Code of Practice Customer Sign Up

for Business Customers (ROI)

energia

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We're committed to ensuring that your switch to Energia is conducted in a transparent and fair manner. This includes not providing you with any misleading information.

Our sales agents will always identify themselves clearly and carry a company photo ID card.

Unless agreed with you in advance, we will never contact you outside of normal business hours.

We will explain the purpose of the call or visit and if requested at any time we will terminate the call or visit.

We will not misrepresent our company or our competitors. We will:

- Provide accurate, fair and transparent representations of both our own, and our competitors', products, services and all related charges .
- Explain to you any discount associated with chosen products and how this will be applied.
- Make comparisons on a like for like basis, with the data source and date clearly presented.
- Provide you with a method to 'opt out' of future marketing activities, add you to our 'no contact' database and provide confirmation if requested.
- Make you aware of all offer terms and conditions and the offer duration when advertising special promotions or offers.
- Display a list of terms and conditions on our website when offering promotional or introductory incentives or discounts.
- Provide you with a copy of the terms and conditions of supply, contract and the rates that apply to the product you are signing up to, or highlight the key terms and conditions to you by forwarding you a copy of these within an appropriate timeframe.
- Confirm that you understand that you are switching to a specified product with a specified payment method and, if applicable, explain any difference in charges due to a particular payment method.
- Present all of our tariffs in a clear and transparent manner that conforms to current Commission for Regulation of Utilities (CRU) Energy Supplier obligations.
- Confirm that the person opening the account has the authority to open an account at the premises in question.
- Ensure that you understand that the supplier you are opening an account with is Energia.
- Explain how long the contract will apply for.
- Explain any deposit or charge associated with the product being chosen.
- Make you aware of how you can make a payment against your bill and explain to you when you will be billed, including billing frequency.
- Explain to you any penalties that may apply if you do not meet the terms of your contract
- Explain to you how your existing account will be closed, and how the new account will be opened.