

Residence Access

Periodically we will need to visit your residence to audit or perform any necessary work on your meters or associated equipment provided by us. This will be done by our third party agents and representatives. When we send our agents to your home, they will always introduce themselves and explain why they're visiting you.

Identification

We take your safety very seriously. Whenever we send a representative to your property, they will carry identification. Before you let somebody into your home, please ask to see identification.

If you still feel uncertain of whether they are who they say they are, please contact us on [01158572572](tel:01158572572) and we will check their details and confirm whether or not they were sent by us.

We will make sure anyone who visits on our behalf, representatives and third party agents:

1. Explain everything about any work they're doing at your home.
2. Warn you in advance if we have to switch off your gas and electricity for a while so you can sort things out in plenty of time.
3. Pay attention to the way you'd like to do things and respect your concerns.
4. Treat your home and possessions with care and respect.

On Your Behalf

The only thing needed by you is to provide safe access to your property and any electricity or gas meters located there, when required, to our representatives.