

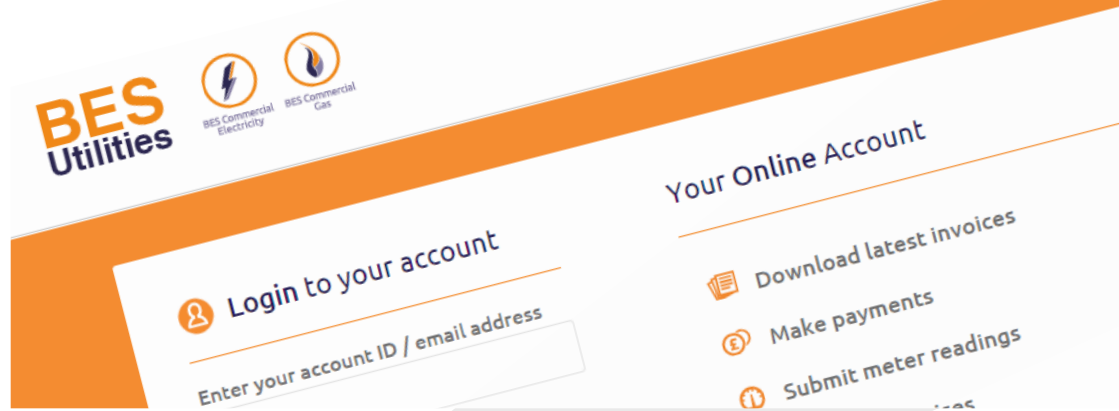
# BES Utilities

Customer Online Account Guide • 2015

**BES**  
Utilities



A supplier that understands your business needs



## Customer Online Account Guide • 2015

# Introduction /

This year at BES we launched our new online account for all electricity and gas customers.

At BES, we're committed to keeping the costs as low as possible for our customers and reducing our carbon-footprint. At the same time, we want to give our customers a simple and more reliable way to manage their BES account.

As a result of this, we're happy to announce that we have moved all of our

electricity and gas accounts online, giving customers access to the unique BES Utilities Online Account system.

This means that instead of receiving a paper bill, you will receive an email notification when your invoice is ready to view.

This document has been designed to help you navigate your way around your Online Account and make sure you understand all of its benefits.

### **Benefits of the BES Online Account:**

- View and download latest invoices.
- Pay your bills whenever you want, wherever you are.
- Manage all of your sites and update existing contact information.
- and much, much more...



## Login Page/

[www.account.besutilities.co.uk](http://www.account.besutilities.co.uk)

Enter your e-mail address here. This is the email address you supplied when joining BES Utilities.

Hint: If your details have changed, or you haven't received your password please do not hesitate to **Contact Us** via email to [customerservices@besutilities.co.uk](mailto:customerservices@besutilities.co.uk).


Enter the password you received in your welcome email to the Customer Online Account, if you haven't received this email, we will be happy to send this out again.



## Login to your account

Enter your account ID / email address

Enter your password

Login 


[Forgotten password?](#)

[Problems logging in?](#)

## Your Online


 Download


 Make Payment


 Submit


 Move

 Download

 Multiple Accounts

 Overview

 Account Details

 Invoices

## Multiple accounts

Select account

BES [REDACTED] - [REDACTED] 

BES [REDACTED] - [REDACTED]

BES [REDACTED] - [REDACTED]



## Multiple Accounts/

If you have more than one account with BES, you can view the details of each account individually. Click the arrow and all of your accounts will be listed. Simply select the account you wish to view and click continue.

Hint: If you have multiple accounts and they are not linked here please do not hesitate to **Contact Us**.


## Overview/

The overview page shows your current account balance, the status of your direct debit as well as your method of billing.

Here you can also see your last three invoices, just place your mouse over the arrow and click download.


Hint: Make sure you have Adobe Reader or another download tool so you can view these.

Please refer to the Invoices tab on the left of the page if you would like to view previous invoices back to October 2014.


