

**Opus Energy Verbal Confirmation Script v.26**

**Gas Renewal**

**Date: 09.01.2019**

First of all, thank you for your time so far. If anything is unclear at any point, feel free to ask any questions.

I’d like to advise you that this call is being recorded as this is a verbal contract, so we don’t need your signature. For that purpose, the date today is……..

I just need to take a few details, which will be used by Opus Energy Group, its agents and service providers for all matters relating to contract setup and supplying energy to you, including credit vetting, billing and maintaining your account. We take the security of your data very seriously and you can find our privacy policy as well as our terms and conditions on our website, [www.opusenergy.com](http://www.opusenergy.com).

1. CUSTOMER DETAILS

**1.1 I’m going to start by taking some details from you:**

1. Could you tell me your full name, business name and address please?
2. Can you confirm that you have the authority to agree an energy contract on behalf of COMPANY NAME?
3. And is the gas used wholly or mainly for business purposes? **IF NO, contract cannot proceed.**
4. What business sector or industry do you operate in?
5. **If a smart meter or an advanced meter (AMR) installation been agreed say:** I’d like to confirm for the recording that you would like a Smart Meter/Advanced Meter installed.

**CONTACT DETAILS**

**1.2 Now I will take some contact details:**

1. What is your email address please?
2. The number we’re using now CONFIRM NUMBER, is that a business landline/mobile number? **IF NO, capture landline/mobile.**
3. Can I also take a mobile/landline **(opposite of the above)** number? **IF YES, capture**.
4. These details may be used to send you sensitive information regarding your energy account, such as notices regarding outstanding balances. Are you happy for us to use these details? IF NO, ASK: Which details would you like to be used?
5. We would like to use these contact details to let you know about products, services, promotions or special offers which may be of interest to you. Is that ok? You can change your preferences at any time. (**If yes, please note their response in the comment field.)**

I would like to let you know that **(broker name)** is an independent utility broker and are not directly employed by Opus Energy.It’s impossible for us to know all the tariffs in the market, but we believe that the combination of Opus Energy’s fixed price and customer service is the best product for your business.

**RATES**

**1.3 I’m now going to confirm the rates:**

Standing charge: xxx pence per day

Unit rate is xxx pence per kWh

These prices are fixed for xxx months, which is your contract period.

We need to make you aware that all prices are subject to VAT, Climate Change Levy and include third party charges which may be exposed to changes in government-controlled taxes, levies and distribution costs. You can find more information about this on opusenergy.com.

Do you agree to the rates I have just stated?

**CONTRACT DETAILS**

**1.4 I will now run through some important information about your contract:**

* The initial fixed term period of your contract will begin from the date your current contract ends, which is DATE.
* You will need to remain with Opus Energy for the duration of the agreed fixed term period or for as long as you are responsible for the premises. If you attempt to switch supplier during this period, Opus Energy may object to the request to transfer your supply.
* Opus Energy will contact you as the fixed term period end date is approaching, to let you know your options.
* If you want to end your contract at the end of the fixed term period, you need to provide a termination notice at least 30 days before the end of the period.
* If you don’t agree a new contract at this point, you will continue to receive energy from Opus Energy under their monthly plan. This plan has fixed rates for a year with the flexibility to end the contract with 30 days’ notice.
* Opus Energy will send your contract pack in the post confirming all of this information in writing and the full terms and conditions.

Do you have any questions on anything I’ve told you so far?

1. **CREDIT INFORMATION**

We will perform a credit check with a credit reference agency and final acceptance of this contract is subject to the check meeting our criteria. I just need to take some details for that purpose:

Is the business a sole trader, partnership, limited company or charity?

1. **IF SOLE TRADER, please ask for the following information:**

Can I take your home address please?

And how long have you lived there?

**(If less than two years please take a previous address and date of moving in)**

And finally can I take your date of birth?

1. **IF LIMITED COMPANY, please ask for the following information:**

What is the Company Registration Number?

1. **IF Charity, please note charity reg. number in comments.**

What is your Charity Registration Number?

1. **DIRECT DEBIT SECTION**

**3.1 IF DD ALREADY SET UP**: Your direct debit will continue as normal and you will be billed monthly in arrears according to your consumption with payment taken out of your account ten days after the invoice date.

**3.2 IF DD NOT SET UP:**  As you are not paying by direct debit, a 7.5% uplift will be applied to your tariff, do you understand this? **Wait for confirmation.** Would you prefer to switch to direct debit? **IF YES, proceed to 3.3.a. IF NO, proceed to 4.**

3.3. I now need to take some details so that we can set up your account. We will first need bank details to register you for Direct Debit payments. You can cancel these in the future if you prefer, but this means you will lose the 7.5% discount already included with your rates for paying by Direct Debit.

* 1. Are you the account holder of a UK Bank or Building Society Account?
	2. Are you the only person required to authorise debits from this Account?

# \*\* If more than one person is required to authorise debits on the account, issue a paper DDI \*\*

* 1. Firstly, can you please tell me the name of the bank?

# What is the account name? To confirm, you said XXXXXXXX, is this correct?

# What is the Bank’s Sort Code? That was XX-XX-XX, correct?

# Can you please tell me the Account Number? Just to confirm again, XXXXXXXXX, is that right?

* 1. In the future if there is a change to the date, amount or frequency of your Direct Debit, we will always give you 5 working days notice in advance of your account being debited.
	2. The Company name that will appear on your Bank Statement against the Direct Debit for your Gas will be Opus Gas Supply Ltd. Your Direct Debit Instruction has been set up and you will be sent confirmation of this no later than 10 working days before the first collection.
	3. All Direct Debits are protected by a guarantee. I can read it to you now or you can read it in our confirmation letter, which would you prefer?
		1. **If answer is ‘YES’ read it now.**
		2. **If the caller does not wish to hear the guarantee go to section 4.**

In the future if there is a change to the date, amount or frequency of your Direct Debit, we will always give you 5 working days notice in advance of your account being debited. In the event of an error, you are entitled to an immediate refund from your bank or building society. You have the right to cancel at any time and this guarantee is offered by all the banks and building societies that accept instructions to pay Direct Debits. A copy of the safeguards under the Direct Debit Guarantee will be sent to you with our confirmation letter.

That completes the setting up of your Direct Debit Instruction so that we can bill your account.

1. **BILLING SECTION**

As part of their commitment to sustainability, Opus Energy will send your bills electronically and you will get an email when they’re ready to view. You can view and download all your bills in your online account called My Opus Energy at any time. Is that ok?

* 1. **IF YES** - You will be billed monthly in arrears with payment taken from your account ten days after the invoice date. Can I use the email address you provided earlier to send you the invoice notification to? **OTHERWISE, note another address.**
	2. **IF NO** – No problem, I will arrange for paper billing. You will be billed monthly in arrears with payment taken from your account ten days after the invoice date.
1. **CLOSING STATEMENT**

5.1 Finally I need to make you aware that this confirmation script is the only recording that will be sent to Opus Energy after the sale has completed, so is there anything you wish to clarify from any of our previous conversations which were not recorded? (wait for a response).

5.2 Finally, I would like to thank you for staying with Opus Energy Mr/Mrs Customer. If there is anything the Opus Energy Customer Service team can do to help, please let them know. The registration of your contract has now started and you have entered into a legally binding contract for a fixed term period.

Thank you for your time!