**Partner BGP Acquisition Energy Script**

**BGP Acquisition Energy Script:** Plus V5

**Mandatory Information to be read out word for word for every verbal offer**

**CONFIRMATION**

In order for British Gas Plus to send you an offer for your Electricitysupply, I need to explain some important points to you.

This call is recorded and monitored for training and verification purposes and will be sent to British Gas Plus along with your details following our call.

My name is **[Your Name]** callingfrom **[Broker Name OR Agency/Sub Broker Name] working in partnership** **with [Broker Name] (as applicable)**

Do you understand that we are an independent **[Broker]** and are not directly employed by British Gas Plus? *(Response – firm “Yes”)*

We want to make you aware that as part of the contract you are agreeing to today, the price you pay includes **[Broker Name /Sub Broker Name]** estimated third party costs / commission this is included in your agreed unit rate.  This is estimated as **(£xx.xx)** for your **(x)** year contract.

In order to qualify to join Plus you will need to accept the following:

* You will pay your bills monthly by variable direct debit.
* You will manage your account completely online through British Gas Plus’ website including webchat, and you understand that Plus doesn’t have call centres.
* If you move from this premise during the term of your contract you must give British Gas Plus 28 days’ notice and provide evidence of your move including details of the person taking responsibility of the premise.
* These contract details apply where 40% or more of the consumption is for business purposes.

Do you accept these requirements? (*Response - firm “Yes” before proceeding)*

*If electricity is less than 100% commercial use, capture what % is commercial. Lower rate VAT will only be applied to the non-commercial portion following British Gas Plus receiving a valid VAT declaration. Plus, will only accept customers that have business use of 40% or more*

Max Demand Meters - (If applicable)

If you are agreeing to a max demand contract you must agree to

- Upgrade to HH metering within the year

- Only agree 1-year contract

- and be aware that additional charges may apply from renewal

**Full access LOA**

Just to confirm, you are happy for us to obtain from your supplier current pricing information, contract start and end dates, consumption details and billing information. Are you happy for us to raise and manage queries with your supplier on your behalf? (Response – firm “Yes”)

This authority will last until the end of the supply contract (or until (Day/Month/Year)). If you would like to cancel this authority at any time, then you will need to contact British Gas Plus through webchat.

**Customer details;**

Please could you confirm the following details?

* Correct legal business name
* Contact name
* Trading type
* Registration number (if Limited company)
* Email address (this will be your username for your online account)
* Contact telephone number and your mobile phone number

From time to time, British Gas Plus may market related products that could be relevant or beneficial to you. You have a right to opt out and can do so at any time by contacting them on webchat.

**Site details** *(these details are to be confirmed by the sales agent)*

Please can you confirm the following details are correct?

* The full premises address including the post code
* The full MPAN
* (If WC meter do not read) The supply KVA capacity already set with the DNO is: **[say amount]**
*(if you do not know this please check on customers previous bills or go on visit* [*https://www.energynetworks.org/operating-the-networks/whos-my-network-operator*](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.energynetworks.org%2Foperating-the-networks%2Fwhos-my-network-operator&data=04%7C01%7CSam.Lawrie%40britishgas.co.uk%7C39b536fcfd56425cab2408d9357512b2%7Ca603898f7de245bab67dd35fb519b2cf%7C0%7C0%7C637599599198967998%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=%2Bf4AEMCJK7kSckNjEWFeAMjIR5yRVDMAiL4JSM4ifAk%3D&reserved=0) *to find out the value by calling the DNO)*
* Has this site recently changed tenancy / ownership? – *If yes,* what date were you legally responsible for this site?
* Do you have your own Meter Operator agreement / Data aggregator agreement / Data Collector agreement?
	+ if yes, please provide us with the contract
	+ if no, British Gas Plus will provide you with their DA/ DC / MOP free of charge which is included in the prices we have offered.

**Product details**

Can you confirm the following details are correct?

* Supply start date **XX/XX/XXXX**
* Contract duration of **(X years)** with an end date of XX**/XX/XXXX**
* **Unit rates (Xp per kWh) and daily standing charge of (Xp per day)**
* If applicable **Availability charge (Xp per day per kVA)**
* Please could you confirm your current consumption?

**Payment terms**

As your British Gas Plus energy contract is payable by monthly variable Direct Debit, I will need to set up an instruction by taking your details over the phone. You will receive an email confirming this within 3 working days.

