

# Energy salespeople at **your door** or **on the phone**: what you **need to know**

Switching to a cheaper supplier is a great way for customers to save money on their energy bills. One of the ways you can switch is through salespeople offering deals face to face. For example, on the door-step.

Sometimes salespeople phone customers at home.

Energy regulator Ofgem wants customers to understand what they should do if they receive a visit from a door-step salesperson, or a sales phone call.

**You can keep this information by the door or by the phone and refer to it whenever you are contacted by an energy salesperson.**



# 1 DO ask for ID

Always ask a door-step salesperson to show their ID.

For both door-step and phone sales, make a note of the following details for future reference:

- Their name
- The supplier they work for
- Their contact details

Remember that salespeople only sell for one supplier at a time. So they will only be able to offer you deals from that supplier.



# 2 DO have your own facts to hand so you can compare deals



Your bills provide valuable information on how much energy you currently use; how much it costs you; and the exact tariff name.

Give the salesperson these details.

- If you have been with the same supplier for 12 months or more, your bills now have to clearly show:
  - How much energy you used over the previous year.
  - How much it will cost you over the coming year, if you use a similar amount of energy.

Using real information from your energy bills gives you the best chance of a more accurate estimate and comparison with your current deal.

# 3 DON'T be pressured into signing, or agreeing to a contract

If you provide a door-step salesperson with information on your energy use, they must use this when calculating your estimate and comparison.

A door-step salesperson must provide you with a cost estimate of their offer.

In most circumstances a door-step salesperson must also show you how their offer compares to your current supplier's deal.

All salespeople should summarise the important elements of the proposed contract. You should also ask a door-step salesperson for a written copy of the terms and conditions.

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Take your time:

- Check facts and consider the details
- Discuss it with someone else (family, friends)
- Ask yourself questions, like:

"Is this the best deal for me based on my own energy use?"

"Do I have enough information to decide?"

Be aware of misleading statements that some salespeople may use. For example:

"We have been sent by Ofgem, to save you money."

"We own the local power distribution network, so we're the cheapest supplier."

# 4 DO think carefully before agreeing to switch

If you do decide to switch, you may not be able to change your mind later:

**BEFORE** you sign, or agree to switch, ask the salesperson:

- "How long do I need to sign up for?"
- "Does the contract provide a right for me to cancel?" (Sometimes known as a 'cooling-off period'.)
- "If so, how do I cancel the contract?" (The contract may say, for example, that you can cancel only in writing, within a certain time frame.)
- "Will I have to pay a termination fee if I want to leave early?"

On the phone, agreeing to switch is the same as signing a contract.

## Conduct of energy sales people

If you feel a salesperson has behaved inappropriately or you are worried you may have been mis-sold an energy deal call the energy company they work for or Consumer Direct for help and advice on 08454 04 05 06.