

## Opus Energy Verbal Confirmation Script v.29

### Gas Renewal

Date: 01.10.2022



First of all, thank you for your time so far. If anything is unclear at any point, feel free to ask any questions.

I'd like to advise you that this call is being recorded as this is a verbal contract, so we don't need your signature. For that purpose, the date today is.....

I just need to take a few details, which will be used by Opus Energy Group, its agents and service providers for all matters relating to contract setup and supplying energy to you, including credit vetting, billing and maintaining your account. This contract is subject to the terms and conditions on our website. You'll receive a copy in your welcome pack in the next 10 days and you can also find them, as well as the privacy notice, at [www.opusenergy.com](http://www.opusenergy.com) Should you have difficulty in accessing the terms and conditions, or have any questions in respect of the same, please don't hesitate to contact Opus Energy.

Opus Energy will collect your personal data for the purpose of entering into a contract with you and they take the security of this very seriously. You can find the details of how Opus Energy will process your data and who they'll share it with in the privacy notice. They'll always respect and protect your personal data. Unless you opt out, they'll contact you via post, email, text and telephone and only regarding other products we offer. To opt out, you can log into your My Opus Energy account to change your preferences.

Opus Energy also partner with selected companies who offer a variety of products tailored to your business needs. Would you like them to inform you of any exclusive partner offers?

### 1. CUSTOMER DETAILS

#### 1.1 I'm going to start by taking some details from you:

- a. Could you tell me your full name, business name and address please?
- b. Can you confirm that you have the authority to agree an energy contract on behalf of COMPANY NAME?
- c. And is the gas used wholly or mainly for business purposes? **IF NO, contract cannot proceed.**
- d. What business sector or industry do you operate in?

### CONTACT DETAILS

#### 1.2 Now I will take some contact details:

- e. What is your email address please?
- f. The number we're using now CONFIRM NUMBER, is that a business landline/mobile number? **IF NO, capture landline/mobile.**
- g. Can I also take a mobile/landline (**opposite of the above**) number? **IF YES, capture.**
- h. These details may be used to send you sensitive information regarding your energy account, such as notices regarding outstanding balances. Are you happy for us to use these details? IF NO, ASK: Which details would you like to be used?
- i. We would like to use these contact details to let you know about products, services, promotions or special offers which may be of interest to you. Is that ok? You can change your preferences at any time. **(If yes, please note their response in the comment field.)**

I would like to let you know that (**broker name**) is an independent utility broker and are not directly employed by Opus Energy. It's impossible for us to know all the tariffs in the market, but we believe that the combination of Opus Energy's fixed price and customer service is the best product for your business.

## RATES

### 1.3 I'm now going to confirm the rates:

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Standing charge: xxx pence per day

Unit rate is xxx pence per kWh

These prices are fixed for xxx months, which is your fixed period.

Subject to terms and conditions, all prices include third party charges such as government-controlled taxes and distribution costs. They exclude VAT and the Climate Change Levy.

Commission is also included in the cost we quote you. Opus Energy calculates the commission based on the current information available. This may change if your contract term or energy usage changes. £<commission amount> is included throughout your contract.

Do you agree to the rates I have just stated?

If this is a Change of Tenancy we may need further details such as a copy of your tenancy agreement in order to process this, but we will let you know if that is the case. The prices agreed today are only valid if the change of tenancy is verified within 10 days from the date of this agreement. You can contact the Change of Tenancy team on 0843 227 2377 or [COTenquiry@opusenergy.com](mailto:COTenquiry@opusenergy.com) if you have any questions.

## CONTRACT DETAILS

### 1.4 I will now run through some important information about your contract:

- The initial fixed period of your contract will begin from the date your current contract ends, which is DATE.
- You will need to remain with Opus Energy for the duration of the agreed fixed period or for as long as you are responsible for the premises. If you attempt to switch supplier during this period, Opus Energy may object to the request to transfer your supply.
- Opus Energy will contact you as the fixed period end date is approaching, to let you know your options.
- If you want to end your contract at the end of the fixed period, you don't need to send Opus Energy a termination notice. Please pay any outstanding balance before you switch otherwise they may object.
- At the end of your fixed period, if you don't agree a new contract or switch to another supplier, your contract will continue on a variable rate. These rates are not fixed and could be subject to change at any time. We'll let you know what they are if they change. You can see your current rate on your bill.
- Opus Energy will send your contract pack in the post confirming all of this information in writing and the full terms and conditions.

