# Upgrade My Energy Deal Script

**YOU**: Hi, it's <INSERT YOUR NAME>, my account number is <INSERT YOUR ACCOUNT NUMBER>.  Can I please speak to your retention team as I've been offered a great deal by another retailer and want to know what you can give me if I stay with you.

*TIP: They will either be able to help you or transfer you - once you are speaking to the agent who can help you say….*

**YOU**: Hi there, what's the best deal you can give me?

*TIP: You are aiming for 20%+ in NSW (if you are in VIC or SA, you need 30%+, Qld it's 10%+).  If the agent gives you under the recommended % here, you say…*

**YOU**: I'm sorry, but I know I can get a minimum of <INSERT MIN XX%> discount - can you check again, if you can't do better I'm going to have to switch.

*TIP: Silence is always your friend, and less is generally more.  Once you have locked in the correct % you then say…..*

**YOU**: Great, thank you.  So, I would like to have that applied from 1st July please, as I would like to see it on my next bill, and I do not want to be locked into a contract.  Can you confirm that is Ok?

*TIP: Some billing systems can struggle to apply a % discount mid bill (albeit they can take it away) – this ensures that the discount is applied at the latest from 1st July, but more likely earlier. However, if the agent does not want to do one of those things, say….*

**YOU**: I'm sorry, the only reason I will stay with you is if you:

1) Give me the <INSERT XX%>  discount
2) Have it applied from 1st July
3) Will not lock me into the contract

If you cannot do these three simple things, I will switch away to a retailer who will.

*TIP: The agent will find a way, and you'll probably save yourself $256 over the next 12 months, which is the guts of the price increase.  ALSO, if you a Gas account with them, make sure they shift that discount too.*

**YOU**: Thank you, you've been really helpful.

*TIP: Hang up!*

**About Energy Bill Doctor**

Energy Bill Doctor creates Happiness through Healthy Electricity Bills.

Energy Bill Doctor delivers a 100% accurate online bill healthcheck and switching service (no need to chat on the phone for 30 minutes) – we've removed all data entry (that a traditional switching service has) and take care of all the paperwork, making it quick (switch in under 60 seconds), simple and easy for you to switch to a cheaper, healthier energy deal.

Energy Bill Doctor helps consumers Take Back Control of their energy bills.

With Energy Bill Doctor you can health check your bill anytime, if it's healthy, there's no need to switch – plus you will have the peace of mind that you are on a great deal
www.energybilldoctor.com.au