

ENERGY SALES CHECKLIST BILL PAY

The Commission for Regulation of Utilities (CRU) requires all suppliers to give you a copy of this checklist before you sign up.

Did the agent:

	YES <input checked="" type="checkbox"/>	NO <input checked="" type="checkbox"/>	N/A <input checked="" type="checkbox"/>
• Tell you who they are working for and show you an identity card?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>
• Explain the energy offer/product you are being signed up to?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>
• Provide you with information about all charges that apply to this offer/product, including standard unit rate and standing charge?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>
• Provide you with a copy of the energy rates which apply to this energy offer?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>
• Explain how discounts will apply?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>
• Explain how you will be billed, such as paper bill or electronic bill and explain how to pay your bill?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>
• State whether you need to pay a deposit, how much the deposit is, and how long the contract applies for?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>
• Highlight any penalty charges that apply if you terminate the contract?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>
• Explain the cooling off period and how to cancel your contract?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>
• Explain how you will receive a copy of the Terms & Conditions?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>
• Enquire whether you are eligible to register as a Vulnerable Customer and instruct you on how to register?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>

Did the agent?

- Confirm that you have read and understood this checklist?

If you are dissatisfied with the manner in which our sales agent has presented the product or treated you during the sales pitch, or 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 service team:

- By phone: The quickest way to get a resolution is to phone us on our phone number 1800 817 383
- By email: You can send an email to info@beenergy.ie
- By post: You can send a written request to:
Customer Service Team
BEenergy
UNIT E
Site 1
Swords Business Park
Swords
Co. Dublin
Website: www.beenergy.ie

Customer Signature

Date