



ENERGY SALES CHECKLIST

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:

- Tell you who they are working for and show you an identity card? (If applicable)
- Explain the energy offer/product you are being signed up to?
- Provide you with information about all charges that apply to this offer/product, including standard unit rate and standing charge?
- Provide you with a copy of the energy rates which apply to this energy offer?
- Explain how discounts will apply?
- Explain how you will be billed, such as paper bill or electronic bill and explain how to pay your bill?
- State whether you need to pay a deposit, how much the deposit is, and how long the contract applies for?
- Highlight any penalty charges that apply if you terminate the contract?
- Explain the cooling off period and how to cancel your contract?
- Explain how you will receive a copy of the Terms & Conditions?
- Enquire whether you are eligible to register as a Vulnerable Customer and instruct you on how to register?

Did the agent?

- Confirm that you have read and understood this checklist? (If applicable)

If you are not satisfied with how our sales agent presented the product, acted or treated you during the sales process please contact our customer service team. They will also be happy to confirm any details relating to your tariff or account:

- 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
PO BOX 42
Lifford
Co. Donegal

Website: www.beenergy.ie

Customer Signature.....

Date