**Training Module 2018**

**QUESTIONAIRE (17 Questions)**

**Q: How many suppliers do The Energy Company currently represent?**

A …………………………………………………………………………………………………………………………………………………………

**Q: What is an AMR Meter?**

A: ……………………………………………………………………………………………………………………………………………………………

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**Q: Who is responsible for the safety of a customers energy supply?**

A: ……………………………………………………………………………………………………………………………………………………….

**Q: For a business contract, does the customer have a cooling off period?**

A: ……………………………………………………………………………………………………………………………………………………….

**Q: What does ‘De Minimus’ mean?**

A: ……………………………………………………………………………………………………………………………………………………………

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**Q: What is the difference between a MPAN number and a MPRN number?**

A: ………………………………………………………………………………………………………………………………………………………

**Q: Where will you find a MPAN number?**

A: ………………………………………………………………………………………………………………………………………………………

**Q: Where will you find information relating to the identification of a MICRO business?**

A: ……………………………………………………………………………………………………………………………………………………..

**Q: If you store personal and/or financial details of customers, what organisation do you need to be registered with?**

A: …………………………………………………………………………………………………………………………………………………….

**Q: Explain two ways you should be able to obtain a MPRN number.**

A: ……………………………………………………………………………………………………………………………………………………..

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**Q: Who regulates the Gas and Electricity Industry?**

A: ………………………………………………………………………………………………………………………………………………………

**Q: What is the Energy regulators TPI Code of Practice 6 voluntary principals? Please circle 6 (six) of the following 8 (eight) choices….**

A: \*Customer focused \*Respect \*Well Presented \* Accuracy \*Professionalism \*Honesty \*Entertaining \*Transparency

**Q: A customer is moving to a new supplier. The end date on the current contract is 31/05/2018. What will the start date be on the new contract? (Please circle the correct answer)**

A: \*1/06/2018 \*31/05/2018 \*15/06/2018 \*Leave it blank

**Q: What personal data should you collect from a customer when providing a quote? (Please circle the 3 (three) correct answers….**

A: \*Current Energy Provider \*Name & Address \*Date of Birth \* Phone Number \*Credit Card number & pin

**Q: Data Protection is about to change: New regulations are about to come into force. The new legislation is GDPR. What do the initials stand for?**

A: …………………………………………………………………………………………………………………………………….

**Q: What month does GDPR come into force? (Please circle the correct Month)**

A: \* MARCH \*APRIL \*MAY

**Q: Have you registered with the ICO (Information Commissioners Office) DATA PROTECTION (Please circle your answer)**

A: \*Yes \*No