fixed Price Electricity contract

Renewal start date: [What's this?](#)  
01 Oct 2015

Total estimated annual price  
**£5,077.38\*** (excl. VAT, CCL)



## 2.2.1 Renewal-quote-MS

A screenshot of a mobile phone screen showing a web page from British Gas. The top status bar shows signal strength, vodafone UK, 4:20 PM, battery level, and a lock icon. The page header includes the British Gas logo, a menu icon, and links for 'Emergencies' and a search icon. The main content area has a light gray background with a white sidebar on the left. The sidebar contains the text 'Get a business Careplan quote' in blue and a note below it: 'Please enter all information carefully so we can give you an accurate price.' To the right of the sidebar is a large, mostly blank white area. In the top right corner of this area, there is a small, rounded rectangular box containing the word 'Comments' in bold black text.



## 2.2.3 Renewal-quote-MS expanded rates table

vodafone UK 4:20 PM Emergencies

**British Gas**

**Renew online today and save**

Your Fixed Price Energy Plan ends on 31 Sept 2015.

To make renewing your energy plan easy, we've included all your renewal options below.

**Your current energy plan details**

Energy plan: Fixed Price Plan  
 Energy plan end date: 31 Sept 2015  
 Account number: 600380080  
 Payment method: Direct Debit

**Estimated annual price:** [What's this?](#)  
**£2102.03** (excl VAT, CCL)  
 Based on estimated annual consumption of 10,125 kWh

**Option 1: Choose a new Fixed Priced Energy Plan below**

**1 year contract** **2 year contract** **3 year contract**

**MOST POPULAR**

**Multiple account quote**  
 1 Year Fixed Price Electricity contract

**Renewal start date:** [What's this?](#)  
 01 Oct 2015

Total estimated annual price  
**£5,077.38\*** (excl. VAT, CCL)

**Renewal start date:** [What's this?](#)  
 01 Oct 2015

**Total estimated annual price**  
**£5,077.38\*** (excl. VAT, CCL)  
 ✓ incl. Discounts of £267.00

**Select**

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

\*\* Based on estimated annual consumption of 10,125 kWh

**Discounts we've applied to your renewal quote**

Your price is eligible for the discounts below. These discounts will be applied to your bill.

**3%** 3% Renew Online discount  
 Renew your energy plan online today and we'll apply a discount of up to 3% to your bill.  
[Learn more](#)

**6% Direct Debit discount**  
 Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill.  
[Learn more](#)

**Individual account details**

**Account number**  
 600380080  
**Supply address**  
 49 VILLIERS STREET  
 LONDON, WC2N 6NE

**Estimated annual price:**

**Individual account details**

**Account number**  
 600380080  
**Supply address**  
 49 VILLIERS STREET  
 LONDON, WC2N 6NE

**Estimated annual price:**  
**£2,036.05** (excl. VAT)

Based on current consumption

**Close unit rates/tariffs**

Unit type	Unit rates p/kWh (Current)	Unit rates p/kWh (Renewal)
Day	09.975	09.975
Night	10.125	10.125
Evening	07.500	07.500
Standing charge (p/day)	24.543	24.543

If we don't hear from you, you'll move onto our Variable Price Plan. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. You can go back onto a Fixed Price Energy Plan at any time, but if you opt for a fixed price plan today you will receive our online discount\*. If you decide to switch supplier at a later date, you just need to give us 30 days' written notice.

**+ View our Variable Price Plan tariffs**

**Option 3: If you want to change supplier**

We hope you'll want to stay, but if you're thinking of leaving please call us on 0330 100 0540. If you still want to switch, you can do so from 31 Mar 2015. Just give us 30 days written notice and pay any outstanding bills.

**> I want to change supplier**

**Get a discount for renewing online**

**Renew online today and get a discount of 3%\* off your renewal prices**

**3% off**

Terms and conditions apply

**Comments**



## 3.1.2 Renewal-summary-Multiple account

vodafone UK 4:20 PM Emergencies

**British Gas**

**Renewal quote confirmation**

Your selected Energy Plan is ready to renew

To complete your renewal, please review your details below. Then accept our Terms & Conditions.

**Multiple account quote** **MOST POPULAR**

1 year Fixed Price Electricity Plan

Renewal start date: [What's this?](#) 01 Oct 2015

Total estimated annual price  
**£5,077.38\*** (excl. VAT, CCL)

✓ incl. Discounts of £267.00

Based on estimated annual consumption of 10,125 kWh

Discounts we'll apply to your bill  
**3% off** 3% Renew Online discount

6% Direct Debit discount

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

Important information - Please read

I have read and understood the following:  
 Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

**Important information - Please read**

I have read and understood the following:  
 You won't be able to end the energy plan until the full fixed price period has ended, unless our [Terms and Conditions](#) say otherwise. Please remember, if you have any outstanding bills we may stop you from transferring to a new energy plan until you have paid all the money you owe. We'll send you details of your options, prices and Terms and Conditions around 60 days before the end of this Fixed Price Energy Plan. If you do nothing at the end of your Fixed Price Energy Plan - you'll move onto our Variable Price Plan. If you wish to leave us at the end of your Fixed Price Energy Plan - you'll need to let us know in writing, at least 30 days before the end of your plan."

