

CODE OF PRACTICE ON SIGN UP

For Non -Domestic Customers

Erova Energy Supply Limited (Erova) aims to provide excellent service to all our business customers. In this Code of Practice, we outline our commitment to you while you switch and sign up to Erova.

1. CUSTOMER CONTACT

1.1. Customer contact by telephone or in person

Erova agents will clearly identify themselves to you as soon as practicable in any telephone call or doorstep visit made for the purpose of marketing or sales. They will advise you of the purpose of the call or visit, and that the call or visit is being made on behalf of Erova. The agent will also enquire if the customer wishes to progress further. They will inform you of their names and if requested, their contact number and will also hold a company photo identity card which contains their photo, name, Erova phone number and address

If you do not wish to continue engaging with our agents at any time during the contact, the agent will cease the telephone call or leave your premises. Should you request, the agent will also advise you of how you can be removed from our marketing contact list.

1.2. Customer contact by e-mail and SMS

We may email or send SMSs to our customers for direct marketing purposes but will always follow data protection legislation when doing so.

Where we engage in marketing via e-mail, you will be provided with our name and business address, our contact details, and a method of unsubscribing from future communication at no extra cost should you wish to.

Whenever we engage in marketing by SMS, our name and a method of unsubscribing from future communication at no extra cost will be included.

1.3. Conduct when customers do not wish to be contacted

An “opt-out” option will be provided to you on any marketing material sent through any channel. You can advise us verbally, in writing, by SMS or by email that you wish to opt out of being contacted for marketing purposes through a specific channel. We will record your request per relevant channel and you will not be contacted again through the method indicated without receiving consent to do so.

A written confirmation that your details have been removed from our marketing database can be provided upon request.

2. CUSTOMER SIGN UP

Erova will confirm, during the sign-up process, that the person opening the account has the authority to do so at the premises in question. We will also ensure that you understand you are signing up to Erova as your supplier.

The product that you are being signed up to will be explained, 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.

We will let you know the 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. We will also advise you when your contract will complete, how your account will be closed and any associated penalties for early termination.

We will explain to you how you will be billed, how frequently you will receive your bill, and how to make payment via your chosen payment method.

Furthermore, we will ensure that you understand if you choose to switch away from us while in debt to us, that we are obligated to advise the new supplier that you have outstanding debt (above an industry threshold), which may result in a cancellation of your switch.

3. CRU SIGN OFF

This Code has been approved by the Commission for Regulation of Utilities (CRU) on 06.07.2021.