

# BES Utilities

Treating Customers Fairly Charter • 2015

**BES**  
Utilities



A supplier that understands your business needs

Here at BES Utilities, our customers come first.  
This booklet sets out the steps we take to ensure  
our customers are treated fairly, at all times.



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# Introduction/

At BES Utilities, we understand how important it is, now more than ever, for customers to trust their energy supplier. We pride ourselves on delivering innovative products that meet our customers' electricity, gas and telecom needs, as well as providing a first class level of service.

In 2013, our industry regulator, Ofgem, introduced new Standards of Conduct for electricity and gas companies which supply small and medium businesses.

These Standards of Conduct mean suppliers must:

- Behave in a fair, honest, transparent, appropriate and professional way, at all times
- Provide customers with information which is transparent, clear, accurate and easy to understand, whether it's in writing, over the phone, or face-to-face
- Clearly display contact information and make it easy for customers to get in touch, so that the company can resolve

any problems quickly and make sure their service meets the needs of its customers

You can find more information about the Standards of Conduct on Ofgem's website: [www.ofgem.gov.uk](http://www.ofgem.gov.uk), under the 'Retail Market Review' section.

At BES, we believe all of our customers deserve a fair and consistently high level of service, so although the Standards only refer to micro businesses\*, we treat all of our customers in the same way, regardless of their business size.

We'll let you know, at least once per year, about the steps we're taking to ensure we treat customers fairly.

This is our report for 2015, and as well as this online version, you can request a hard copy, free of charge, by contacting our Customer Services Team.

*\*Please see Ofgem website for micro business definition*

## Investing in our Customer Services

Since the start of the year, we have taken steps to help reduce call and correspondence wait times, also acting on feedback to make life easier for our customers, so they can focus on what matters – running their business.

We've recruited extra staff across a number of customer-facing and back office teams, to ensure we're well equipped to deal with your issues more quickly and efficiently.

We've invested in system enhancements and staff training on key topics, including 'Treating Customers Fairly' and customer complaint handling, to ensure we provide the best level of service.

In addition to this, we're in the final stages of rolling out a new customer portal, meaning customers can access their account online, 24/7, and bringing with it an end to paper bills. The online account allows customers to download and checks bills; submit their meter readings and a range of other options.



# What you can expect from us/



▲ We aim to provide customers with gas, electricity and telecom contracts that are simple, flexible and designed to their specific requirements.

Importantly these contracts are backed by an excellent standard of customer service. We have no anonymous call centres, just UK-based, proactive account teams.

## Clearer communications

It's vital that, when we contact you, the information we provide is clear and easy for you to understand.

That's why we're in the process of reviewing all of our standard correspondence, to make sure it's written in plain English and lets you know who to contact if you have any questions.

We're also introducing a new welcome pack which sets out more information about BES, what you can expect from us and how you can help ensure your bills and payments are correct.

## Commitment to smart metering and accurate bill

We attempt to fit a smart meter, free of charge, for all of our electricity customers. Smart meters work using similar technology to a mobile phone meaning that, in most cases, we can obtain a meter reading every month without having to visit the property – This is fantastic news for customers, as it means that we can provide an accurate bill every month and only charge you for the electricity you use. We're proud that our meter reading accuracy is consistently over 95%, meaning you can have confidence that your bill is accurate.

We are also currently exploring smart technology for our gas customers, as we recognise the benefits to our customers and BES alike.

## Back Billing

Providing timely and accurate bills plays a big part in making sure our customers get a great service. Although we work hard to make sure your bills are correct, unfortunately on very rare occasions things can go wrong. Our back billing policy explains the steps we'll take if we need to correct any under charging, going above and beyond many of our competitors to give you peace of mind that we'll work with you to find a solution. You can view our back billing policy [here](#).

Please help us ensure your bills are correct by checking them regularly and letting us know about any potential problems.

## Debt issues

We recognise that, for many businesses, these are tough economic times. We want to support customers who may be struggling with their energy (or other) debts and our advisers are trained to offer a range of payment options.



If you're struggling to pay your bill, it's important that you contact us as early as possible. There are ways we may be able to help, but the sooner we know about the problem, the more we can do.

We are in the process of creating a referral process with a leading business debt advice charity, to provide additional support for customers who are struggling with energy or other payments.

## Moving business property?

Moving in and out of a property can be a stressful time, so our specialist Change of Tenancy Team will do everything they can to make the process as smooth as possible for you. Please let us know as early as you can if you're moving premises, including all key information, such as dates, meter readings and forwarding addresses. We may ask you to send us a photograph of your meter reading, a copy of your lease and contact details for the landlord.

## Contract renewal

We'll let you know, in writing, at least 60 days before your BES supply agreement is due to expire. We'll tell you the date your contract ends, our proposed rates for the next 12 months and what to do if you want to terminate your contract. This letter will also detail what will happen to your prices, depending on what you decide to do.

Of course, we'd love you to stay with BES, so we'll provide contact details for you to discuss the best options available to you.

## Complaint handling

Although we try and ensure you receive a first class service, all the time, we realise that sometimes, things unfortunately go wrong. We have a clear complaint handling procedure for you to let us know if you're unhappy with any aspect of our service.

Our contact details are shown at the end of this report, and you can find more information about our complaints procedure on our website [here](#). We can also provide you with a copy of this in writing, free of charge, if you contact our Customer Services Team.

# 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)



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