**Partner BGL STS Renewal Energy Script**

**BGL STS Renewal Energy Script:** V4

**Mandatory Information to be read out word for word for every verbal offer.**

**If a single Fuel, then either Electricity or Gas is ONLY read out.**

**CONFIRMATION**

In order to provide you with an offer for your **Electricity and or Gas** supplies, I need to explain some important points to you.

This call is recorded and monitored for training and verification purposes and will be sent to British Gas Lite along with your details following our call.

My name is **[Your Name]** callingfrom **[Broker Name OR Agency/Sub Broker Name] working in partnership** **with [Broker Name] (as applicable)**

Do you understand that we are an independent **[Broker]** and are not directly employed by British Gas Lite? *(Response – firm “Yes”)*

We want to make you aware that as part of the contract you are agreeing to today, the price you pay includes **[Broker Name /Sub Broker Name]** estimated third party costs / commission this is included in your agreed unit rate.  This is estimated as **(£xx.xx)** for your **(x)** year contract.

In order to qualify to renew with BG Lite you will need to continue to accept the following:

* You continue to pay your bills monthly by variable direct debit.
* You continue to manage your account completely online through British Gas Lite’ website including webchat, and you understand that Lite doesn’t have call centres.
* If you move from this premise during the term of your contract you must give British Gas Lite 28 days’ notice and provide evidence of your move including details of the person taking responsibility of the premise.
* These contract details apply where 40% or more of the **electricity/gas** consumption is for business purposes.

Do you accept these requirements? (*Response - firm “Yes” before proceeding)*

*If electricity is less than 100% commercial use, capture what % is commercial. Lower rate VAT will only be applied to the non-commercial portion following the customer updating this on the British Gas Lite portal.*

*Lite, will only accept customers that have business use of 40% or more*

**Full access LOA**

Just to confirm, you are happy for us to obtain from your supplier current pricing information, contract start and end dates, consumption details and billing information. Are you happy for us to raise and manage queries with your supplier on your behalf? (Response – firm “Yes”)

This authority will last until the end of the supply contract (or until (Day/Month/Year)). If you would like to cancel this authority at any time, then you will need to contact British Gas Lite through webchat.

**Customer details.**

Please could you confirm the following details are still correct?

* Correct legal business name
* Contact name
* Trading type
* Registration number (if Limited company)
* Email address (this will be your username for your online account)
* Contact telephone number and your mobile phone number
* Full Meter Number [MPRN MPAN]

From time to time, British Gas Lite may market related products that could be relevant or beneficial to you. You have a right to opt out and can do so at any time by contacting them on webchat.

**Product details**

I can confirm the following renewal details

* The renewal start date will be **XX/XX/XXXX** for a duration of **(X years)**
* **Unit rates (Xp per kWh) and daily standing charge of (Xp per day)**

Please confirm you agree to enter into a legally binding contract with British Gas Lite for your Electricity and / or Gas supply? *(Response – firm “Yes”)*

**Payment terms**

Your British Gas Lite energy contract is payable by the monthly variable Direct Debit that has already been set up.

If the Direct Debit details need amending, please access through your online account to amend the details.

Your Direct Debit will be billed as a variable amount, based on your usage each month. British Gas Lite will always give you 10 working days’ notice in advance of your account being debited and your payments will appear on your bank statement in the name of British Gas Trading Ltd.Would you like me to read the Direct Debit guarantee to you now or are you happy to read the information in your confirmation email?

**Direct Debit Guarantee** (only read this if the customer requests it)

* This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
* If there are any changes to the amount, date or frequency of your Direct Debit, British Gas Lite will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request British Gas Lite to collect payment, confirmation of the amount and date will be given to you at the time of the request.
* If an error is made in the payment of your Direct Debit, by British Gas Lite or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
* If you receive a refund you are not entitled to, you must pay it back when British Gas Lite asks you to.
* You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify British Gas Lite.

**What happens next?**

* **Your legally binding contract will start on XX/XX/XX.**  You can access your account information via your online account where you can also download your bills.
* Your contract will be eligible for renewal **(X)**year**(s)** from your contract start date. British Gas Lite will email you with details of your renewal offer around **60 days** before your contract ends. If they don’t hear from you by the time your contract expires, they’ll switch you onto their variable price plan*.* These rates are not fixed and British Gas Lite may change them at their discretion. You can find full details on their website [www.britishgasLite.co.uk](http://www.britishgasplus.co.uk).
* Every unit of electricity used will be supplied by British Gas Lite matched to renewable certificates to ensure that your business electricity supply is backed by 100% renewable certificates for the term of your contract. British Gas Lite will hold the necessary number of Guarantee of Origin certificates as evidence of this supply. In the event something changes, and British Gas Lite can no longer guarantee a renewable supply they will write and let you know. For more information, simply visit [www.britishgasLite.co.uk](http://www.britishgasplus.co.uk)
* At the end of your contract, you can switch supplier as long as you have paid any outstanding bills. Full details of objection reasons are set out in the British Gas Lite terms and conditions which can be found on their website. There is no formal termination required.
* Thank you for your time. If you have any queries, you can contact me on **[Your Name & Telephone Number]**.