

Verbal Contract - TPI Terms & Conditions

Effective: July 2019

This document details the approved 'verbal script' for selling gas and electricity contracts for Gazprom Energy.

1. Confirmation

Thank you for agreeing to transfer your [gas/ electricity] to Gazprom Energy. I am going to confirm the details we have discussed today. You are entering into a legally binding business contract with Gazprom Energy which requires at least 40% of your overall energy consumption to be for business purposes. For the purposes of your contract Gazprom Energy will treat you as a Micro Business Customer. More information on Micro Business Customers will be sent out to you in the post.

My name is from (Name of Broker) and this call is being recorded.
We are an independent utility broker and are not employed by Gazprom Energy.
All information collected today will be used in accordance with Gazprom Energy's Privacy Policy.
The Privacy Policy can be found on our website www.gazprom-energy.co.uk The date today is XXXX, and the time is XX:XX.

Before we proceed with the contract offer, please can you confirm you are happy to pay by direct debit? ***If no please explain to the customer we will not be able to proceed.***

2. Authorisation

Limited company or LLP

1. Can you please confirm your full business name including your company registration number?
2. Please confirm your name and your position within the business?
3. Please can I take a contact telephone number and email address for the account?
4. How many sites will you require Gazprom Energy to supply? ***(if multiple sites ensure you have each site contract end date).***
5. Can you please confirm your existing contract end date is XXXX?

Sole Trader or Partnership

1. Can you confirm if your business is a partnership, or sole trader?
2. Can you please confirm your full business name?
3. Please confirm your full first name, any middle name(s) and surname?
4. Can you confirm your position within the business?
5. ***Are you on the Electoral Roll at your current address? If NO, apologise that you can't proceed and stop the sale and conversation now If YES proceed***
6. Can you confirm you are over the age of 18 years?
7. Current home address - must have been resident there for more than five years
8. Previous home address - if less than five years at the current address
9. Please can I take a contact telephone number and an email address for the account?
10. How many sites will you require Gazprom Energy to supply? ***(if multiple sites ensure you have each site contract end date).***

11. Can you please confirm your existing contract end date is XXXX?

Charity

1. Can you please confirm the full name of the Charity?
2. Please can you confirm your Charity registration number?
3. Please confirm your name and your position within the Charity?
4. Please can I take a contact telephone number and email address for the account?
5. How many sites will you require Gazprom Energy to supply? (if multiple sites ensure you have each site contract end date).
6. Can you please confirm your existing contract end date is XXXX?

3. SITE DETAILS

IF ONE SITE ASK THE BELOW QUESTIONS. IF THE CUSTOMER HAS MULTIPLE SITES REPEAT QUESTIONS A, B and C FOR EACH SITE.

- A. Can you confirm the full site address, including postcode that we will be supplying?
- B. Can you please confirm your Meter Point Reference Number (MPRN/ MPAN) (If they ask where to find the number - Your MPRN will be on your business gas bill - Usually business gas suppliers print the number on the first page of your bill or on the back of the front page. Your MPR Number is a long number between six and ten digits);
- C. Please can you confirm your annual consumption for the site?
- D. Can you confirm that you are authorised to change your <electricity/gas> supply and enter into a legally binding contract between Gazprom Energy and the business you represent for all sites discussed?
Enter the confirmation

4. Payment terms

As mentioned earlier, you will be paying by Direct Debit. If you fail to pay by Direct Debit, or if you try to change your method of payment during the contract term, we will be entitled to charge you additional amounts.

Your Direct Debit is covered by a Direct Debit Guarantee. Would you like me to read the Direct Debit Guarantee to you, or are you happy to read it in your welcome pack? (If yes please read the Direct Debit Guarantee).

Please confirm the following details relating to your Direct Debit?

1. What is the name on the account?
2. What is the bank/building society account number? (If we know these details please recite them and have the customer affirm them)
3. What is the branch sort code? (If we know these details please recite them and have the customer affirm them)
4. What is the name and full postal address of your bank or building society? (If not known then still proceed).

5. Credit Vetting

This contract offer is subject to status. We may need to check your details with licensed credit and fraud prevention agencies. A copy of the credit search will be kept by the agency and us and may be used by other credit providers. If a person provides false or inaccurate information and we suspect fraud, this will be recorded and may be used by us and other organisations for financial security purposes. Further details explaining how your information may be used is given in our Privacy Policy and our terms and conditions.

6. Terms and Conditions

(This section 6 must be read verbatim)

The details provided by you to us today have generated a contract offer which will now be reviewed by our quality assurance team.

Following such review, we will confirm to you in writing if the contract offer has been accepted by us or has been unsuccessful. If accepted, the confirmation email will confirm your prices and contract term.

You have confirmed your current energy contract will end on [state date from section 2]. If you haven't done so already, you'll need to let your current supplier know you'll be leaving them and pay any outstanding bills.

Your contract will be due for renewal on [insert contract end date]. Gazprom Energy will write to you with details of your renewal offer around 60 days before your contract ends. If you decide to terminate your contract, you will need to give Gazprom Energy 30 days' notice prior to the renewal date. If you do not enter into a new contract with Gazprom Energy or move to a new supplier, your contract will continue, but you will be charged at Gazprom Energy's out of contract rate. If you are being charged at Gazprom Energy's out of contract rate and your account with Gazprom Energy is up to date you can change supplier at any time.

It is only when the contract offer is accepted by us in writing that a legally binding contract between you and Gazprom Energy is created. This contract is subject to our terms and conditions of supply which we will provide to you.

If we accept the contract we will also write to you with the following information:

- The start and end dates of your contract;
- The general terms and conditions of supply which we strongly encourage you to read;
- A statement of the renewal terms which will apply at the end of your initial contract period;
- The Micro business key terms of supply which we strongly encourage you to read; and
- The Direct Debit Guarantee.

7. Contract Prices

FOR ONE SITE

You are now agreeing to a fixed price energy plan for your [gas or electricity] supply with Gazprom Energy for the site you have given me the details of. The unit rate for the site will be [unit rate] pence per kWh and the standing charge will be [standing charge] pence per day. These rates are based on the information you have provided and Gazprom Energy may need to change them if the information is not correct or if we are required to do so by law or by the regulator. The contract will last for [contract period] months at these prices.

FOR MULTIPLE SITES - *For each site provide following information*

You are now agreeing to a fixed price energy plan for your [gas or electricity] supply with Gazprom Energy for multiple sites. These rates are based on the information you have provided and Gazprom Energy may need to change them if the information is not correct or we are required to do so by law or by the regulator. The contract will last for [contract period] months at these prices.

I will now run through the contract prices for the different sites:-

REPEAT FOR EACH SITE

[Site name] at <unit rates> pence per kWh with a standing charge of <Standing charge> pence per day.

The contract will last for <contract period> months at these prices.

8. Closing Statement

Thank you very much (customer's name), that's all the information we need for now.

You should not agree to another contract for your supply unless we notify you that we will not enter into a contract with you.

If you have any queries regarding this process, please contact us. Do you have any questions for me?

That's it! Thank you for choosing Gazprom Energy and for your business today.