**Accept Terms and Conditions**

I have read and understood the British Gas [Terms & Conditions](#) and understand I am entering into a legally binding contract with British Gas for 1 year.

We may want to contact you by mail, phone, visit or e-mail about other products and services provided by us, or our partners. By providing your information you will be indicating your consent to us keeping you informed in this way but please tick the box if you DO wish to hear about such products and services.

**Further savings**

We could help lower your bills with an annual service for your boiler.

Yes I'd like to speak with you about a check-up to make sure my gas boiler is running efficiently and safely.

[Learn more about Careplan](#)

check-up to make sure my gas boiler is running efficiently and safely.

[Learn more about Careplan](#)

**Comments**

Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

> [Learn more about Careplan](#)

**Renew now** **Back**

[1] Your quote is based on you agreeing to a fixed-term fixed-rate energy plan. Price excludes Climate Change Levy and VAT.

[2] Your estimated annual price is calculated using your estimated annual consumption and the quoted unit rate shown above. To calculate your estimated annual price, we use industry averages to allocate your estimated annual consumption across your unit rates. Any discounts which apply are included in your estimated annual price. However, your actual annual price may be different to this estimate because it is reflecting your actual total annual usage and the percentage split on each unit rate may be different.

Get a discount for renewing online

Renew online today and get a discount of 3%\* off your renewal prices

**3% off** \*

Terms and conditions apply



## 3.3 Renewal Quote Confirmation

vodafone UK 4:20 PM Emergencies

**British Gas**

**Renewal confirmation**

Thank you for renewing with us

We're pleased you've decided to stay with us. We're confident you've made the right choice in opting for our fixed term, fixed price contract, providing price stability for the length of your contract in an unpredictable marketplace.

**1 year Fixed Price Electricity contract**

**Energy plan renewal start date:** 01 Oct 2015  
**Energy plan end date:** 30 Sept 2016

**Discounts we'll apply to your bill**

**3% Renew Online discount**

**6% Direct Debit discount**

**What happens next?**

- We'll email you to confirm the details of your renewal.
- You'll get your energy plan by post within 10 days
- You don't need to do anything else.

**One of our Careplan team will call you**  
 Lorem ipsum dolor sit amendum

You don't need to do anything else.

**One of our Careplan team will call you**  
 Lorem ipsum dolor sit amendum cal you to discuss our service and maintenance plan options to suit your business needs all year round dolor sit.

**We'd like your feedback (Optional)**  
 If you have an account specific query or comment about our customer service please go to Contact us.  
 Based on the visit to our website, how easy was it to do what you wanted to do, on a scale of 0-10 where 0 is very difficult and 10 is very easy?

Very difficult	1	2	3	4	5
6	7	8	9	10	Very easy

**Comments**



## 4.1.4 Decline-Summary-Checked-Comment added

vodafone UK 4:20 PM

**British Gas**

Emergencies

**Renew online today and save**

Your Fixed Price Energy Plan ends on 31 Sept 2015.

To make renewing your energy plan easy, we've included all your renewal options below.

**3%** **3% Renew Online discount**  
Renew your energy plan online today and we'll apply a discount of up to 3% to your bill.  
[Learn more](#)

**DIRECT Debit** **6% Direct Debit discount**  
Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill.  
[Learn more](#)

**Our most popular fixed term, fixed price plans are below**

With the discounts available above, you can make significant savings.

**1 year contract** **2 year contract** **3 year contract**

**Multiple account quote** **MOST POPULAR**

1 Year Fixed Price Electricity contract

**Renewal start date:** [What's this?](#)  
01 Oct 2015

Total estimated annual price  
**£5,077.38\*** (excl. VAT, CCL)

**Total estimated annual price**  
**£5,077.38\*** (excl. VAT, CCL)  
✓ incl. Discounts of £267.00

**Select**

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

\*\* Based on estimated annual consumption of 10,125kWh

**What happens when I confirm I'm switching**

- You're not tied in and your prices will not be fixed
- We'll let you know at least 30 days before they change
- You can go back onto a Fixed Price Energy Plan at any time

[View Fixed Price Plan prices](#)

