

When we need to visit your property

We may need to visit your property on some occasions. This statement explains how we operate and gives you advice on what to do in these situations.

If we need to arrange a visit, we will make every effort to ensure that the appointment is at a mutually convenient time. We will not normally visit you outside 8am to 8pm Monday to Friday and 8am and 1pm on a Saturday, unless it is an emergency.

There will be times when we will not make an appointment. For example, we will normally visit twice a year to check the supply and read the meter. On these occasions, the person visiting will explain who they are and why they are there. Our staff and representatives always carry full identification and if you can not see it, you should always ask them to show it to you.

We want to make sure that you feel completely confident and happy about any visit you receive from our staff or representatives. We go to great lengths to make sure that all our staff are fit for their job and fully trained to carry it out.

All our staff carry telephone numbers for customers to use in making a complaint or for reporting an emergency situation.

Identity cards

You should always be able to recognise our staff and representatives, by a clearly visible identity card.

The card will show:

- The name of the company that person works for
- The person's name and signature
- Their reference number
- A colour photograph of the person whose card it is
- An expiry date
- A contact number for you to call if you need to check who they are.

Anyone acting on our behalf should always give you the opportunity to confirm their identity before you let them in. If you are at all concerned, please ask to see their identity card and then call the telephone number shown on the card to confirm that they are who they say they are. If someone calls at your door and you are at all suspicious, do not let them in and tell the police immediately.

All identity cards are checked and updated every three months. Staff members who leave the company or our agencies must return their company clothing and identity cards.

If you are not sure about the identity of the person who is seeking access to your property, do not let them in. If you are concerned, call the police.

Passwords

If you are of pensionable age, disabled or long-term sick, you can join our password scheme. This allows you to choose a password which is then used by any of our staff or representatives who visit your property.

If you want to change your password at any time, just let us know. We will arrange for all the necessary people to know the new password in complete confidence.

Our representatives will always carry identity cards in Braille and large print.

Please note that genuine callers will not mind you checking their details. If you are at all unsure, don't let them in and if you are suspicious, call the police.