

I need to let you know that this call is being recorded for legal, training and verification purposes, and is for an amendment to the verbal contract made with Yorkshire Gas and Power on [Day] [Month] [Year].

[IMPORTANT: This date must match the date stated in the original verbal contract recording]

Today's date is [Day] [Month] [Year] and the time is [xx:xx].

Please can you confirm your full name, business name and business address?

[Agent to wait for a response]

The amendment required to be made is:

(e.g. Confirm the new rates and charges you will be on. The correct charges are: Standing charge will be....., unit rates will be....., the term of the contract will be.....)

(e.g. Confirm your DD details. Obtain bank name, account name, sort code and account number....)

Please confirm that you accept these amendments and that you have the authority to accept this amendment for your energy supply contract on behalf of [Business Name]?