**Tell us you're leaving**

To tell us you're leaving, please complete the form below or alternatively you can send us your written termination notice

by email: [businessrenewals@britishgas.co.uk](mailto:businessrenewals@britishgas.co.uk)

by post: Renewals Team, British Gas, Spinneyside, Penman Way, Grove Park, Leicester, LE19 1SZ

I confirm I wish to provide termination notice

Reason for not renewing

Mattison

Comments (character limit 2000)

Lore ipsum dolor sit amet, consectetur adipiscing elit. Morbi sed est tortor. In cursus nibh sed risus rhoncus porttitor. Nam finibus commodo dictum. Suspendisse condimentum metus ligula, vel vestibulum metus maximus a. Fusce ultricies nibh a tincidunt consequat.

by post: Renewals Team, British Gas, Spinneyside, Penman Way, Grove Park, Leicester, LE19 1SZ

I confirm I wish to provide termination notice

Reason for not renewing

Mattison

Comments (character limit 2000)

I confirm I wish to provide termination notice

Reason for not renewing

Mattison

Comments (character limit 2000)

**Get a discount for renewing online**

**Renew online today and get a discount of 3%\* off your renewal prices**

**3% off**

Terms and conditions apply

**Confirm** **Back**

**Get a discount for renewing online**

**Renew online today and get a discount of 3%\* off your renewal prices**

**3% off**

Terms and conditions apply

**Prefer to call us**

Call us on  
**0800 316 2659**

Open Mon-Thurs 08:30 - 17:30, Fri 08:30 - 17:00

[Call me back](#)

**Comments**



## 4.1.5 Decline-Summary-Checked-Comment added

vodafone UK 4:20 PM Emergencies

**British Gas**

**Thank you for letting us know**

We're sorry you aren't renewing your contract with us.

**What happens next?**

- If you don't have a new supplier in place when your Fixed Price Energy Plan ends on <date>, you'll move on to our Variable Price Plan. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. You can go back on a Fixed Price Energy Plan at any time.
- Please remember, if you have any outstanding bills we may stop you from switching to another supplier until you have settled your balance with us.

[View Fixed Price Plan prices](#)

**We'd love you to stay. Call us on 0330 100 0005 to talk to us about our Fixed Price Energy Plans.**

These offer price stability for the length of your plan, allowing you to budget your energy costs more easily

[Call me back](#)

**We'd like your feedback (Optional)**

If you have an account specific query or comment about our customer service please go to Contact us.

Based on the visit to our website, how easy was it to do what you wanted to do, on a scale of 0-10 where 0 is very difficult and 10 is very easy?

Very difficult

to do what you wanted to do, on a scale of 0-10 where 0 is very difficult and 10 is very easy?

Very difficult

1 2 3 4 5  
6 7 8 9 10

Very easy

[Back to your account](#)

**Comments**

# 7.0 Tablet designs (768px Portrait orientation)





## 2.1 Renewal-quote

**British Gas**

Emergencies

Breadcrumb

### Renew online today and save

Your Fixed Price Energy Plan ends on 31 Sept 2015.

To make renewing your energy plan easy, we've included all your renewal options below.

**Your current energy plan details**

Energy plan:	Fixed Price Plan
Energy plan end date:	31 Sept 2015
Account number :	600380080
Payment method:	Direct Debit

**Estimated annual price:** [What's this?](#) **£2102.03** (excl VAT, CCL)  
Based on estimated annual consumption of 10,125 kWh

**Option 1: Choose a new Fixed Priced Energy Plan below**

[1 year contract](#) [2 year contract](#) [3 year contract](#)

Account number: 6007654321  
1 Year Fixed Price Electricity contract

Renewal start date: [What's this?](#) 01 Oct 2015

**Supply address:**  
49 Villiers Street, London, WC2N 6NE

Total estimated annual price  
**£2,036.05\*** (excl. VAT, CCL)  
✓ incl. Discounts of £267.00

[Select](#)

[View unit rates/tariffs](#)

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated](#).

\*\* Based on estimated annual consumption of 10,125 kWh

**Discounts we've applied to your renewal quote**

Your price is eligible for the discounts below. These discounts will be applied to your bill.

**3%** **3% Renew Online discount**  
Renew your energy plan online today and we'll apply a discount of up to 3% to your bill. [Learn more](#)

**6% Direct Debit discount**  
Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill. [Learn more](#)

Renew your energy plan online today and we'll apply a discount of up to 3% to your bill. [Learn more](#)

**6% Direct Debit discount**  
Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill. [Learn more](#)

### Comments

#### Option 2: Do nothing and you'll automatically move onto our Variable Price Plan.

If we don't hear from you, you'll move onto our Variable Price Plan. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. You can go back onto a Fixed Price Energy Plan at any time, but if you opt for a fixed price plan today you will receive our online discount\*. If you decide to switch supplier at a later date, you just need to give us 30 days' written notice.

