

Energy Sales Checklist Prepay Customers

The Commission for Regulation of Utilities (CRU) requires all suppliers to give you a copy of this checklist before you sign up. Please read each question carefully. If you do not feel comfortable answering YES to all the questions below please ask the door to door sales person to provide you with the relevant information again.

Did the agent:

- | | | | |
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| • Tell you who they are working for and show you an identity card? | YES <input checked="" type="checkbox"/> | NO <input checked="" type="checkbox"/> | N/A <input checked="" 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 information about all charges that apply to this offer/product including energy rates, unit rate, standing charge and prepayment charge? | YES <input type="checkbox"/> | NO <input type="checkbox"/> | N/A <input type="checkbox"/> |
| • Explain how the discounts will apply and whether or not you need to pay a deposit and how much it will be? | YES <input type="checkbox"/> | NO <input type="checkbox"/> | N/A <input type="checkbox"/> |
| • Tell you how long the contract applies for? | YES <input type="checkbox"/> | NO <input type="checkbox"/> | N/A <input type="checkbox"/> |
| • Explain what penalty charges apply if you terminate the contract early? | YES <input type="checkbox"/> | NO <input type="checkbox"/> | N/A <input type="checkbox"/> |
| • Explain the cooling off period and how to cancel your agreement? | YES <input type="checkbox"/> | NO <input type="checkbox"/> | N/A <input type="checkbox"/> |
| • Explain how you would receive the Terms & Conditions? | YES <input type="checkbox"/> | NO <input type="checkbox"/> | N/A <input type="checkbox"/> |
| • Assess whether the PAYG meter is suitable for use in your household? | YES <input type="checkbox"/> | NO <input type="checkbox"/> | N/A <input type="checkbox"/> |
| • Explain how you will be charged for energy and how to ensure that there is sufficient credit in the PAYG meter? | YES <input type="checkbox"/> | NO <input type="checkbox"/> | N/A <input type="checkbox"/> |
| • Explain that your electricity supply will be cut off if you run out of credit? | YES <input type="checkbox"/> | NO <input type="checkbox"/> | N/A <input type="checkbox"/> |
| • Explain how to access emergency credit? | YES <input type="checkbox"/> | NO <input type="checkbox"/> | N/A <input type="checkbox"/> |
| • Enquire as to whether you are eligible to register as a vulnerable customer and explain the measures that the CRU has in place? | YES <input type="checkbox"/> | NO <input type="checkbox"/> | N/A <input type="checkbox"/> |
| • Ask you to confirm in writing that you understand you may not be covered by specific protection measures put in place by the CRU for Vulnerable Customers? | YES <input type="checkbox"/> | NO <input type="checkbox"/> | N/A <input type="checkbox"/> |

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