

GENERAL VERIFICATION

Thank you for applying to switch your **[Electricity/Gas]** supply to SmartestEnergy.

- > My name is **[Your Name]** from **[Agency Name]**, and we are an independent utility **[Broker / Consultant]** and are not directly employed by SmartestEnergy. For reference my contact number is **[Tel No]**. Today's date is **[Date]** and the time is **[Time]**.
- > This call is recorded for quality, training and verification purposes. Any information you share with SmartestEnergy will be kept safe under the relevant Data Protection law. The purpose of this call is to set up a commercial **[Electricity/Gas]** supply agreement between SmartestEnergy and **[Business Name]**.
- > Please firstly confirm that you give me the authority to work on your behalf to arrange your **[Electricity/Gas]** supply application with SmartestEnergy.
- > Please confirm that the business premises are for commercial use only and that no vulnerable people live there.
- > Please confirm that in order to switch supplier you are happy for SmartestEnergy to access industry information about your **[Electricity/Gas]** supply.
- > Please confirm that you understand that SmartestEnergy will only send you information regarding SmartestEnergy services that may be of interest to you and that SmartestEnergy will not sell your data to any 3rd parties.
- > Please confirm you are the person authorised to change the **[Electricity/Gas]** supply to SmartestEnergy on behalf of **[Business Name]** and are you authorised to set up a direct debit?
- > All applications are subject to SmartestEnergy's credit acceptance policy, please confirm that you agree to a business credit check being carried out? If the business is a non-limited entity, please confirm you agree for a consumer credit check to be completed against your personal information.
- > You agree not to enter into any other energy contract. If SmartestEnergy fail to become your registered supplier due to such actions you may be liable to pay SmartestEnergy an Early Termination Fee.

To set up your SmartestEnergy account I now need to confirm some details with you please:

- > What is your title, full name and position in the business?
- > What is the correct legal name of the business occupying the premises?
- > What is the full supply address including the post code?
- > What is the billing address including postcode? (If different from supply)
- > How long has the business been established?
- > What is the landline phone number for the business?
- > What is the email address to send your monthly SmartestEnergy invoices to? (If no email address provided: 'SmartestEnergy can supply a paper invoice at a monthly charge of £5 excluding VAT').

(If there is more than one site obtain address, contact name and number for each site, also ask them to confirm if these need grouping together as one invoice/payment amount)

Electricity

You are agreeing to move your Electricity service to SmartestEnergy for supply number **[MPAN]** on **[Requested SSD]** on the following prices:

- > **[Universal/Day/Night/Eve&Wknd Unit Rates]** pence per Kilowatt Hour
- > **[Standing Charge]** pence per day

For Half Hourly Meters

- > **[Universal/Day/Night Unit Rates]** pence per Kilowatt Hour
- > **[Standing Charge]** pence per day
- > Your kVA charge is **[kVA]** pence per kVA per month
- > There will also be pass-through charges from your Distribution Network Operator, these are called DUoS Capacity Charges, DUoS Excess Capacity Charges and DUoS Reactive Power Charges. These will be clearly itemised on your Electricity invoice.

The product you have chosen is:

SmartFix - 1/2/3/5 Year Contract

- > The SmartFix initial term is for **1/2/3/5** year/s with your prices being fixed for the full period

OR

SmartTracker - 3 Year Contract

- > Your prices are fixed for the first 12 months and for each year thereafter for a total of 3 years
- > This gives you the benefit of a long-term contract combined with low market prices
- > 60 days before the end of each year, SmartestEnergy track the market and issue the new 12 month fixed price
- > You also have the protection of a Price Promise Guarantee, whereby if you are offered a lower price, SmartestEnergy will match it or you are free to leave without penalty.

Gas

You are agreeing to move your Gas supply to SmartestEnergy for supply number **[MPRN]** on **[Requested SSD]** on the following prices:

- > **[Universal Unit Rate]** pence per Kilowatt Hour
- > Standing charge of **[Standing Charge]** pence per day

The product you have chosen is:

SmartFix - 1/2/3 Year Contract

- > The SmartFix initial term is for **1/2/3** year/s with your prices being fixed for the full period

OR

SmartTracker - 3 Year Contract

- > Your prices are fixed for the first 12 months and for each year thereafter for a total of 3 years
- > This gives you the benefit of a long-term contract combined with low market prices
- > 60 days before the end of each year, SmartestEnergy track the market and issue the new 12 month fixed price
- > You also have the protection of a Price Promise Guarantee, whereby if you are offered a lower price, SmartestEnergy will match it or you are free to leave without penalty.

CONTRACT CONFIRMATION

Micro Business

(Only applies if customer EAC is less than 100,000 kWh of Electricity per year)

SmartestEnergy is required by Ofgem the UK Energy Regulator, to inform you that you are a micro business consumer and that you are entering a micro business consumer contract with SmartestEnergy. Further information on micro businesses is available via the website at smartestenergy.com.

Changes to Price

Please note third-party costs outside of SmartestEnergy's control such as government, legal, regulatory or industry charges have to be passed through and therefore may be subject to change. If this happens, you will be notified in advance and such charges will be displayed on your invoice.

Meter Installation (Electricity Only)

If your existing Electricity meter is not compatible, SmartestEnergy will arrange a free installation of a Smart Meter. This will be carried out by a third-party meter operator working on behalf of SmartestEnergy. You agree to this installation and allow access to your premises for the engineer to carry out the necessary work. Is that ok with you?

Terms & Conditions

In addition to the statements laid out in this script, you must agree to the standard service terms and conditions. A copy of these will be supplied in your welcome letter and can be downloaded at any time via the website at smartestenergy.com Is that ok with you?

DIRECT DEBIT PAYMENT INFORMATION

Electricity Payment (Budget Plan)

You agree to pay for your Electricity supply via a fixed monthly direct debit. Your monthly amount is calculated by dividing your annual Electricity spend into 12 equal payments. The first payment of **£[Budget Plan Amount]** will be taken 2 weeks after your supply start date. Having received your application, SmartestEnergy will confirm the exact amount in your welcome pack. SmartestEnergy reserves the right to amend the payment amount if it is not in keeping with your electricity usage.

Gas Payment (Variable)

You agree to pay for your Gas supply via variable Direct Debit. During the early part of each month you will receive an invoice to advise you of the amount payable to SmartestEnergy. The payment amount will be collected around the 15th of each month. Please confirm that you are happy with this.

In order to set up payment by Direct Debit, I need to confirm the following:

- > Full Name on the Account
- > Your Account Number & Sort Code
- > Your Bank Name

You are protected at all times by the Direct Debit Guarantee. A copy will be included in your SmartestEnergy welcome pack.

WHAT HAPPENS NEXT

Just to confirm again that you are you happy with everything I've said including the contract duration, prices and payment method, and wish to proceed with the contract? (If no, clarify points that aren't clear before proceeding).

That completes your application for an **[Electricity/Gas]** supply with SmartestEnergy. We will now submit the application and SmartestEnergy will send you a welcome pack via email confirming what we have agreed today within the next 5 working days. Please read this information carefully and retain for future reference.

Finally, do you have any questions for me regarding the switch to SmartestEnergy? (Answer any before closing). Thank you for your time today **[Customer Name]** and for choosing SmartestEnergy.