

Broker Acquisition 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? **A clear 'Yes' is required from the customer to proceed.**

Change of Tenancy/Ownership?

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 <Full customer name>, you're authorised as <Customers' job role> for <Company name> 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.**

2. Credit Vetting

Sole Trader or Community Organisation

Charity, Government Organisation or Ltd Company/LLP (over 2 years old)

New Ltd Company/LLP (Under 2 years old) and all partnerships

Broker Acquisition Script



3. 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. **(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.

Sold on Direct Debit Prices?

Sold with a renewable energy contract?

Broker Acquisition Script



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?

You've confirmed <your current energy contract will end within the next 12 months / you're currently not in a contract>. British Gas will be applying to transfer your supply to begin <on PSD / within at least the next 21 days>. This may change if your transfer takes longer than expected. If you haven't done so already, you'll need to let your current supplier know you'll be leaving them and pay any outstanding bills.

4. 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

DD Guarantee required?

5. 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 you decide to terminate your contract, you'll need to give British Gas 30 days written or verbal notice prior to the renewal date. 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, they will move you onto their Variable Price Plan. These rates are not fixed and they may change them, or you may leave, with 30 days written or verbal notice.

6. 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.

7. 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.