

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> these contract details apply where energy consumption is wholly or mainly for business purposes. For the purposes of your contract British Gas will be treating your business as a Micro Business.

Can you confirm your full name, business name and trading type, Thank you can you also confirm <Full customer name>, you're authorised 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.**

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. (Please detail amount per meter and confirm the full bottom line MPAN / Full MPR)

This is estimated as <£XX.XX> for your <X> year contract, which is calculated using a pence per kWh uplift and/or a fixed fee for your contract. The pence per kWh uplift for this contract is <XX.XXp>, and the fixed fee is <£XX.XX>. This is for meter numbers <list meter numbers>.

② 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 *<until <step date> followed by a new rate of <rate> pence per kWh and a standing charge of <rate> pence per day from <insert new price date> until <Full contract end date>>. **(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. ***Only read red section if agreeing a multiple price contract.**

Zero Carbon Energy - Applicable on all non renewable electricity sales

Every unit of electricity British Gas supply to you during your contract will be matched to electricity from a mix of renewable and nuclear energy to ensure that your business electricity supply is zero carbon for the term of your contract. British Gas will hold the necessary number of Renewable Energy Guarantees of Origin (REGOs) and nuclear declarations as evidence of this supply. In the event something changes, and British Gas can no longer guarantee a zero carbon supply they will write and let you know. For more information, simply visit www.britishgas.co.uk/business/green

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② Prices [cont.]

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 contract?

100% Natural Renewable Electricity

Every unit of electricity British Gas supply you during your contract will be matched to electricity from a renewable energy source and British Gas will hold the necessary number of Renewable Energy Guarantees of Origin (REGOs) 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. For more information, simply visit www.britishgas.co.uk/business/green

Carbon Neutral Gas

10% of the gas British Gas supply to you during your contract will be matched to a renewable energy source and 90% to carbon offsetting projects. British Gas will hold the necessary number of Renewable Gas Guarantees of Origin (RGGOs) and emission reduction certificates as evidence of this supply. We buy independently verified carbon offsets from qualified and registered projects. We will use reasonable endeavours to purchase enough Renewable Gas Guarantees of Origin (RGGOs) to match 10% of the gas you use on this tariff and enough carbon offsets to offset the carbon footprint created from 90% of the gas you use. However, failure to do so will not constitute a breach of contract by us or give rise to you having the right to terminate the supply contract. In the event something changes, and British Gas can no longer guarantee a carbon neutral supply we will write and let you know. For more information, simply visit www.britishgas.co.uk/business/green

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.

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② Prices [cont.]

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, we will apply the actual value when we 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.

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, we will need to check your Direct Debit details so we know it is the correct bank account. 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.



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British Gas

③ Direct Debit [cont.]

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 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.

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.**