[View our Variable Price Plan tariffs](#)

#### Option 3: If you want to change supplier

We hope you'll want to stay, but if you're thinking of leaving please call us on 0330 100 0540. If you still want to switch, you can do so from 31 Mar 2015. Just give us 30 days written notice and pay any outstanding bills.

[I want to change supplier](#)

#### Get a discount for renewing online

Renew online today and get a discount of 3%\* off your renewal prices

**3% off**

#### Prefer to call us

Call us on

**0800 316 2659**

Open Mon-Thurs 08:30 - 17:30, Fri 08:30 - 17:00

[Call me back](#)



## 2.1.1 Renewal-quote Rates table expanded

**British Gas**

Emergencies

> Breadcrumb

### Renew online today and save

Your Fixed Price Energy Plan ends on 31 Sept 2015.

To make renewing your energy plan easy, we've included all your renewal options below.

**Your current energy plan details**

Energy plan:	Fixed Price Plan
Energy plan end date:	31 Sept 2015
Account number :	600380080
Payment method:	Direct Debit

**Estimated annual price:** [What's this?](#) £2102.03 (excl VAT, CCL)  
Based on estimated annual consumption of 10,125 kWh

**Option 1: Choose a new Fixed Priced Energy Plan below**

[1 year contract](#) [2 year contract](#) [3 year contract](#)

Account number: 6007654321  
1 Year Fixed Price Electricity contract  
  
**Renewal start date:** [What's this?](#)  
01 Oct 2015  
  
**Supply address:**  
49 Villiers Street, London, WC2N 6NE

**Total estimated annual price**  
**£2,036.05\*** (excl. VAT, CCL)  
✓ incl. Discounts of £267.00

**MOST POPULAR**

**Select**

[Close unit rates/tariffs](#)

Unit type	Unit rates p/kWh (Current)	Unit rates p/kWh (Renewal)
Day	09.975	09.975
Night	10.125	10.125
Evening	07.500	07.500
Standing charge (p/day)	24.543	24.543

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

\*\* Based on estimated annual consumption of 10,125 kWh

**Discounts we've applied to your renewal quote**

Your price is eligible for the discounts below. These discounts will be applied to your bill.

**3%** **3% Renew Online discount**  
Renew your energy plan online today and we'll apply a discount of up to 3% to your bill. [Learn more](#)

**DIRECT Debit** **6% Direct Debit discount**  
Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill. [Learn more](#)

**Option 2: Do nothing and you'll automatically move onto our Variable Price Plan.**

If we don't hear from you, you'll move onto our Variable Price Plan. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. You can go back onto a Fixed Price Energy Plan at any time, but if you opt for a fixed price plan today you will receive our online discount\*. If you decide to switch supplier at a later date, you just need to give us 30 days' written notice.

[View our Variable Price Plan tariffs](#)

**Option 3: If you want to change supplier**

We hope you'll want to stay, but if you're thinking of leaving please call us on 0330 100 0540. If you still want to switch, you can do so from 31 Mar 2015. Just give us 30 days written notice and pay any outstanding bills.

[I want to change supplier](#)

Get a discount for renewing online

Renew online today and get a discount of 3%\* off your renewal prices

**3% off**

**Prefer to call us**

Call us on  
**0800 316 2659**

Open Mon-Thurs 08:30 - 17:30, Fri 08:30 - 17:00

[Call me back](#)

### Comments



## 2.1.4 Renewal-quote VPP Rates table expanded

**British Gas**

Emergencies

> Breadcrumb

### Renew online today and save

Your Fixed Price Energy Plan ends on 31 Sept 2015.

To make renewing your energy plan easy, we've included all your renewal options below.

**Your current energy plan details**

Energy plan:	Fixed Price Plan
Energy plan end date:	31 Sept 2015
Account number :	600380080
Payment method:	Direct Debit

**Estimated annual price:** [What's this?](#) £2102.03 (excl VAT, CCL)  
Based on estimated annual consumption of 10,125 kWh

**Option 1: Choose a new Fixed Priced Energy Plan below**

[1 year contract](#) [2 year contract](#) [3 year contract](#)

**Account number:** 6007654321  
1 Year Fixed Price Electricity contract  
**Renewal start date:** [What's this?](#) 01 Oct 2015  
**Supply address:** 49 Villiers Street, London, WC2N 6NE

**Total estimated annual price** £2,036.05\* (excl. VAT, CCL)  
✓ incl. Discounts of £267.00

**Select**

[View unit rates/tariffs](#)

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

\*\* Based on estimated annual consumption of 10,125 kWh

**Discounts we've applied to your renewal quote**

Your price is eligible for the discounts below. These discounts will be applied to your bill.

