



SmartFix/SmartTracker/SmartPay Renewal Verbal Script

Last revised 02/08/2021

Mandatory Information to be read out word for word for every verbal renewal

GENERAL VERIFICATION

Thank you for agreeing to renew your **[Electricity/Gas]** contract with SmartestEnergy Business.

- > My name is **[Your Name]** from **[Agency Name]**, and we are an independent utility **[Broker / Consultant]** and are not directly employed by SmartestEnergy Business. For reference my contact number is **[Tel No]**. Today's date is **[Date]** and the time is **[Time]**.
- > This call is recorded for quality, training and verification purposes. Any information you share with SmartestEnergy Business will be kept safe under the relevant Data Protection law. The purpose of this call is to confirm the renewal prices and extended contract period between SmartestEnergy Business Limited and **[Business Name]**.
- > Please firstly confirm your title, full name and position in the business?
- > Please confirm you are the person authorised to renew the **[Electricity/Gas]** contract with SmartestEnergy Business on behalf of **[Business Name]**?
- > Please confirm that the business premises are for commercial use only and that no vulnerable people live there.
- > Please confirm that you agree to continue paying your monthly invoices through the existing payment method?

PRODUCT & PRICING CONFIRMATION

Electricity

You are agreeing to renew your electricity service to SmartestEnergy Business for supply number **[MPAN]** on **[Renewal Date]** on the following prices:

- > **[Universal/Day/Night/Eve&Wknd Unit Rates]** pence per Kilowatt Hour
- > **[Standing Charge]** pence per day

For Half Hourly Meters

- > **[Universal/Day/Night Unit Rates]** pence per Kilowatt Hour
- > **[Standing Charge]** pence per day
- > Your kVA charge is **[kVA]** pence per kVA per month
- > There will also be pass-through charges from your Distribution Network Operator, these are called Capacity Charges, Excess Capacity Charges and Reactive Power Charges. These will be clearly itemised on your electricity invoice.

The product you have chosen is:

SmartFix / SmartFix Renewable - 1/2/3/5 Year Contract

- > The SmartFix initial term is for **1/2/3/5** year/s with your prices being fixed for the full period

OR

[SmartTracker - 3 Year Contract](#)

- > 60 days before the end of every 12 month period, SmartestEnergy Business track the market and issue new prices that are competitive for the following 12 months
- > You also have the protection of a Price Promise Guarantee, whereby if you are offered a lower price, they will match it or you are free to leave without penalty

OR

[SmartPay - 1/2/3 Year Contract](#)

- > The SmartPay initial term is for **1/2/3** year/s with your prices being fixed for the full period

Gas

You are agreeing to renew your Gas supply with SmartestEnergy Business for supply number **[MPRN]** on **[Renewal Date]** on the following prices:

- > **[Universal Unit Rate]** pence per Kilowatt Hour
- > Standing charge of **[Standing Charge]** pence per day

The product you have chosen is:

[SmartFix - 1/2/3 Year Contract](#)

- > The SmartFix initial term is for **1/2/3** year/s with your prices being fixed for the full period

OR

[SmartTracker - 3 Year Contract](#)

- > 60 days before the end of every 12 month period, SmartestEnergy Business track the market and issue new prices that are competitive for the following 12 months
- > You also have the protection of a Price Promise Guarantee, whereby if you are offered a lower price, they will match it or you are free to leave without penalty

OR

[SmartPay - 1/2/3 Year Contract](#)

- > The SmartPay initial term is for **1/2/3** year/s with your prices being fixed for the full period

CONTRACT CONFIRMATION

Changes to Price

Please note third-party costs outside of the control of SmartestEnergy Business such as government, legal, regulatory or industry charges have to be passed through and therefore may be subject to change. If this happens, you will be notified in advance and such charges will be displayed on your invoice.

Terms & Conditions

In addition to the statements laid out in this script, you must agree to the standard service terms and conditions. A copy of these will be supplied in your welcome letter and can be downloaded at any time via the website at smartestenergy.com/customerinfo. Is that ok with you?

WHAT HAPPENS NEXT

Just to confirm again that you are you happy with everything I've said including the contract duration, prices and payment method, and wish to proceed with the renewal? (If no, clarify points that aren't clear before proceeding).

SmartestEnergy Business will send you confirmation of your renewal in the next few days, please retain this information for future reference. If in the meantime you do have any questions please do not hesitate to call the Customer Services Team on 01903 703400 or email customerservices.business@smartestenergy.com. Thank you for your time today [Customer Name] and for renewing with SmartestEnergy Business.