



## Sales & marketing for domestic customers

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Share Energy strives to give you the best service and we want to ensure that your switch to Share Energy is fair and transparent.

We place the highest importance on ensuring that we adhere to responsible marketing practices in all our activities – we've outlined how we're doing this below.

To give you further peace of mind, the Utility Regulator for Northern Ireland has issued a Marketing code of practice to all energy suppliers, and we have taken every step possible to ensure we are fully compliant with this.

### 1.1. Our sales team & activity

We promise that our sales team will:

- Be courteous and professional
- Try to answer any questions honestly and to the best of their knowledge, and never mislead you
- Always recognise and respect your right to end the conversation at any time
- Remain fully compliant with all current consumer protection and sales legislation
- Be fully trained and competent
- Never take advantage of a person's inexperience, vulnerability, credulity, loyalties or in any way attempt to restrict their ability to make an informed choice

On making contact, our team will identify themselves as soon as possible, whom they represent and their purpose. When calling in person, they will produce an identity card that clearly displays their name, a recent photograph, Share Energy contact details and the expiration date of the card.

Unless previously agreed with you, we will only contact you between 9am – 8pm on weekdays and 9am – 7pm on Saturdays. We will not contact you on Christmas Eve, any Public or Bank Holiday or on Sundays.

Our team will not approach the residence at any sheltered or

supported accommodation without receiving prior approval from the person in authority.

If you indicate that you do not wish to continue with the contact, we will promptly end the telephone call or the discussion and leave the property.

### 1.2. Clear & transparent information

Share Energy want to ensure that you fully understand all the information being presented to you before you complete your switchover.

We will help you understand all the essential points of your agreement with us to ensure you know what you are committing to.

**We will provide you with:**

- An explanation of the 'cooling off' period and your cancellation rights
- Written details of your contract, including unit rates, duration, expected commencement date of supply and terms and conditions
- Run through the sales check list to ensure you fully understand everything presented by the sales person

### 1.3. A responsible approach

At Share Energy we are committed to responsible sales & marketing. We will:

- Ensure that all our marketing material is legal, decent, honest, easy to understand and truthful
- Provide you with accurate and transparent representations of both our own and our competitors' products, services and all related charges, including any or all standing charges
- Remain fully compliant with all current relevant consumer protection and sales legislation
- Provide you with a method to 'opt out' of future marketing activities and add you to our 'not for contact' database if requested

- Make you aware of all offer terms and conditions and the offer duration when advertising special promotions or offers
- Never mislead, exploit, pressurise you or in any way restrict your ability to make an informed choice

#### 1.4. Energy consumer checklist

The Utility Regulator has produced a document containing the answers to some frequently asked questions. It can be accessed at <https://www.uregni.gov.uk/publications/energy-consumer-checklist-1> or provided in hard copy by request.

#### 1.5. Contact us

Feel free to share any issues or concerns with us regarding our sales team or marketing via:

**Email:** [hello@share-energy.com](mailto:hello@share-energy.com)

**Tel:** 0808 304 9870

**By Post:** Share Energy, 37 Dargan Road, Fortwilliam Business Park, Belfast, BT3 9LZ