 Overview

 Account Details

 Invoices

 Make a Payment

 Meter Reading

 Moving Premises

 My Forms

 Help & Support

 Contact Us

 Reset Password

## Hi, welcome back

Account number:  
BES [REDACTED]

Payment method:  
Direct Debit

Last bill date:  
09.10.2015

### £ Your account



Gas account balance is  
£300.00 in debit



Your Gas account is on a  
budget plan




The Direct Debit is cancelled  
on your account. Please call  
0844 5678 427 to reinstate.

### £ Make a payment

I want to pay my gas bill


Amount you wish to pay:


£

Proceed to confirm amount 


### 📄 Your invoices


Gas invoices

October Invoice £300.00 

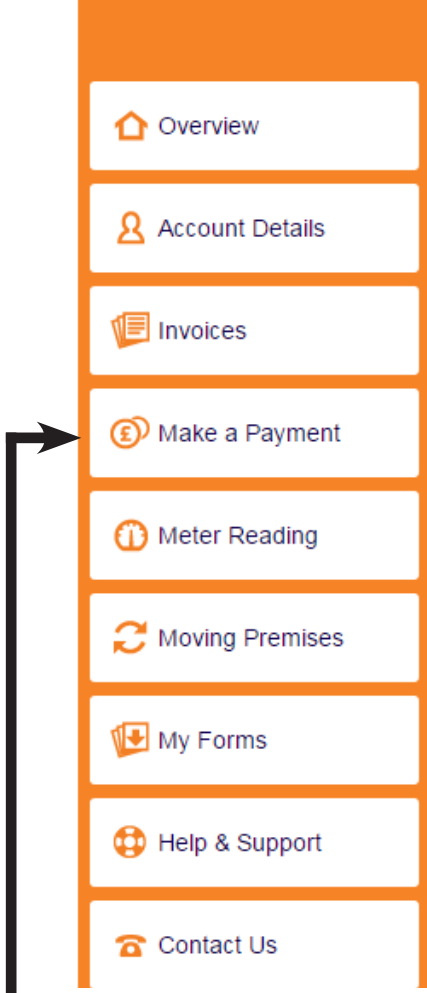
September Invoice £300.00 

### 📄 Your forms

Gas VAT Declaration 

Gas VAT Exemption Form 

Gas Terms and Conditions 



## Your account details

Account number: **BES**      Payment method: **Direct Debit**      Last bill date: **09.10.2015**

### Invoice address

Contact Name: [blurred]      Email address: [blurred]  
Account Address: [blurred]      Daytime No: [blurred]  
[blurred]      Home No: [blurred]  
[blurred]      Mobile No: [blurred]  
Postcode: [blurred]

### Want to update your details?

Please provide the new information via the 'Contact us' page or call us on 0844 5678 427.

### Account Details/

Your account details contains your invoicing address, e-mail address and contact numbers, as well as your site address.


If any details change, please provide this by clicking the link to the 'Contact Us' page or call us on 0844 5678 427.

### Make a Payment/


Payments can be made via Make a Payment seen on the left of the page. Secure payments are taken through SagePay and these will be updated to your account within 48 hours.

Hint: You can also start the process of making payments from the Overview page.

# Submit a meter reading

 Electricity readings


Submit your Electricity meter reading(s) below


Select meter:  


Read Date:  


Meter:

Register 1:



 Make a Payment

 Meter Reading

 Moving Premises

## Meter Reading/

You can enter your current meter readings via the Meter Reading page on the left hand side of the screen.

All fields must be entered before clicking submit including the date of the read and if there is more than one register showing. Remember to submit electricity readings on the 8th or 9th of each month and gas readings on the last working day of each month for accurate billing.

Hint: If you have more than one meter, you can use the drop down 'Select Meter' and enter more than one read at any one time. Simply select all the meters you wish to enter a read for, fill in all the details and click submit

- Overview
- Account Details
- Invoices
- Make a Payment
- Meter Reading
- Moving Premises
- My Forms
- Help & Support
- Contact Us
- Reset Password

## Moving Premises

We reserve the right to request evidence to substantiate the responsible party for the supply to the premises and the date they became responsible

### Details of current property

Site name:

\*Move out date:

### Final meter read

\*Serial number:

\*Date:

### Property responsibility

Now you have vacated, who is responsible?