**3%** 3% Renew Online discount  
Renew your energy plan online today and we'll apply a discount of up to 3% to your bill. [Learn more](#)

**6% Direct Debit discount**  
Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill. [Learn more](#)

**Option 2: Do nothing and you'll automatically move onto our Variable Price Plan.**

If we don't hear from you, you'll move onto our Variable Price Plan. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. You can go back onto a Fixed Price Energy Plan at any time, but if you opt for a fixed price plan today you will receive our online discount\*. If you decide to switch supplier at a later date, you just need to give us 30 days' written notice.

**Close Variable Price Plan tariffs**

**Account number:** 6007654321  
Variable Price Plan  
**Supply address:** 49 Villiers Street, London, WC2N 6NE

**Total estimated annual price** £2,036.05\* (excl. VAT, CCL)  
Based on estimated annual consumption of 10,125 kWh

**Close unit rates/tariffs**

Unit type	Unit rates p/kWh (Current)	Unit rates p/kWh (Renewal)
Day	09.975	09.975
Night	10.125	10.125
Evening	07.500	07.500
Standing charge (p/day)	24.543	24.543

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

\*\* Based on estimated annual consumption of 10,125 kWh

**Option 3: If you want to change supplier**

We hope you'll want to stay, but if you're thinking of leaving please call us on 0330 100 0540. If you still want to switch, you can do so from 31 Mar 2015. Just give us 30 days written notice and pay any outstanding bills.

[I want to change supplier](#)

**Get a discount for renewing online**

**Renew online today and get a discount of 3%\* off your renewal prices**

**3%\***

### Comments



## 2.2 Renewal-quote-MS OVERLAY

**British Gas**

Emergencies

> Breadcrumb

### Renew online today and save

Your Fixed Price Energy Plan ends on 31 Sept 2015.

**Your energy plan contains multiple accounts**

The account you have chosen to renew is part of an Energy Plan that contains multiple accounts. We've included them in your multi-site quote below. Renew these accounts online today to get our 3% Renew Online discount.

If you only want to renew some of the accounts in this plan, you'll need to call us on [0800 316 2659](tel:08003162659)

**Renew online today and get a discount of 3%\* off your renewal prices**

**3% off**

[Continue to quote](#)

**Renewal start date:** [What's this?](#)  
01 Oct 2015

**Select**

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated](#).

\*\* Based on estimated annual consumption of 10,125 kWh

**Discounts we've applied to your renewal quote**

Your price is eligible for the discounts below. These discounts will be applied to your bill.

**3%** 3% Renew Online discount  
Renew your energy plan online today and we'll apply a discount of up to 3% to your bill. [Learn more](#)

**6% Direct Debit discount**  
Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill. [Learn more](#)

**Individual account details**

Account number 600380080	Estimated annual price: <b>£2,036.05</b> (excl. VAT) Based on current consumption
-----------------------------	---

Supply address  
49 VILLIERS STREET  
LONDON, WC2N 6NE

**£2,036.05** (excl. VAT)  
Based on current consumption

[View unit rates/tariffs](#)

Account number  
600380080

**Estimated annual price:**  
**£2,036.05** (excl. VAT)  
Based on current consumption

[View unit rates/tariffs](#)

Account number  
600380080

**Estimated annual price:**  
**£2,036.05** (excl. VAT)  
Based on current consumption

[View unit rates/tariffs](#)

[View all 6 accounts in this quote](#)

1 year Fixed Price Electricity Plan  
Renewal start date:  
01 Oct 2015

**Select**

**Option 2: Do nothing and you'll automatically move onto our Variable Price Plan.**  
If we don't hear from you, you'll move onto our Variable Price Plan. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. You can go back onto a Fixed Price Energy Plan at any time, but if you opt for a fixed price plan today you will receive our online discount\*. If you decide to switch supplier at a later date, you just need to give us 30 days' written notice.

[View our Variable Price Plan tariffs](#)

**Option 3: If you want to change supplier**  
We hope you'll want to stay, but if you're thinking of leaving please call us on 0330 100 0540. If you still want to switch, you can do so from 31 Mar 2015. Just give us 30 days written notice and pay any outstanding bills.

[I want to change supplier](#)

**Get a discount for renewing online**

**Renew online today and get a discount of 3%\* off your renewal prices**

**3% off**

### Comments



## 2.2.1 Renewal-quote-MS

**British Gas**

Emergencies

> Breadcrumb

### Renew online today and save

Your Fixed Price Energy Plan ends on 31 Sept 2015.

To make renewing your energy plan easy, we've included all your renewal options below.

