

The admin stuff...





ClickEnergy Sales Checklist



⇒ Energy Sales Checklist

The Utility Regulator requires all suppliers to give potential customers a copy of this checklist before signing them up for an account.

Please go through each question and make sure that the sales agent has covered each step.

⇒ Did our agent:

- a) In the case of face-to-face or doorstep, show you his/her identification card and tell you which company they are working for?
- b) Go through the products on offer and explain the charges to you?
- c) Explain how any discounts will be applied to your account?
- d) Explain the key terms and conditions of supply?
- e) Explain how long the contract applies for?
- f) Explain how you will be billed?
- g) Explain how to make payments on your account and any budgeting options available? For example by direct debit or in cash.
- h) Explain any deposit that may apply to your account?



- i) Explain any penalties that apply if you do not meet the terms of the contract?
- j) Explain how to cancel your contract if you change your mind? (Applies to Domestic Customers only)
- k) Explain how your existing account will be closed and your new account will be opened
- l) Give you a copy of your terms and conditions and the rates that apply to your account or explain how these will be sent to you?
- m) Confirm that you understand that you are switching to a specified product with a specified payment method and explain any fixed term conditions you are agreeing to as part of the contract. This should include duration and any applicable exit fees and any other specific conditions of the fixed term.
- n) Provide you with details of the cooling off period (Applies to Domestic Customers only) that applies and how to go about cancelling their request to switch supplier within that cooling off period (in line with existing legislation).
- o) Confirm that you have read and understood this checklist?



If you believe our agent has acted inappropriately or you would like to confirm any aspect of your new account you can contact our customer services team:

- Call us on **0800 1 070732** and speak to one of our team
- Email us at **chat@clickenergyni.com**
- Write us a letter – Click Energy, Timberquay, 100-114 Strand Road, Derry, BT48 7NR
- Or drop in to see us.

Thank you



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