- Landlord
  Property agent
  New tenant

## Moving Premises/

If you are leaving the premises, you can provide the details of this via the Moving Premises page.

All fields required are highlighted, you will be prompted if any of these fields are missing when you click submit.

Hint: You can let us know in advance that you are moving out as well as providing us with the new property details, if applicable.

### Contact Us

Have you reviewed our 'Help and Support' section?

Full name:

BES Ref:

My issue relates to:

- Billing & Payment
- Quote Required
- Moving Premises
- Meter Read Query
- Other

Email address:

Please fill in the details  Information as possible.

[Send request](#)

## Contact Us/

You can choose the type of issue or query by selecting from the drop down options.

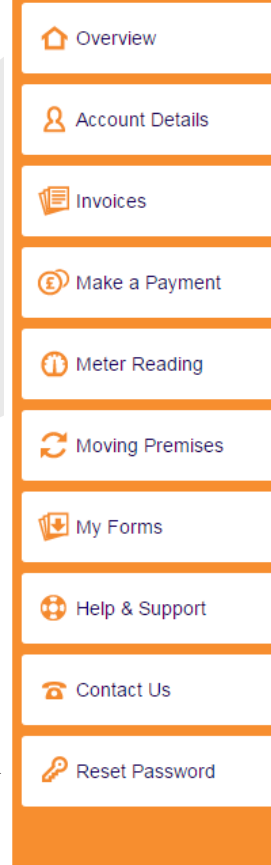
Please provide as much information as possible in the text box so we can deal with your query as efficiently as possible.

Hint: We aim to respond to all queries within one working day.

## Reset Password/

If you wish to change your password, please fill out the boxes shown, making sure the previous password is correct.

When clicking submit, this will update our systems and should be applicable the next time you attempt to log in.




## Change password

### Set your new password

\*Previous Password:






\*New Password:

\*Confirm Password:

Submit 

### Help & Support

We've answered the most commonly asked questions below. If you can't find what you are looking for please fill in the details of your query and one of our team will get back to you.

-  Electricity accounts
-  Gas accounts
-  Meter reading
-  Moving Premises
-  Bills and Payments

Can't find what you're looking for?

Please fill out the details in our 'Contact us' section and one of our team will get back to you.

## Help & Support/

Please refer to our Help & Support page for information regarding your gas or electric accounts, including answers to FAQ's as well as helpful billing and meter read information.

## BES Values Your Opinion/

We are always looking to improve our services and enhance the customer experience and welcome any feedback...



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Publisher: BES Utilities Marketing Team  
Editor: Chris Bird  
Design: Scott Walker

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BES Utilities is the generic reference to BES Commercial Electricity Ltd t/a BES Commercial Electricity, Business Energy Solutions Ltd t/a BES Commercial Gas and BES Telecom Ltd t/a BES Telecom. BES Commercial Electricity Ltd (registered in England & Wales No.06882734), Business Energy Solutions Ltd (registered in England & Wales No.04408013) and BES Telecom Ltd (registered in England & Wales No.08451649) all of whose registered office is Parkside Stand, Fleetwood Town Football Club, Park Avenue, Fleetwood, Lancashire, FY7 6TX.

# Get in touch...

You can contact our Customer Services Team using the method that's easiest for you, via the details below.

Our offices are open Monday to Friday, from 8.30am to 5.30pm.

## **BES Utilities**

Parkside Stand,  
Fleetwood Town  
Football Club  
Park Avenue  
Fleetwood  
Lancashire  
FY7 6TX

**Telephone:** 0844 5678 427

**Fax:** 0844 5678 428

## **General enquiries**

**Email:** [customerservices@besutilities.co.uk](mailto:customerservices@besutilities.co.uk)

## **Request a callback**

**Email:** [callback@besutilities.co.uk](mailto:callback@besutilities.co.uk)

**Website:** [www.besutilities.co.uk](http://www.besutilities.co.uk)