**Your current energy plan details**

Energy plan:	1 Year Fixed Price
Energy plan end date:	31 Sept 2015
Account number :	Multiple accounts
Payment method:	Direct Debit

**Estimated annual price:** [What's this?](#) **£2102.03** (excl VAT, CCL)  
Based on estimated annual consumption of 10,125 kWh

**Option 1: Choose a new Fixed Priced Energy Plan below**

[1 year contract](#) [2 year contract](#) [3 year contract](#)

**Multiple account quote**  
1 Year Fixed Price Electricity contract  
  
**Renewal start date:** [What's this?](#)  
01 Oct 2015

**Total estimated annual price** **£5,077.38\*** (excl. VAT, CCL)  
✓ incl. Discounts of £267.00

**MOST POPULAR**

**Select**

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

\*\* Based on estimated annual consumption of 10,125 kWh

**Discounts we've applied to your renewal quote**   
Your price is eligible for the discounts below. These discounts will be applied to your bill.

**3%** **3% Renew Online discount**  
Renew your energy plan online today and we'll apply a discount of up to 3% to your bill. [Learn more](#)

**6% Direct Debit discount**  
Because you already pay by Direct Debit we offer a discount of up to 6% to your bill. [Learn more](#)

**Individual account details**

<b>Account number</b> 600380080	<b>Estimated annual price:</b> <b>£2,036.05</b> (excl. VAT) Based on current consumption
------------------------------------	---

**Supply address**  
49 VILLIERS STREET  
LONDON, WC2N 6NE

[View unit rates/tariffs](#)

**Account number**  
600380080

**Estimated annual price:** **£2,036.05** (excl. VAT)  
Based on current consumption

[View unit rates/tariffs](#)

**Account number**  
600380080

**Estimated annual price:** **£2,036.05** (excl. VAT)  
Based on current consumption

[View unit rates/tariffs](#)

[View all 6 accounts in this quote](#)

**1 year Fixed Price Electricity Plan**  
**Renewal start date:**  
01 Oct 2015 **Select**

**Option 2: Do nothing and you'll automatically move onto our Variable Price Plan.**  
If we don't hear from you, you'll move onto our Variable Price Plan. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. You can go back onto a Fixed Price Energy Plan at any time, but if you opt for a fixed price plan today you will receive our online discount\*. If you decide to switch supplier at a later date, you just need to give us 30 days' written notice.

[View our Variable Price Plan tariffs](#)

**Option 3: If you want to change supplier**  
We hope you'll want to stay, but if you're thinking of leaving please call us on 0330 100 0540. If you still want to switch, you can do so from 31 Mar 2015. Just give us 30 days written notice and pay any outstanding bills.

**Comments**



## 2.2.3 Renewal-quote-MS expanded rates table

**British Gas**

Emergencies

> Breadcrumb

### Renew online today and save

Your Fixed Price Energy Plan ends on 31 Sept 2015.

To make renewing your energy plan easy, we've included all your renewal options below.

**Your current energy plan details**

Energy plan:	1 Year Fixed Price
Energy plan end date:	31 Sept 2015
Account number :	Multiple accounts
Payment method:	Direct Debit

**Estimated annual price:** [What's this?](#) **£2102.03** (excl VAT, CCL)  
Based on estimated annual consumption of 10,125 kWh

**Option 1: Choose a new Fixed Priced Energy Plan below**

[1 year contract](#) [2 year contract](#) [3 year contract](#)

**Multiple account quote**  
1 Year Fixed Price Electricity contract  
  
**Total estimated annual price**  
**£5,077.38\*** (excl. VAT, CCL)  
✓ incl. Discounts of £267.00

**Renewal start date:** [What's this?](#) 01 Oct 2015 [Select](#)

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

\*\* Based on estimated annual consumption of 10,125 kWh

**Discounts we've applied to your renewal quote**   
Your price is eligible for the discounts below. These discounts will be applied to your bill.

**3%** 3% Renew Online discount  
Renew your energy plan online today and we'll apply a discount of up to 3% to your bill. [Learn more](#)

**6% Direct Debit discount**  
Because you already pay by Direct Debit we'll apply a discount of up to 6% to your bill. [Learn more](#)

**Individual account details**

Account number	600380080	<b>Estimated annual price:</b>	<b>£2,036.05</b> (excl. VAT)
Supply address	49 VILLIERS STREET LONDON, WC2N 6NE		

**Individual account details**

Account number	600380080	<b>Estimated annual price:</b>	<b>£2,036.05</b> (excl. VAT)
Supply address	49 VILLIERS STREET LONDON, WC2N 6NE		

**Comments**

**Close unit rates/tariffs**

Unit type	Unit rates p/kWh (Current)	Unit rates p/kWh (Renewal)
Day	09.975	09.975
Night	10.125	10.125
Evening	07.500	07.500
Standing charge (p/day)	24.543	24.543

