

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 <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. Prices

You're now agreeing a Fixed Price Energy Plan, 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're required to do so by law or their regulator.

Sold on Direct Debit Prices?

Your prices are subject to you paying by Direct Debit, and could increase if your Direct Debit is cancelled for any reason.

Sold with a renewable energy contract?

Electricity and Gas sold

<Every unit of electricity you use will be matched to renewable certificates and every unit of gas you use will be matched to a mix of renewable certificates and carbon off-setting projects> for the term of your contract. British Gas will hold the necessary number of <Guarantee of Origin certificates and Renewable Gas Guarantee of Origin certificates> as evidence of this supply <and the Emission Reduction certificates.> In the event something changes and British Gas can no longer guarantee a renewable supply they will write and let you know.

Electricity only

<Every unit of electricity you use will be matched to renewable certificates> for the term of your contract. British Gas will hold the necessary number of <Guarantee of Origin certificates> as evidence of this supply. In the event something changes and British Gas can no longer guarantee a renewable supply they will write and let you know.

Gas only

<Every unit of gas you use will be matched to a mix of renewable certificates and carbon off-setting projects> for the term of your contract. British Gas will hold the necessary number of <Renewable Gas Guarantee of Origin certificates> as evidence of this supply <and the Emission Reduction certificates.> In the event something changes and British Gas can no longer guarantee a renewable supply they will write and let you know.

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2. Prices [cont.]

New contract starting today or in the future?

Your contract will start on <Full today's date/start date> until <Full contract end date> There is no cooling off period.

Backdating the contract?

We've agreed your contract with a start date of <Full date> for a period of <X> months. If necessary British Gas will cancel any bills covering the period after this date and send you a replacement bill, or bills, with the new prices. As we've backdated the start date of your contract it means the remainder of your contract will last until <End date>. There is no cooling off period.

Sold Half Hourly contract (1G or under)?

Supply capacity – actual KVA

Your capacity charge will be based on the agreed supply capacity of <rate> KVA you've given us today.

Supply capacity – unknown KVA

As you have advised us you are unsure of your agreed supply capacity, British Gas will apply the actual value when they receive it from your DNO.

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 have decided to agree a contract directly with your MOP, DA and DC. To offset the MOP, DA and DC charge already included in your prices we have given you a discounted unit rate.



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3. Direct Debit

Existing Direct Debit Customers

You have agreed to pay by Direct Debit using the bank details British Gas already have for you. As you've already set up a Direct Debit you won't need to do anything.

New Direct Debit Customer with a DD mandate to be completed

You have agreed to pay by Direct Debit. A Direct Debit mandate will be in your contract pack. Please complete and return to us as soon as possible

New Direct Debit Customer with a verbal DD agreed

You have agreed to pay by Direct Debit. By default, your Direct Debit will be billed as a variable amount, this will be based on your usage; British Gas will always give you 10 working days' notice in advance of your account being debited. Would you like me to read the Direct Debit guarantee to you now or are you happy to read the information in your welcome pack.

DD Guarantee required?

In the future if there is a change to the date, amount or frequency of your Direct Debit, British Gas will always give you 10 working days' notice in advance of your account being debited. In the event of an error in the collection of your Direct Debit, you are entitled to an immediate refund from your bank or building society. You have the right to cancel at any time and this guarantee is offered by all the banks and building societies that accept instructions to pay Direct Debits. A copy of the safeguards under the Direct Debit Guarantee will be sent to you with our confirmation letter.

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 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, British Gas 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.

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.**