

British Gas Lite – OAM Process

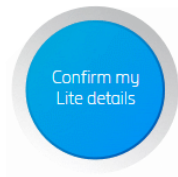
If you need any help using our website or answering queries on a customer's account contact our UK-based webchat team at <https://partner.britishgaslite.co.uk>

Step 1 – registration email

The customer will receive the below email. The customer can click on the circular blue button 'Confirm my Lite details' or the button at the bottom 'Confirm my details'. This will take them through to register online and prompt them to accept their contract.



Complete your
Lite registration



Dear Mrs Mogridge

Thanks for choosing Lite for your business electricity. Please complete your sale by clicking the button below to sign up online, so we can start your business energy switch.

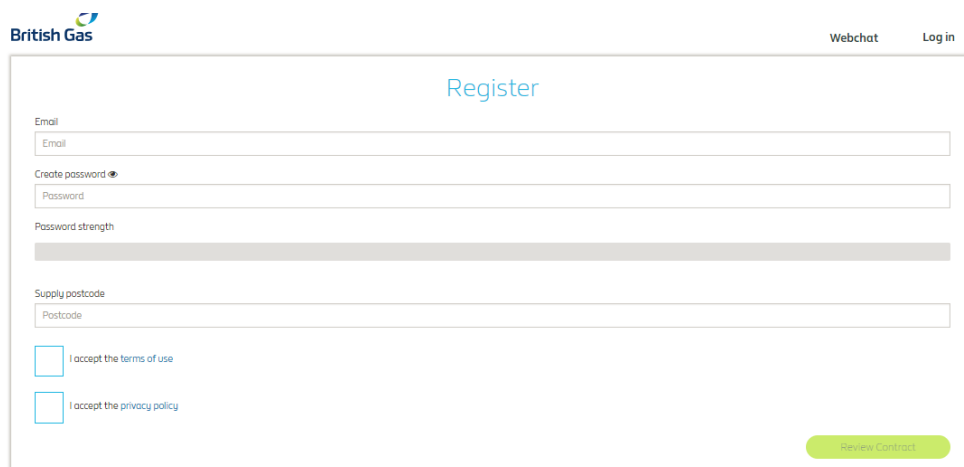
If you don't fill in your details within 21 days, we'll assume you've changed your mind about switching and you will remain with your current electricity supplier.

If you have any problems with the button working, please right-hand click the button and select 'Copy link', then paste it directly in your browser. To speak to someone before completing your Lite account details, please contact your business energy broker.

[> Confirm my details](#)

Step 2 – create password & accept terms and privacy policy

When the customer clicks on the button in the email it will take them to the below page to verify their details and set up a password for their online account



The screenshot shows the registration page for British Gas Lite. At the top left is the British Gas logo, and at the top right are links for 'Webchat' and 'Log in'. The main heading is 'Register'. Below this are several input fields: 'Email', 'Create password' (with a strength indicator), and 'Supply postcode'. At the bottom, there are two checkboxes for 'I accept the terms of use' and 'I accept the privacy policy', and a green 'Review Contract' button.

The email address needs to be the same address the invite email was sent to, this email should not be forwarded, as the link is unique to the customer's account.

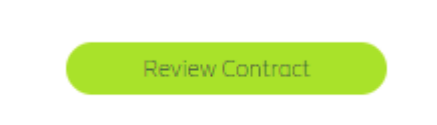
The password requirements are as follows:

- At least eight characters
- Contain at least one digit
- Contain at least one lower case letter
- Contain at least one upper case letter
- Contain at least one special (non-alphanumeric) character - e.g. #, !, \$, £,

The postcode must be the industry address postcode for the meter point sold.

The customer must accept the terms of use and privacy policy by selecting the boxes and they can review these by clicking on the links in blue.

Once all the above is complete then the customer will need to press the 'Review Contract' button.



Reasons why the customer will not be able to click 'Review Contract':

- the email address isn't the address the invite was sent to by BG Lite
- the supply postcode does not match what is on our system
- the password doesn't meet the security requirements
- the terms of use haven't been accepted
- the privacy policy hasn't been accepted

Step 3 – review and accept contract

When the customer clicks 'Review Contract' they will be taken to this page:



The customer can use the scroll bar to review the full contract and confirm all the details match what they have agreed.

Things they should pay particular attention to:

- MPAN
- Business & contact details, supply site address
- Price
- Length of contract
- Start date

The customer must accept the product terms and conditions by ticking the box, they can review these by clicking on the link in blue.

Once all the above is complete the customer will need to press 'Accept and continue' to accept the contract, this will take them into their online account. The initial screen shows a status tracker that the customer can use to track their transfer to British Gas Lite. The tracker will not show the switch in progress until 28 days before the supply start date. We will also not be alerted to any supplier objections/rejections until this point.



[Webchat](#)

[Account-](#)

Hello Mr O Demo

Account Number: 12831

Site Postcode: DN14 5UJ [?](#)

Target start date: 02/12/2018

