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 the agent:

- ◯ In the case of face-to-face or doorstep, show you his/her identification card and tell you which company they are working for?
- ◯ Go through the products on offer and explain the charges to you?
- ◯ Explain how any discounts will be applied to your account?
- ◯ Explain the key terms and conditions of supply?
- ◯ Explain how long the contract applies for?
- ◯ Explain how you will be billed?
- ◯ Explain how to make payments on your account and any budgeting options available? By direct debit, in cash.
- ◯ Explain any deposit that may apply to your account?
- ◯ Explain any penalties that apply if you do not meet the terms of the contract?
- ◯ Explain how your existing account will be closed and your new account will be opened.
- ◯ 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?
- ◯ 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.
- ◯ 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 Service Team on:

(SSE Airtricity Gas Supply (NI) LTD)
0345 900 5253

sse Airtricity