

High Standards

What you can
expect from our
sales team



British Gas 

Your energy experts

At British Gas we want to give you the best possible service and so have developed this charter to outline the high standard you will receive when you deal with our Field Sales Advisers.

We promise that all our Field Sales Advisers will:

- Be courteous.
- Be polite at all times.
- Answer any questions honestly and to the best of their knowledge.
- Not avoid the truth and ensure they do not mislead.
- Always recognise and respect your right to end the conversation at any time.

Be professional

- Be fully trained and competent.
- Be smartly dressed and always carry and show an authorised British Gas identity card when visiting you in your home.
- Act professionally on our behalf.
- Never take advantage of a person's inexperience, vulnerability, credulity or natural loyalty.

Ensure peace of mind

- Help you understand all the essential points of the contract to ensure you know what you are committing to.
- Provide our customers who enter into a contract with:
 - An explanation of the 'cooling off' period and cancellation rights.
 - An explanation of our procedures for handling complaints.
 - Our representative's name and identification.

British Gas will post you details of your contract, including price, services and terms and conditions soon after our Field Sales Adviser's visit.

Ensure satisfaction

- Be committed to offering you the highest quality of service.



PLEASE RING
FOR SERVICE

British Gas subscribes to the EnergySure Code of Practice for Face-to-Face Marketing of Energy Supply. This leaflet summarises the key commitments and responsibilities of energy suppliers, as laid out in the EnergySure Code of Practice.

The Code is policed by an independent body – the EnergySure Code Manager. It makes sure that any energy supplier which subscribes to the EnergySure Code follows it and it can take action if any members fail to do so.

You can get a free copy of the EnergySure Code from us or you can view and download a copy from the EnergySure website at www.energy-retail.org.uk

Our call centre agents are required to comply with the Distance Selling Regulations, elements of the Gas and Electricity Licences and Statutory Instrument obligations. They are committed to providing the same high standard of service as our Field Sales Advisers.

At British Gas we aim for the highest standards in our face-to-face sales with customers.

If you've ever been affected by mis-selling or by a salesperson who won't take no for an answer, you'll know how frustrating this can be. At British Gas we want to ensure you never have this experience.

For your reassurance, we've developed this Code of Practice to ensure all our Field Sales Advisers are recruited and trained to provide a high standard; that our sales and marketing literature is accurate and clearly written and that you never feel misled or pushed into a contract with us.

This Code of Practice is our promise that:

- We rigorously select and train all our Field Sales Advisers to the highest standards.
- We help you understand all about our products and services by providing information in plain English.
- We ensure you are protected from mis-selling, whatever your circumstances.
- If we fail to meet our obligations in this Code of Practice, we will deal with matters quickly and sympathetically; we always apologise and correct any mistakes quickly.



Our key commitments to you

This guarantee explains the standards you can expect from our Field Sales Advisers when they introduce you to our products.



A Sales material

All our marketing and sales material, including price comparisons and starter packs comply with the British Code of Advertising, Sales Promotion and Direct Marketing (the CAP Code).

- Clear and unambiguous.
- Honest and truthful.
- Does not give false or misleading indications to price, value or customer service.

B Contact with customers

- We try not to make sales calls at unreasonable times, recognising that what is regarded as reasonable may differ from home to home.
- Our Advisers only visit in person between 9am and 8pm, except at your request. Any contact by telephone is between 8am and 9pm.
- Before approaching residents of sheltered housing, when calling in person, our Advisers contact the warden or another person in authority.
- Our Advisers never exploit a person's inexperience, vulnerability or natural loyalty.
- On making contact, our Advisers identify themselves as soon as possible, whom they represent and their purpose. When calling in person, they produce an identity card that clearly displays the British Gas brand, the Sales Adviser's name, photograph and expiry date of the identity card.
- Our Advisers never misrepresent the reason for their visit e.g. to conduct market research.
- If you indicate that contact is inconvenient, unwelcome or inappropriate, our Advisers voluntarily end the telephone call or the discussion and leave the property.
- We always give you a contact number if you request it.
- Our Advisers are always courteous and professional.

C Entering into a contract

- Our Advisers always take appropriate steps to satisfy themselves that the person entering into the contract can take responsibility for the energy bills at the property.
- We always ensure our Advisers take the time to explain the nature and all the essential provisions of the contract to help you understand what you are committing yourself to.
- Our Advisers take all reasonable steps to ensure you understand that you have:
 - Entered into a contract.
 - Agreed to/chosen the appropriate tariff.
 - A right to cancel.
 - Been made aware of what is involved if you wish to cancel.

