



## When we need to visit your premises

To ensure that we are delivering the level of service that you expect, there may occasionally be a reason why we need to visit your premises. For example, we may need to carry out a reading, repair or replacement of a meter at your address.

If we do need to visit you, we will endeavour to make this visit as easy as possible.

### Arranging a visit

With the exception of routine meter readings, the majority of our appointments will be arranged and communicated with you in advance.

You have an opportunity to rearrange a scheduled appointment by calling customer services on [0800 130 3600](tel:08001303600).

### Appointment times

Most appointments will take place during normal weekday business hours, unless agreed otherwise. We commit to attending all pre-arrange appointments, unless:

- The appointment is cancelled by the customer
- There is nobody on premises when we call, or the appointment is refused
- There are exceptional circumstances that force us to cancel the appointment, and we give at least one day's notice.
- Where we attend the site, but the premises are deemed unsafe by our staff or agents. If we fail to keep an appointment without good reason, you may be eligible to claim compensation of £40 per missed appointment under our [Guaranteed Standards of Service](#).

If your circumstances change and you cannot make the appointment, please contact customer services so that we can rearrange the visit for another date.

### When we arrive

Our representatives are trained to deliver a high standard of service and to complete the visit with as little disruption to you as possible.

You may be visited by an agent acting on behalf of ENGIE. We use the following service providers:

- Amey Metering
- Blackthorne

- Energy Assets
- EON Metering Services
- IMServ
- Morrisons Data Services
- National Gas Metering
- Npower
- Scottish & Southern
- SiemensSMS Energy
- SP Dataserve
- Stark
- TMA Data Management

The agent will explain who they are and the reason for their visit.

### **Check the visitor's identity**

It is important that you check the identity of the person visiting your premises. Our agents will:

- Explain that they are visiting on behalf of ENGIE.
- Be able to show a photo identity card.
- Wear company-branded clothing.

Please check the identity card before allowing somebody onto your premises.

We may occasionally use external agents to collect monies owed to us for unpaid bills. If this is the case, they will contact you before they visit. The caller will carry an identity card and carry a letter of authority to act on our behalf.

### **Meter readings**

We may occasionally visit your premises without notice for the purposes of a meter reading. These will usually take place on weekdays between usual business hours. If nobody is available when our meter reader calls, we will leave a card explaining that we may visit again.

Alternatively, you can apply for a smart or AMR meter to be fitted at your premises [here](#).

You can also submit manual meter readings online through your [customer account](#).

## Debt recovery

We understand that some customers may be having difficulty with their energy bills. If you are having trouble paying your bills, please contact Customer Services on [0800 130 3600](tel:08001303600) to discuss a solution.

Should the need arise to visit your premises to recover any money owed to us, the agent will seek to collect payment or agree to a payment plan.

As a last resort, we may apply for a Warrant of Entry in accordance with the Rights of Entry (Gas & Electricity Boards) Act 1954 (as amended) and the Electricity Act 1989 (as amended). This will allow us access to disconnect your supply (if it's safe and practical to do so). The warrant allows us to enter your premises even if you don't give us permission or you're out. However, we will only do this when other attempts to agree payments have failed.