

Visiting Our Customers Premises

Code of Practice



At some point we may need to visit your premises. This document describes the main reasons we may need to visit and the procedures we have in place to ensure that we meet our obligations as your supplier.

Our code of practice covers:

- Why we may need to visit you
- The process for visiting your premises
- Our people - their selection, training and identification
- What to do if you have a complaint
- Where you can seek independent advice

Our representatives who visit you can range from our meter operators and data collectors, credit management companies, appointed agents, or representatives directly from Crown Gas & Power. A visit may be required for various reasons, the most common reasons include carrying out works or obtaining information about your meter or supply.

Our representatives will always endeavour to act responsibly and in accordance with your rights.

Why we may need to visit you

The most common reason for visiting you is to read, check and inspect your meter. We may also attend your premises to install, repair, refit or disconnect an existing meter or associated device.

Usually our representatives will only visit you during working hours. If the visit relates to any reason other than to read or inspect your meter then a pre-determined time slot will be agreed between you and ourselves, or you and our agent or representative.

In the case of an emergency, such as a loss of supply, we might visit outside of these times but may not be able to confirm a time with you.

Whenever possible or practical, we'll always do our best to let you know when we're visiting in advance either by email, phone or letter.

The process for visiting your premises

When a visit needs to be arranged, we'll aim to offer you an appointment at a time that's right for you. Most appointments we have are for the morning, afternoon, or blocks of four hours on most working days.

Depending on the type of visit, sometimes we may be able to offer a more solid time but we can't always guarantee this.

When visiting your premises, our representatives will show you their identity card, and give you the reason for their visit. They'll give you their full name, and will confirm their association with Crown Gas & Power.

You can ask to hear these details again, or to see their identity card again at any time during the visit.

If you wish to confirm any information given to you, you can also contact us directly during the visit using the details provided below. To ensure you always get through to the right business team, please be sure to call the number that matches the one on your bill.

For verification of Crown Gas & Power Agents or Representatives that visit your premises please call: 0161 762 7744

Remember that genuine callers won't mind if you check their details.

Don't let anyone into your premises unless you know who they are and have seen proof of their identity.

If you think they aren't genuine, don't let them in and call the police.

Our people - their selection, training, and identification

When we recruit new employees we, and the agencies working on our behalf, are careful to make sure we choose the right people. They're thoroughly trained to make sure that they're able to do their jobs capably and professionally.

Our representatives, as well as being trained and qualified, will also:

- be able to talk you through what they're doing and why
- have the skills necessary to perform the required tasks at your premises
- be fit and proper person to visit you and enter your premises
- able to let you know of a contact point for help and advice, at your request
- be fully aware of health and safety and not intentionally place you, themselves or your premises at risk
- be mindful of your property, as well as their language and behaviour

Our representatives will always let you know that they're visiting on behalf of Crown Gas & Power.

Also, if you've agreed a password with us, our representatives will be made aware of this before they visit or will be able to confirm this with us during their visit.

Our agents and representatives will always show you their identity card as soon as they arrive and will give you time to read it. The card includes their name, their photo, employee number, expiry date and a company name of who they represent. It will also give a phone number that you can call to check that the representative is genuine, or you can call us using the number on your bill or as shown above.

We or our agents renew our representatives' identity cards regularly. And we make sure they hand in their cards when they leave us.

Remember that genuine callers won't mind if you check their details.

What to do if you have a complaint

Although we aim to provide you with the best possible service, we understand that sometimes things can go wrong. If a visit did not meet your expectations and you would like to make a complaint about this, or any other issues of concern with our service, please see our complaints handling procedure.

We take complaints very seriously and we will aim to let you know we've received your complaint as soon as we can, in line with our complaints handling procedure. Our complaints procedure can be viewed on our website at www.crowngas.co.uk

Where to find independent advice

If you have any queries or concerns, you should always contact us first as we may be able to help. However, there are services that offer independent advice, such as the Energy Ombudsman and Citizens Advice Bureau. These bodies can be contacted on the below details:

- Energy Ombudsman: **Telephone:** 0845 055 0760 **Email:** enquiries@os-energy.org
- Citizens Advice Bureau: **Telephone** 03454 04 05 06 or www.adviceguide.org.uk

For more details about anything in this statement, call our customer services using the number shown on your bill, or as shown below.

Telephone: 0161 762 7744

Email: hello@crowngas.co.uk