Do you have any questions on anything I've told you so far?

## 2. CREDIT INFORMATION

We will perform a credit check with a credit reference agency and final acceptance of this contract is subject to the check meeting our criteria. I just need to take some details for that purpose:

Is the business a sole trader, partnership, limited company or charity?

### A. IF SOLE TRADER, please ask for the following information:

Can I take your home address please?

And how long have you lived there?

**(If less than two years please take a previous address and date of moving in)**

And finally can I take your date of birth?

### B. IF LIMITED COMPANY, please ask for the following information:

What is the Company Registration Number?

### C. IF Charity, please note charity reg. number in comments.

What is your Charity Registration Number?

## 3. DIRECT DEBIT SECTION

**3.1 IF DD ALREADY SET UP:** Your direct debit will continue as normal and you will be billed monthly in arrears according to your consumption with payment taken out of your account ten days after the invoice date. If you cancel your Direct Debit at any point, the rates you've agreed to will increase by 7.5%. **Proceed to section 4.**

**3.2 IF DD NOT SET UP:** I now need to take your direct debit details so you can receive the rates quoted, otherwise they will increase by 7.5%.

- a. Are you the account holder of a UK Bank or Building Society Account?
- b. Are you the only person required to authorise debits from this Account?

\*\* If more than one person is required to authorise debits on the account, issue a paper DDI \*\*

- c. Firstly, can you please tell me the name of the bank?
- d. What is the account name? To confirm, you said XXXXXXXX, is this correct?
- e. What is the Bank's Sort Code? That was XX-XX-XX, correct?
- f. Can you please tell me the Account Number? Just to confirm again, XXXXXXXX, is that right?
- g. In the future if there is a change to the date, amount or frequency of your Direct Debit, we will always give you 5 working days notice in advance of your account being debited.
- h. The Company name that will appear on your Bank Statement against the Direct Debit for your Gas will be Opus Gas Supply Ltd. Your Direct Debit Instruction has been set up and you will be sent confirmation of this no later than 10 working days before the first collection.
- i. All Direct Debits are protected by a guarantee. I can read it to you now or you can read it in our confirmation letter, which would you prefer?

**I. If answer is 'YES' read it now.**

**II. If the caller does not wish to hear the guarantee go to section 4.**

In the future if there is a change to the date, amount or frequency of your Direct Debit, we will always give you 5 working days notice in advance of your account being debited. In the event of an error, 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.

That completes the setting up of your Direct Debit Instruction so that we can bill your account.

#### **4. BILLING SECTION**

As part of their commitment to sustainability, Opus Energy will send you online bills instead of paper ones as per the terms and conditions. Unless you already have a My Opus Energy account, your email address will be used to set up an online account and you'll receive an email with instructions once this is ready. You'll also get an email when a new bill is ready to view.

**PAPER BILLING IS ONLY AN OPTION IF CUSTOMER DISAGREES** – No problem, I will arrange for paper billing. You will be billed monthly in arrears with payment taken from your account ten days after the invoice date.

#### **5. SMART METERS**

5.1 In addition to your contract agreement, we'll install a smart meter at no extra cost. I will arrange for Opus Energy to contact you to schedule an installation date

#### **6. CLOSING STATEMENT**

6.1 Finally I need to make you aware that this confirmation script is the only recording that will be sent to Opus Energy after the sale has completed, so is there anything you wish to clarify from any of our previous conversations which were not recorded? (wait for a response).

6.2 Finally, I would like to thank you for staying with Opus Energy Mr/Mrs Customer. If there is anything the Opus Energy Customer Service team can do to help, please let them know. The registration of your contract has now started and you have entered into a legally binding contract for a fixed period.

Thank you for your time!