

Broker Upgrade / Renewals / Deemed Script



1. Opening

I need to make you aware that this call is being recorded for quality assurance and compliance purposes and will be provided to British Gas at the point of submitting the sale. For the purpose of this recording, today's date is <date> and the time is <time>

My name is [Your Name] from [Agency Name], I am an independent utility [Broker/Consultant] and I am not directly employed by British Gas.

Can you confirm that you give me the authority to work on your behalf for the purpose of arranging your [Gas/Elec] supply agreement with British Gas Business? **A clear "Yes" is required from the customer to proceed.**

If applicable: Can you confirm a change of tenancy/ownership has taken place from [date] and you are now legally responsible for this site?

I'm going to confirm the details we've talked about today. You are entering into a legally binding business contract with <British/Scottish Gas> which requires at least 40% of your overall energy consumption to be for business purposes. For the purposes of your contract British Gas will be treating your business as a Micro Business.

Can you confirm your full name, business name and trading type, Thank you can you also confirm <Full customer name>, you're authorised to agree to a legally binding contract with <British/Scottish Gas> for <Gas/Electricity> supply<s> for <Full address including postcode / MPAN or MPRN>? **A clear "Yes" is required from the customer to proceed.**

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.

2. Prices

You're now agreeing a Fixed Price Energy Plan until <Full contract end date>, at a rate of <rate> pence per kWh and a standing charge of <rate> pence per day *<until <step date> followed by a new rate of <rate> pence per kWh and a standing charge of <rate> pence per day from <insert new price date> until <Full contract end date>>. **(If multiple prices quoted, all rates and standing charges must be quoted including pence per kWh/pence per day)** These rates are based on the information you have given and British Gas may need to change them if the information is not correct or if they are required to do so by law or their regulator. There is no cooling off period.

***Only read red section if agreeing a multiple price contract.**

Zero Carbon Energy: Every unit of electricity used will be supplied by British Gas matched to a mix of renewable certificates and nuclear energy to ensure that your business electricity supply is zero carbon for the term of your contract. British Gas will hold the necessary number of renewable guarantees of origin certificates and nuclear generator declarations as evidence of this zero carbon emissions fuel mix. In the event something changes, and British Gas can no longer guarantee a zero carbon supply they will write and let you know. For more information, simply visit www.britishgas.co.uk/business/green

Sold on Direct Debit Prices?

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2. Prices [cont.]

Sold with a renewable energy contract?

New contract starting today or in the future?

Backdating the contract?

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2. Prices [cont.]

Sold Half Hourly contract (1G or under)?

An excess capacity charge will be applied if you exceed your agreed supply capacity. This charge is applied by your DNO and is passed on to you through your bill. Please be advised you can contact your DNO at any time to check your agreed supply capacity and speak to them if there is a change in your business energy requirements.

Agreed a contract directly with MOP?

3. Direct Debit

Existing Direct Debit Customers

New Direct Debit Customer with a DD mandate to be completed

New Direct Debit Customer with a verbal DD agreed

3. Direct Debit [cont.]

DD Guarantee required?

4. Renewal period

Your contract will be eligible for renewal on [<Full contract end date>](#). British Gas will write to 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 finishes or if you haven't arranged to switch to a new supplier by the time your contract ends, British Gas will move you onto their Variable Price Plan. These rates are not fixed and they may change them.

5. Contract Pack

You'll receive an energy contract pack within the next ten days. It will include full details of your Terms and Conditions, please read these as they contain important information.

6. Closing

Finally, please can you confirm with a clear yes, you've understood everything we've just run through and that you verbally agree to enter into a contract today with [<British/Scottish>](#) Gas for your [<Gas/Electricity>](#) supply?

A clear "Yes" is required from the customer to proceed.