

# Visiting your property

Our customer statement

## Visiting your property

We may need to access your property for a number of reasons.

Unless we are visiting for a routine meter reading, we usually arrange visits directly with you over the phone or by letter. If you call to let us know that the date is not convenient we will be happy to rearrange it.

### Checking the caller's identity

Most of our representatives wear clothing and use vehicles clearly marked with the company logo.

They also carry an identity card which has their colour photo and name on it, including the company trading name. Our representatives will show you their identity card automatically. You won't need to ask to see it.

Our identity cards are easy to check because our representative's name and photo is larger than normal, making it easier for you to read. Check it carefully before you let them in.

When a representative leaves the employment of the company, we make sure they return their identification card, which is then destroyed.

### Contractors

If the caller is a contractor working on our behalf, he or she will also show you an identity card. In addition to the above, contractor identity cards have an expiry date.

Sometimes we collect money owed to us for unpaid bills using a collection company. If you owe us money which is followed up by another company working on our behalf, they will contact you before a visit, either in writing or by phone, so you will always know that a representative from another company is calling. The caller will carry an identity card marked with their employer's company name.

### Password scheme

You can choose a password and agree it with us. We will only give your password to our representatives that need to know it. They will say your personal password when they call, so you can be sure your caller is genuine. To set up a password, call our Careline and we will do the rest.

### Free password protection card

We can send you a free card that you can write your password on. Then you don't have to worry about remembering it.

If for any reason you want to change your password, please call Careline and they will agree a new one with you.

The card has some tips on what to do when someone calls. Phone Careline to register your password and ask for your free card.

Please phone our Careline if you have other problems, such as trouble answering the door quickly.

### Meter reading

We usually call to read your meter every six months and we do not normally let you know in advance when we plan to visit for this purpose. If no-one is home when our meter reader calls, we leave a card explaining that we may call back in the evening.

So that we can offer a better service to people who are out during the day, we may call outside our normal working hours. This will not be later than 8pm. Sometimes we call earlier in the morning, but this will not be before 7.30am. You can always call our freephone Meterline number to give us a meter reading if this is more convenient.

### Payment Collection

If you do not pay our collector or agree a way to clear your outstanding balance, we can apply for a warrant of entry or make arrangements to disconnect your supply in accordance with the terms of your contract. We

only do this as a last resort when all other attempts to agree payment arrangements have failed. The warrant allows us to enter your premises to cut off the supply even if you do not give us permission or you are out.

We will always make sure we comply with the 1954 Rights of Entry Act. We will tell you when we are going to apply for a warrant. However, we may not contact you again until we have the warrant and we call.

## **Appointment**

We will keep all appointments we agree with you unless:

- you cancel the appointment;
- you are out when we call; or
- exceptional circumstances force us to cancel the appointment and we give you at least one working day's notice.

If we don't, you may be eligible for a payment of £20, the penalty payment as laid down in our electricity guaranteed standards of performance. Every year we send all our electricity customers a leaflet explaining our guaranteed standards. You can get a copy by phoning our electricity Enquiryline or by visiting our website.

## **Marketing**

We are a member of the Association of Energy Suppliers (AES) Code of Practice which aims to protect customers by encouraging best practice in the marketing of energy and energy related products and services.

## **Quality of representatives**

All representatives and contractors working on our behalf are aware of the high standard of customer service and care we expect from them. We train all our representatives to ensure that they perform their jobs professionally, courteously and efficiently. We ensure that any contractors working on our behalf do the same.

Each representative will explain who they are and their reason for calling, and will take reasonable care and attention whilst at your premises. If you have further questions, need more information or have any concerns about our services or anything to do with your gas or electricity supply, the caller will be able to give you an appropriate phone number.

## **Useful Numbers**

### **Electricity Enquiryline 0845 7444 555**

Phone Enquiryline if you have a question about your bill or supply. All calls are charged at the local rate. Open from 8am to 8pm Monday to Friday, 8am to 2pm Saturday.

### **Gas Enquiryline 0845 758 5401**

Phone Enquiryline if you have a question about your bill or supply. All calls are charged at the local rate. Open from 8am to 8pm Monday to Friday, 8am to 2pm Saturday.

### **Electricity Emergencyline 08000 72 72 82 (South) 0800 300 999 (North)**

Phone Emergencyline to report a power cut or dangerous situation or for information about loss of supply. The lines are open 24 hours a day, 7 days a week.

### **Gas Leaks 0800 111 999**

Phone the 24-hour emergency service to report a dangerous situation. Your call is free.

### **Careline 0800 622 838**

Phone Careline for advice and information for the elderly, disabled or chronically sick, including ways to pay, using a password and what adapters are available for appliances. All calls are free. Open 8am to 8pm Monday to Friday and 8am to 2pm on Saturday.

**Textline 0800 622 839**

Textline offers advice and information for customers with hearing loss or speech difficulties who are text telephone users. All calls are free. Open 8am to 8pm Monday to Friday and 8am to 2pm on Saturday. Please don't call Textline unless you are using a special text telephone to send typed messages.

**Energyline 0800 072 7201**

Energyline offers help and advice on using electricity wisely. All calls are charged at the local rate. Open 8am to 8pm Monday to Friday. You can leave a message at other times.

**Meterline 0800 220 995**

Phone our 24-hour Meterline to tell us your meter readings if you need to change an estimate on your bill. All calls are free.