

SME / RETAIL SALES

May 2018

SME Verbal Script for 3rd Party Intermediaries

Acquisition



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The following text is mandatory and **MUST** be read to all customers for all sales, contract amendments and any additional premises.

Compliance/Confirmation

My Name is [Your Name] from [TPI name]. We are an independent intermediary appointed by ScottishPower. Please note calls are recorded for compliance and quality assurance purposes and call recordings will be made available to ScottishPower.

In order for me to arrange the switch of your [gas/electricity] to ScottishPower I need your authorisation that you are happy for me to act on your behalf? (If no, do not proceed)

Please confirm that you are authorised to select energy suppliers on behalf of your business and enter into a contract for the supply of [gas/electricity] (Await customer's response)

To be read out for new owner/business only: "Can I also confirm that if you have recently taken ownership or tenancy of the property, you have not entered into any agreement with another supplier within the last 90 days for the supply of electricity or gas?"

- Please can you confirm your name, position and the full company name?
Please can you confirm your contact telephone number and email address?
- Please can you confirm the full address of the properties to be supplied under this contract?

Prices

The Contract you are entering into is a fixed price agreement and will end on [contract end date]

The prices under the supply contract with ScottishPower will be:

The standing charge is [p/day or £s per month]

The Unit Price is [£ per kWh]

To be read to electricity customers only

Your annual consumption for electricity to the business is [kWh], which equates to an annual spend of [£] and your monthly direct debit is set at [£]:

(Monthly Direct Debit value only applicable if not elected to pay by Quarterly Direct Debit)

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To be read to gas customers only

Your annual consumption for gas to the business is [kWh], which equates to an annual spend of [£] and your monthly direct debit is set at [£]:

(Monthly Direct Debit value only applicable if not elected to pay by Quarterly Direct Debit)

Please can you confirm that you understand and agree to these prices?

(Customer must clearly say “yes”)

The prices which you have just agreed will form the charges which you are required to pay to ScottishPower via [Monthly Direct Debit/Quarterly Variable Direct Debit] in accordance with the terms of your supply contract with ScottishPower.

To be read to Customers with Green deal arrangements only

Contract rates agreed exclude any repayments in respect of the premises having a Green Deal arrangement in place.

To be read to all customers

Do you have a Smart meter?

(If customer answers “no” to having a Smart meter, move on to payment)

(If customer answers “yes” to having a Smart meter or does not know)

If you have a smart meter you will lose some or all of its SMART functionality. Can you confirm that you understand the loss of this functionality and are you happy for me to continue?

(Customer must clearly say “yes”)

Payment

Please note that the rates ScottishPower have quoted are preferential rates for choosing:

*To be read to customers who have elected to pay via **Monthly Fixed Direct Debit (applies to single MPAN 03/04 only)***

- a) Your instruction to pay by Monthly Fixed Direct Debit is protected by the Direct Debit guarantee, details of which are available upon request. Your payments will be fixed each month and you will receive a quarterly statement showing your fixed payments and consumption detail for the billing period. **Your fixed monthly Direct Debit payment is subject to change dependent on your consumption.**

*To be read to customers who have elected to pay via **Quarterly Variable Direct Debit (applies to single MPAN 03/04 and related MPANS)***

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- b) Your instruction to pay by Quarterly Variable Direct Debit is protected by the Direct Debit guarantee, details of which are available on request. You will be invoiced quarterly and your payment will be variable for each quarter billed. **(All related MPANs and multi MPAN sites must be sold on Quarterly Variable Direct Debit)**

In order for me to set up your direct debit, please may I now take a note of your bank details?

The contract that you are entering into with your business is legally binding and will expire on [insert date] and you are agreeing that your business will remain a ScottishPower customer until this date. ScottishPower will contact you in advance of this date to confirm charges for future payment.

In the event that you chose an alternative supplier with a supply date before the contract end date, ScottishPower reserve the right to raise an objection to this transfer.

Terms & Conditions

Full terms and conditions will be sent to you in your Welcome Pack. I do however need to go through the key terms now

1. ScottishPower uses credit reference agencies to help make decisions about providing services and credit. ScottishPower can ask for a reasonable security deposit before or during the period of the contract.

To be read only if the customer has confirmed they are a director

2. As you are a Director of the limited company, which is to be ScottishPower's customer, you, as well as the customer, shall be liable to pay any amounts due by the customer under the contract. ScottishPower may also require you to provide a personal guarantee for the equivalent of the business's previous quarter's electricity usage.

3. Your earliest Termination Date is [insert date]. This is the last date of the fixed price period. If you wish to terminate your contract with ScottishPower after this date you must write to them at any point prior to the contract end date for a termination notice to be accepted.

4. If you notify ScottishPower that you wish to terminate your contract, but then do not arrange for a new supplier to take over your supply, you will be moved automatically to their Standard Variable Terms and Prices on the day after the contract end date. These prices will be higher than ScottishPower's fixed prices and can vary at any time. You will be free to switch to a new supplier at any time however we may object to any transfer request if there is an outstanding debt on the account.

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5. If ScottishPower do not receive a termination notice by the end of your contract they will automatically move you to their Standard Fixed tariff for 12 months on the day after your contract ends. The prices will be fixed for 12 months but you will be able to terminate this contract by giving ScottishPower 30 day's written notice.

Closing

Are you happy to proceed with the contract for ScottishPower to supply your [gas/electricity]? **Customer must clearly say "yes"**

The registration of your contract will now commence, and you should not agree another contract with another supplier as this may lead to termination fees and a delay in the transfer of your [gas/electricity] supply.

(Marketing consent) ScottishPower would like to stay in touch about services and products from ScottishPower. They will never share your details with any other company for their marketing purposes and you can opt-out at any time. If you would like to find out more about how we handle your personal details, please read our Privacy Information Notice which can be found at scottishpower.co.uk/privacy.

They can contact you by letter, phone, SMS text or email. Which of these ways would you like to be kept informed by?

Thank you for your time and welcome to ScottishPower. If you have any queries, please call ScottishPower on 0800 040 7002.

You will receive a copy of ScottishPower's full terms and conditions with confirmation of what we have agreed today within 10 working days.

Within 10 days of the supply start date ScottishPower will request a meter reading.