When you enter into a contract:

- We always give or send the details of the prices, services, terms and conditions and a copy of the contract.
- We also write to you or phone you a few days after you have agreed the contract.
- Should you wish to change your mind, details of how to do this will be included within your contract documents.

D Comments and complaints

If you have a complaint

Occasionally we get things wrong, please tell us so we can put them right. If you are not satisfied with our service, please take the following steps.

Step 1

Contact us by phone: **0800 072 8632**.

Online : britishgas.co.uk/complaints

By Post: **Complaints Management Team, British Gas, PO Box 3054, Eastbourne BN21 9FD.**

If you have a Pay as you go meter call **0800 072 8633**.

Step 2

If you are not happy with the resolution of your complaint, please contact

Andy Eley, Head of Complaints,

by post: **British Gas, PO BOX 1577, Southampton SO18 9EX,**

by phone: **0800 107 0184** or via email:

britishgas.customerrelations@centrica.com

If your complaint relates to a problem with the delivery of your gas or electricity, we will pass it on to your network supply operator to investigate and, of course pass on any response or compensation due to you.

Naturally, we want to resolve your problem immediately, however if we are unable to achieve this we will aim to reach resolution with you within 14 days. When you contact us to make a complaint we will apologise; provide you with an explanation and confirm what actions need to be taken – this may include a goodwill gesture or compensation.

Independent Advice

If you have followed [steps 1 & 2](#) and your complaint remains unresolved after 8 weeks or if we have issued you with a deadlock letter, you can bring your case to the Energy Ombudsman by phone: **0845 055 0760**, textphone: **18001 0845 051 1513**, via www.energy-ombudsman.org.uk or by post: **Energy Ombudsman, PO Box 966, Warrington, WA4 9DF.**

The Ombudsman is an independent body, established to provide a free of charge service to impartially resolve customer complaints in cases where the customer and supplier cannot agree on a final resolution. Their final decision is binding on the Energy Supplier, and not you as the customer.

Advice?

Consumer Direct, the government's helpline for consumer advice, offers clear, practical and impartial help and advice, you can call on **08454 04 05 06** or go to www.consumerdirect.gov.uk

If you would also like to view a copy of the "Gas & Electricity (consumer complaint handling standards) Regulations 2008", please visit the OPSI (Office of Public Sector Information) website at www.OPSI.gov.uk



Be reassured we're EnergySure

At British Gas we are proud to be one of the first domestic energy supply companies to subscribe our Field Sales Advisers to EnergySure, an initiative that sets clear standards of good selling practices for subscribing companies.

EnergySure's objective is to promote best practice and drive the standards for energy selling. It does this by setting strict standards for the thorough recruitment and training of energy Sales Advisers.

At the centre of EnergySure is an online database of approved energy sales people that is used by participating companies to check that Advisers are appropriately qualified. By introducing a new accreditation scheme for energy Sales Advisers, those who do not perform to the standard can no longer simply move on to another unsuspecting energy company.



We are committed to EnergySure because we are dedicated to raising the standards of energy selling. All our Field Sales Advisers are approved to the EnergySure standard and have earned the right to their EnergySure badge.

When you see our Field Sales Advisers displaying the EnergySure badge, you can be certain that they are trained and monitored to the highest standards. You know that you are dealing with a reputable and highly qualified Adviser from a responsible company.

The EnergySure website can be found at www.energy-retail.org.uk

Numbers you can call for help and advice

General Enquiries

0800 048 0202

Pay As You Go Energy™

0800 048 0303

The British Gas Energy Efficiency Advice Line

0800 072 8629

Mon–Fri 9am to 5pm

here to HELP

0845 605 2535

For insulation grants to households
claiming Government benefits

Citizens Advice Bureau

www.citizensadvice.org.uk

Citizens Advice Scotland

www.cas.org.uk

Money Advice Association

01476 594 970

Energy Efficiency Advice Centre

0800 512 0237

open 8am to 5pm

Warm Front/HEES (Home Energy Efficiency Scheme) in Wales and Warm Deal in Scotland

Impartial advice on reducing energy and
availability of grants

0800 316 6011

NEA (National Energy Action)

Impartial advice on reducing energy
costs or consumption

0191 261 5677

Energy Action Scotland

0141 226 3064

If you have special requirements



If you are hard of hearing or speech impaired, and use a textphone, please call **18001 0800 072 8626** (Textphone).



If you would like to receive this information in another format such as large print, Braille or audio, please call **0800 072 8625**.

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Your energy experts