



CODE OF PRACTICE ON SIGN UP for Non-Domestic Customers

Cenergise value transparency and offering the best service we can to our business customers. This Code of Practice outlines our commitment to you during the process of switching to Cenergise.

1. CUSTOMER CONTACT

1.1. Customer contact by telephone or in person

In any telephone call or doorstep visit made by Cenergise, for the purpose of Marketing, our agents will clearly identify themselves to you as soon as possible on making contact. They will provide their names and contact number when requested and carry a company photo identity card. They will also advise you that the call or visit is being made on behalf of Cenergise as well as the purpose of the call or visit.

If at any time during the contact you do not wish to proceed, our agents will conclude the telephone call or leave your premises and advise how you can be removed from our contact list.

1.2. Customer contact by e-mail and SMS

Cenergise will always follow data protection legislation when emailing or sending SMS to customers for direct marketing purposes.

Whenever we engage in marketing by email, the following information will be provided:

- ▶ Our name and business address,
- ▶ Our contact details, and
- ▶ A method of unsubscribing from future communication at no extra cost.

Whenever we engage in marketing by SMS, the following information will be included:

- ▶ Our name, and
- ▶ A method of unsubscribing from future communication at no extra cost.

1.3. Conduct when customers do not wish to be contacted.

Cenergise will provide an “opt-out” option on any marketing material sent to you. Where you indicate to us orally, in writing, by SMS or by email, that you do not wish to be contacted again for marketing purposes, we will record the request and you will not be contacted again by that method, without your consent.

You may request written confirmation that you have been removed from our marketing database.

2. CUSTOMER SIGN UP

During the sign-up process we will confirm that the person opening the account is authorised to do so and promise to give our customer the following information:

- ▶ Confirm that you understand you are signing up to Cenergise as your supplier.
- ▶ The product that you are being signed up to, including a breakdown of unit rates, standing charges and any other associated product charges as well as any discounts or additional charges including a deposit and how this will be applied,
- ▶ Key terms and conditions during the sign-up call, how you will receive or can access a copy of the terms and conditions of supply and contract including the duration of the contract, when your contract will complete, how your account will be closed and any associated penalties for early termination.
- ▶ How you will be billed, how frequently you will receive your bill as well as how to make payment via your chosen payment method,
- ▶ Information about debt flagging and how, if you choose to switch away from us while in debt to us, we are obligated to advise the new supplier that you have outstanding debt which may result in a cancellation of your switch.