**View unit rates/tariffs**

Account number	600380080	<b>Estimated annual price:</b>	<b>£2,036.05</b> (excl. VAT)
Supply address	49 VILLIERS STREET LONDON, WC2N 6NE		

**View unit rates/tariffs**

Account number	600380080	<b>Estimated annual price:</b>	<b>£2,036.05</b> (excl. VAT)
Supply address	49 VILLIERS STREET LONDON, WC2N 6NE		

[View all 6 accounts in this quote](#)



## 3.1.2 Renewal-summary-Multiple account

**British Gas**

Emergencies

> Breadcrumb

### Renewal quote confirmation

Your selected Energy Plan is ready to renew

To complete your renewal, please review your details below. Then accept our Terms & Conditions.

**Multiple account quote**

1 year Fixed Price Electricity Plan

**Renewal start date:** [What's this?](#)  
01 Oct 2015

**Discounts we'll apply to your bill**

**3% off** 3% Renew Online discount 6% Direct Debit discount

**MOST POPULAR**

**Total estimated annual price**  
**£5,077.38\*** (excl. VAT, CCL)  
✓ incl. Discounts of £267.00

Based on estimated annual consumption of 10,125 kWh

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated.](#)

**Important information - Please read**

I have read and understood the following:

You won't be able to end the energy plan until the full fixed price period has ended, unless our [Terms and Conditions](#) say otherwise. Please remember, if you have any outstanding bills we may stop you from transferring to a new energy plan until you have paid all the money you owe. We'll send you details of your options, prices and Terms and Conditions around 60 days before the end of this Fixed Price Energy Plan. If you do nothing at the end of your Fixed Price Energy Plan - you'll move onto our Variable Price Plan. If you wish to leave us at the end of your Fixed Price Energy Plan - you'll need to let us know in writing, at least 30 days before the end of your plan."

**Accept Terms and Conditions**

I have read and understood the British Gas [Terms & Conditions](#) and understand I am entering into a legally binding contract with British Gas for 1 year.

We may want to contact you by mail, phone, visit or e-mail about other products and services provided by us, or our partners. By providing your information you will be indicating your consent to us keeping you informed in this way but please tick the box if you DO wish to hear about such products and services.

**Further savings**

We could help lower your bills with an annual service for your boiler.

please tick the box if you DO wish to hear about such products and services.

**Further savings**

We could help lower your bills with an annual service for your boiler.

Yes I'd like to speak with you about a check-up to make sure my gas boiler is running efficiently and safely. [Learn more about Careplan](#)

**Renew now** **Back**

[1] Your quote is based on you agreeing to a fixed-term fixed-rate energy plan. Price excludes Climate Change Levy and VAT.  
[2] Your estimated annual price is calculated using your estimated annual consumption and the quoted unit rate shown above. To calculate your estimated annual price, we use industry averages to allocate your estimated annual consumption across your unit rates. Any discounts which apply are included in your estimated annual price. However, your actual annual price may be different to this estimate because it is reflecting your actual total annual usage and the percentage split on each unit rate may be different.

**Get a discount for renewing online**

Renew online today and get a discount of 3%\* off your renewal prices

**3% off**

**Prefer to call us**

Call us on **0800 316 2659**  
Open Mon-Thurs 08:30 - 17:30, Fri 08:30 - 17:00  
[Call me back](#)

**Comments**



## 3.3 Renewal Quote Confirmation

**British Gas**

Emergencies

> Breadcrumb

### Renewal confirmation

Thank you for renewing with us

We're pleased you've decided to stay with us. We're confident you've made the right choice in opting for our fixed term, fixed price contract, providing price stability for the length of your contract in an unpredictable marketplace.

1 year Fixed Price Electricity contract	<b>Energy plan renewal start date:</b> 01 Oct 2015
	<b>Energy plan end date:</b> 30 Sept 2016

**Discounts we'll apply to your bill**

3% Renew Online discount

**What happens next?**

- We'll email you to confirm the details of your renewal.
- You'll get your energy plan by post within 10 days
- You don't need to do anything else.

**One of our Careplan team will call you**

Lorem ipsum dolor sit amendum cal you to discuss our service and maintenance plan options to suit your business needs all year round dolor sit.

**We'd like your feedback** (Optional)

If you have an account specific query or comment about our customer service please go to Contact us.

How easy was it for you to do what you wanted on the website today, on a scale of 1-10?  
(0 is very difficult, 10 is very easy)

Very difficult

1 2 3 4 5 6 7 8 9 10

Very easy

- You'll get your energy plan by post within 10 days
- You don't need to do anything else.