Please confirm that you are the account holder and the only person required to authorise debits from the account.
*Collect customer’s bank details to set up VDD;*I need to confirm the following details:

* Account Name,
* Account Number
* Sort Code - *repeat the bank details back to the customer to confirm that they are correct*

Your Direct Debit will be billed as a variable amount, based on your usage each month. British Gas Plus will always give you 10 working days’ notice in advance of your account being debited and your payments will appear on your bank statement in the name of British Gas Trading Ltd.Would you like me to read the Direct Debit guarantee to you now or are you happy to read the information in your confirmation email?

**Direct Debit Guarantee** (only read this if the customer requests it)

* This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
* If there are any changes to the amount, date or frequency of your Direct Debit, British Gas Plus will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request British Gas Plus to collect payment, confirmation of the amount and date will be given to you at the time of the request.
* If an error is made in the payment of your Direct Debit, by British Gas Plus or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
* If you receive a refund you are not entitled to, you must pay it back when British Gas Plus asks you to.
* You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify British Gas Plus.

**Credit vetting**

* Contracts entered into with British Gas Plus are subject to your credit status. They will assess your credit status with a licensed credit reference and fraud prevention agency
* A copy of the credit search will be kept by the agency and may be used by other credit providers. If a person provides false or inaccurate information and British Gas Plus suspect fraud, this is recorded and may be used by them and other organisations for financial security purposes. Further details explaining how your information may be used is given in Plus’ terms and conditions which can be found on their website.
* **If Sole Trader read:**

So British Gas Plus can carry out a credit check, please confirm the following details:

* Full first, middle and surname (as it appears on your passport)
* Your date of birth (must be over 18)
* Current home address
* Previous home address (if the customer has not lived at their current home address for at least 5 years)
* Existing BGB account number (if applicable)
* Are you registered to vote at your home address?
* Are you happy to continue with the Credit Vet? *(A clear “yes” is required)*
* **Government Organisation or Ltd Company/LLP (over 2 years old), read:** Are you happy for a credit search to be carried out against your business? *(Confirm business registration number)*

* **If New Ltd Company/LLP (under 2 years old) and all partnerships, read:** Are you happy for a credit check to be carried out against all < partners / directors> as well as the business? Do you have all <partners / directors> consent for us to carry this out?
* You have passed our credit check
* Or; Your application has been declined. Numerous risk factors relating to your business have been used to reach this decision.

**Existing BG customer moving to BG Plus** *(Only read if an existing BG customer)*

If you are an existing British Gas Business customer, please note the following;

* By signing up with British Gas Plus, you have agreed to a new product which will be processed on a different system to your existing contract
* When your existing contract ends, you’ll be sent a final bill from British Gas as they close your account, you won’t be able to view your old British Gas accounts on your Plus customer portal.
* British Gas Plus is an online-only product and you can only contact them via webchat

**What happens next?**

* **Your legally binding contract and switch will only start when your contract has been accepted by British Gas Plus.** You’ll receive an email with a personalised link to register online and choose your password which you will need to do in order to review your contract and view and download your bills.
* Your contract will be eligible for renewal **(X)**year**(s)** from the date British Gas Plus become your supplier. They’ll write to you with details of your renewal offer around **60 days** before your contract ends. If they don’t hear from you by the time your contract expires, they’ll switch you onto their variable price plan*.* These rates are not fixed and British Gas Plus may change them at their discretion. You can find full details on their website [www.britishgasplus.co.uk](http://www.britishgasplus.co.uk).
* Every unit of electricity used will be supplied by British Gas Plus matched to renewable certificates to ensure that your business electricity supply is backed by 100% renewable certificates for the term of your contract. British Gas Plus will hold the necessary number of Guarantee of Origin certificates as evidence of this supply. In the event something changes, and British Gas Plus can no longer guarantee a renewable supply they will write and let you know. For more information, simply visit [www.britishgasplus.co.uk](http://www.britishgasplus.co.uk)
* At the end of your contract you can switch supplier as long as you have paid any outstanding bills. Full details of objection reasons are set out in the British Gas Plus terms and conditions which can be found on their website. There is no formal termination required.
* **If broker doesn’t submit termination notice to old supplier, read:** You may need to submit a termination notice to your existing supplier. It’s important you do this to avoid any delays to your energy switch. We also recommend you provide your final read to your current supplier when you switch.
* Thank you for your time. If you have any queries, you can contact me on **[Your Name & Telephone Number]**.