

## Film 4: Energy Best Deal – Dealing with sales people

### Text transcript

Today's energy companies operate in a competitive market. You may well come across energy sales people in the shopping centre, on your doorstep or even calling you on the phone. Many people are convinced by the initial sales pitch but then start wondering if they are doing the right thing or perhaps they want to change their mind.

Under new tougher rules laid down by Ofgem a doorstep sales person must give you a written estimate before any deal can be concluded. You should compare this carefully against your annual energy statement which will also include an estimate for cost and usage for the following year.

You should also receive a copy of the contract, an explanation of what happens next, a reminder to check if the product is right for you, what to do if you have any concerns and an explanation of your cancellation rights.

If the deal doesn't seem right for you – don't accept it.

When you deal with salespeople over the phone you won't get a written estimate but the sales person must make sure you are aware of all the key points of the contract.

This includes how much you will be charged, the length of the contract and details of your cancellation rights. If you are unhappy with any of the answers to your questions you should contact the supplier direct.

If you do change your mind about switching to a new supplier check that your contract includes a right to cancel. This is referred to as a "cooling off period". You can exercise that right by telling the supplier in writing within the time period allowed.

If you think your supplier has not been honest you should contact the company with any questions or complaints. You should follow their complaints process and get in touch with the [Energy Ombudsman](#) if the matter isn't resolved to your satisfaction.

Remember, never allow yourself to be persuaded into accepting an energy deal that may not be the right one for you.