

### GENERAL VERIFICATION

Thank you for applying to transfer your Gas supply to Dual Energy Direct Limited trading as Dual Energy, in order to do this, I need to confirm a few things with you.

- ◇ My name is **[Your Name]** from **[Agency Name]**, and we are an independent utility **[Broker / Consultant]** and are not directly employed by Dual Energy? *(Response –Firm Yes)*
- ◇ 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 us will be kept safe under the Data Protection Act.
- ◇ Please confirm that you give me the authority to work on your behalf to arrange your Gas supply agreement with Dual Energy? *(Response –Firm Yes).*
- ◇ Please confirm that the site applying for the service contract is used for commercial, non-domestic purposes only and that no vulnerable persons residing at the site? (If No, do not proceed with sale).
- ◇ To complete your transfer, Dual Energy may need to access industry information about your Gas supply. Is this ok? (If No, do not proceed with sale).
- ◇ Do you have any questions, or wish to clarify any information given on previous conversations or correspondence?

The intention of this call is to set up a commercial Gas supply agreement between Dual Energy and **[Business Name]**.

I need to confirm some key points to enter into a contract over the telephone:

- ◇ What is your full name and position in the business?
- ◇ What is the correct legal name of the business occupying the premises?
- ◇ How long has the business been established?
- ◇ What is the full address including the post code?
- ◇ What is the landline telephone number for the business?
- ◇ Are you authorised to change the Gas supply to Dual Energy on behalf of **[Business Name]** and are you authorised to set up direct debits?
- ◇ All applications are subject to a credit check, and whilst unlikely this could mean that Dual Energy will not accept the contract. If this is the case we will contact you accordingly. Please confirm that you have the authority to agree to a business credit check being carried out? If the business is a non-limited entity, you agree for a consumer credit check to be completed against your personal information. (If No, do not proceed with sale).
- ◇ What is the email address to which monthly invoices should be sent? *(If no email address available: 'E-billing is provided as standard free of charge, if not Dual Energy can supply a paper invoice at a monthly charge of £3.50).*

**\*[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]\***

## CONTRACT CONFIRMATION

These are your principal terms of this contract. You are also agreeing to the standard service terms and conditions supplied in your welcome letter and on [www.dual-energy.co.uk/termsandconditions](http://www.dual-energy.co.uk/termsandconditions)

**\*Only state first point if the customer estimated annual consumption is less than 293,000 kWh of Gas (if not skip to 2)\***

1. Firstly, under Ofgem regulation (the UK Energy Regulator) we must inform you that you are a micro business consumer and that you are entering a micro business consumer contract with Dual Energy. Further information on micro businesses is available on our website at [www.dual-energy.co.uk/compliance](http://www.dual-energy.co.uk/compliance).
2. Your supply contract will start when Dual Energy become responsible for the Gas supply at the site, requested to start on **[Requested SSD]**. You are agreeing to move your Gas supply to Dual Energy at the following rates:
3. **[Universal Unit Rate]** pence per Kilowatt Hour with a standing charge of **[Standing Charge]** pence per day.

### **SmartTRACKER contract**

- ◇ Your energy prices are fixed for **1 Year**, and the contract period is for 3 years.
- ◇ 60 days prior to the end of each Year, Dual Energy will conduct a market review ensuring you have a competitive price, maintaining your advantage over long term fixed prices. If your price is subject to an increase or decrease, Dual Energy will notify you of the rates you will be charged for the following Year.
- ◇ At the end of the 3 Year contract period, Dual Energy will provide you with a range of competitive renewal tariffs. If you do not agree to a new tariff, you will benefit from Dual Energy's variable tariff which you can terminate at any time by giving 30-day's notice.
- ◇ Information regarding your contract end date and termination notice period is provided on your monthly invoice and your welcome letter.

***(Customer must confirm they understand this).***

**OR**

### **SmartFIX 1 / 2 / 3 Year contract**

- ◇ The contract will last for **1 / 2 / 3 year(s)** with your Gas prices being fixed for the full period.
- ◇ As you approach the end of your contract, Dual Energy will provide you with a range of competitive renewal tariffs. If you do not agree to a new tariff, you will benefit from Dual Energy's variable tariff which you can terminate at any time by giving 30-day's notice.
- ◇ Information regarding your contract end date and termination notice period is provided on your monthly invoice and your welcome letter.

***(Customer must confirm they understand this).***

4. Your Gas prices will not increase unless information you provided to price your contract was incorrect, for example your consumption does not meet Dual Energy's minimum requirements. Dual Energy may have to pass through any third-party costs outside of their control such as governmental, legal, regulatory or industry charges. If this happens, you will be notified in advance and these pass-through charges will be demonstrated clearly on your invoice.
5. Please do not enter into any contracts with any other supplier. If Dual Energy fail to become your registered supplier due to your actions you may be liable to pay Dual Energy an Early Termination Fee.
6. Dual Energy may not be able to transfer your supply if you are in contract with your current supplier or there is any outstanding debt on your account. Dual Energy will contact you if this is the case.

## DIRECT DEBIT PAYMENT INFORMATION

Do you understand that Direct Debit is the **only** method by which you can pay your monthly invoices to Dual Energy?

I need to confirm the following in order for Direct Debit arrangements to be set up:

- Full name of your bank • full name on the account • sort code • account number

You are agreeing to pay for your Gas supply via a variable Direct Debit. Every month you will receive an invoice to advise you of the amount payable to Dual Energy which will be taken around the 15<sup>th</sup> of each month.

Can you confirm you are happy to pay by this method?

### Are you aware of the Direct Debit Guarantee?

**If yes**—a copy of the guarantee will be included with your contract details in the post.

**If no**— This guarantee is offered by all banks and building societies that take part in the DD scheme. In the future, if there is a change to the date, amount, or frequency of your DD, Dual Energy will give you 10 days notice in advance of your account being debited.

- ◇ If an error is made in the payment of your direct debit, by Dual Energy 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 immediately to Dual Energy.
- ◇ 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 us. If you cancel your Direct Debit you may incur additional charges from Dual Energy.

Just to confirm 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).

Do you have any questions for me? (Answer any before proceeding).

We have now completed your application for a Gas supply with Dual Energy. We will now submit your application details to commence your transfer with a proposed supply start date of **[service start date]**.

Dual Energy will send you a welcome letter confirming what we have agreed today within the next 10 working days. This will include the contract terms and conditions, details about your Gas supply and confirmation of your direct debit. Please read these carefully and retain for future reference.

Thank you **[Customer Name]** for your time today. If you have any questions please don't hesitate to call us on **[broker contact number]**.