**One of our Careplan team will call you**

One of our Careplan team will call you  
Lorem ipsum dolor sit amendum cal you to discuss our service and maintenance plan options to suit your business needs all year round dolor sit.

**We'd like your feedback** (Optional)

If you have an account specific query or comment about our customer service please go to Contact us.

How easy was it for you to do what you wanted on the website today, on a scale of 1-10?  
(0 is very difficult, 10 is very easy)

Very difficult

1 2 3 4 5 6 7 8 9 10

Very easy

### Comments



## 4.1.4 Decline-Summary-Checked-Comment added

**British Gas**

Emergencies

> Breadcrumb

### Are you sure you want to leave?

Before you do, please take a look at the offers available to you online

**3%** 3% Renew Online discount  
Renew your energy plan online today and we'll apply a discount of up to 3% to your bill. [Learn more](#)

**6% Direct Debit discount**  
Because you already pay by Direct Debit we'll apply a discount up to 6% to your bill. [Learn more](#)

**Our most popular fixed term, fixed price plans are below**  
With the discounts available above, you can make significant savings.

[1 year contract](#) [2 year contract](#) [3 year contract](#)

**Multiple account quote**  
1 Year Fixed Price Electricity contract

**Renewal start date:** [What's this?](#)  
01 Oct 2015

**Total estimated annual price**  
**£5,077.38\*** (excl. VAT, CCL)  
✓ incl. Discounts of £267.00

[Select](#)

\* Your final price may differ depending on your actual yearly consumption. This quote is based on you agreeing to a fixed term fixed rate contract. Price excludes Climate Change Levy and VAT. [Learn more about how your quote is calculated](#).

\*\* Based on estimated annual consumption of 10,125 kWh

**What happens when I confirm I'm switching**

- You're not tied in and your prices will not be fixed
- We'll let you know at least 30 days before they change
- You can go back onto a Fixed Price Energy Plan at any time

[View Fixed Price Plan prices](#)

**Tell us you're leaving**

To tell us you're leaving, please complete the form below or alternatively you can send us your written termination notice

by email: [businessrenewals@britishgas.co.uk](mailto:businessrenewals@britishgas.co.uk)

by post: Renewals Team, British Gas, Spinneyside, Penman Way, Grove Park, Leicester, LE19 1SZ

■ We'll let you know at least 30 days before they change

■ You can go back onto a Fixed Price Energy Plan at any time

[View Fixed Price Plan prices](#)

**Tell us you're leaving**

To tell us you're leaving, please complete the form below or alternatively you can send us your written termination notice

by email: [businessrenewals@britishgas.co.uk](mailto:businessrenewals@britishgas.co.uk)

by post: Renewals Team, British Gas, Spinneyside, Penman Way, Grove Park, Leicester, LE19 1SZ

I confirm I wish to provide termination notice

**Reason for not renewing**

Mattison

Comments (character limit 2000)

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Morbi sed est tortor. In cursus nibh sed risus rhoncus porttitor. Nam finibus commodo dictum. Suspendisse condimentum metus ligula, vel vestibulum metus maximus a. Fusce ultricies nibh a tincidunt consequat. Aenean sed diam tincidunt, pharetra purus tincidunt, iaculis orci. In porttitor pretium neque eget vehicula. Vestibulum ante ipsum primis.

[Confirm](#) [Back](#)

**Get a discount for renewing online**

Renew online today and get a discount of 3%\* off your renewal prices

**3% off**

**Prefer to call us**

Call us on  
**0800 316 2659**

Open Mon-Thurs 08:30 - 17:30, Fri 08:30 - 17:00

[Call me back](#)

### Comments



## 4.1.5 Decline-Confirmation

**British Gas**

Emergencies

> Breadcrumb

### Thank you for letting us know

We're sorry you aren't renewing your contract with us.

**What happens next?**

- If you don't have a new supplier in place when your Fixed Price Energy Plan ends on <date>, you'll move on to our Variable Price Plan. You're not tied in and your prices will not be fixed, but we'll let you know at least 30 days before they change. You can go back on a Fixed Price Energy Plan at any time.
- Please remember, if you have any outstanding bills we may stop you from switching to another supplier until you have settled your balance with us.

[View Fixed Price Plan prices](#)

**We'd love you to stay. Call us on 0330 100 0005 to talk to us about our Fixed Price Energy Plans.**

These offer price stability for the length of your plan, allowing you to budget your energy costs more easily

[Call me back](#)

**We'd like your feedback (Optional)**

If you have an account specific query or comment about our customer service please go to Contact us.

How easy was it for you to do what you wanted on the website today, on a scale of 1-10?  
(0 is very difficult, 10 is very easy)

Very difficult

Very easy

1    2    3    4    5    6    7    8    9    10

[Back to your account](#)

**Comments**