**STS Partner – Lite Acquisition Single Fuel or Dual Fuel Energy Script**

**Partner Acquisition Energy Script:** V2

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

**If a single Fuel, then either Electricity or Gas is ONLY read out.**

**CONFIRMATION**

In order to provide you with an offer for your **Electricity and or Gas** supplies, 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 Lite 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 Lite? *(Response – firm “Yes”)*

In order to qualify to join Lite 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 Lite’s website including webchat, and you understand that Lite doesn’t have call centres.
* Your meter will not be de-energised at the point you join Lite and you are not planning any metering changes or upgrades during the duration of your contract.

These contract details apply where 40% or more of the **electricity/gas** consumption is for business purposes.

**Electricity only**

* Your **Electricity** supply with Lite will require you to have a smart meter. If you haven’t already got one, they will attempt to install a smart meter for you for free.
* If you need a smart meter Lite will contact you when they’re installing in your area after you are on supply, and you must agree to have one installed. During the install your electricity supply will be powered down for approximately 45 minutes
* If Lite are unable to install or communicate with your smart meter within 90 days of them contacting you to arrange the installation, British Gas Lite reserve the right to transfer you to another product and will give you a minimum of 28 day’s notice. You will be free to leave without penalty from the day this notice is given.

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

*If electricity/gas is less than 100% commercial use, capture what % is commercial. Lower rate VAT will only be applied to the non-commercial portion following the customer updating this on the British Gas Lite portal.*

*Lite, will only accept customers that have business use of 40% or more*

**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 also 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 Lite through webchat

**Customer details;**

Please could you confirm the following details?

* Correct legal business name
* Contact name
* Trading type
* Registration number (if Limited company)
* Date of birth (if applicable)
* Email address (this will be your username for your online account)
* Contact telephone number and your mobile phone number (Lite will use these to arrange your meter installation)

From time to time, British Gas Lite may contact you about 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 MPAN ends with … xxxx
* The MPRN ends with … xxxx
* Has this site recently changed tenancy / Ownership? – *If yes,* what date were you legally responsible for this site?

**Product details**

Can you confirm the following **Elec** details are correct?

* Supply start date **XX/XX/XXXX** for a duration of **(X years)**
* **Unit rates (Xp per kWh) and daily standing charge of (Xp per day)**
* Please could you confirm your current consumption?

Can you confirm the following **Gas** details are correct?

* Supply start date **XX/XX/XXXX** for a duration of **(X years)**
* **Unit rates (Xp per kWh) and daily standing charge of (Xp per day)**
* Please could you confirm your current consumption?

**Payment terms**

As your British Gas Lite energy contracts are payable by monthly variable Direct Debit, I will need to set up an instruction for each supply (Gas and Elec) 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*

By default, your Direct Debit will be billed as a variable amount, based on your usage each month. British Gas Lite 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 Lite will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request British Gas Lite 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 Lite 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 Lite 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 Lite.

**Credit vetting**

* Contracts entered into with British Gas Lite 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 Lite 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 Lite’s terms and conditions which can be found on their website.
* **If Sole Trader read:**

So British Gas Lite 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 Lite** *(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 Lite, 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 Lite portal.
* British Gas Lite is an online-only product and you can only contact them via webchat

**What happens next?**

Please confirm you understand and agree that your legally binding contract and switch will only start when British Gas Lite process your registration details. They will confirm this by email with a personalised link to register online and choose your password, which you will need to do in order to view your contract, smart data rights and download your bills. There you’ll be able to view and download your Contract Packs which includes the contractual terms and conditions and details about your business electricity **and / or** business gas supplies.

*(Response – firm “Yes”)*

* Your **Electricity** contract will be eligible for renewal **(X)**year**(s)** from the date British Gas Lite become your supplier.
* Your **Gas** contract will be eligible for renewal **(X)**year**(s)** from the date British Gas Lite become your supplier.
* They’ll write to you with details of your renewal offer around 60 days before your contracts end. 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 Lite may change them at their discretion. You can find full details on their website [www.britishgaslite.co.uk](http://www.britishgaslite.co.uk).
* At the end of your contracts 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 Lite terms and conditions which can be found on their website.
* **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]**.