

Access

When we enter your home
or business premises

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Our Codes of Practice are available in a variety of different formats. Please contact the Customer Service Centre on 0345 059 9905 or Minicom freephone 0800 056 6560 for a copy in:

- braille
- large print
- alternative language.



Introduction

When we enter your home or business premises

This Code of Practice is for our domestic gas and electric customers, as well as those with small or medium-sized businesses. If there's anything we haven't covered, or you have any questions, please call our Customer Service Centre on 0345 059 9905.

It's important to us that you receive the very best service from E.ON at all times. This Code tells you about how we ensure that:

- **you can be sure the person visiting is a bona fide E.ON employee or representative of E.ON**
- **the purpose of their visit is made clear**
- **you're aware of any of our special services which might be helpful to you.**

In most cases, we'll be coming to read your meter and an appointment won't be necessary. However, we may need to obtain a special reading from your meter or work on our metering equipment. We may also need to visit you to talk about something else relating to your energy supply, either at your request or as a follow-up to a letter or telephone call. We also have sales teams visiting properties without appointments from time to time.

Making sure the caller is from E.ON

At E.ON we take the issue of security very seriously. Please follow these simple steps whenever anyone calls at your home or business:

- **ask for official proof of identity**
- **request the person's name, unique identification number and the name of their company**

Identity cards

Anyone who visits you from or on behalf of E.ON will carry an identity card, which they should show you when they arrive. The card shows:

- **the name of the organisation they are working for**
- **their name, reference number and colour photograph**
- **a date when the identity card expires**
- **a telephone number, which you can call to check the person's identity.**

Wherever possible, our representative will also:

- **wear clothing that identifies which company they represent**
- **arrive in a vehicle bearing the name E.ON or the name of the company working on our behalf.**

When an employee or representatives stops working for us or a partner company, all their identity cards, clothing and vehicles are returned to us.



Our password scheme

We want all our customer to have total peace of mind. If you're uneasy about allowing people into your home, you can use our password scheme.

The password you choose will only be issued to the representatives who need to know it. They'll quote your password whenever they call at your home.

You can join the password scheme or change your password whenever you want. Call our Customer Service Centre on 0345 059 9905. You should choose a password that you can easily remember.

How our representatives are chosen and trained

All our representatives are carefully chosen and highly trained to ensure they maintain the high standards you expect from us.

They are checked at selection for previous criminal offences and subject to the Rehabilitation of Offenders Act 1974. They are also required to provide positive references from previous employers.

They are trained to:

- **be sympathetic to the needs and concerns of all our customers**
- **be calm and courteous without showing undue familiarity**
- **show due care and respect to customers' property and homes or business premises**
- **be fully informed to offer help and advice about your energy supplies**
- **be aware of and comply with the contents of this Code of Practice**
- **be compliant with the provisions of the Rights of Entry (Gas and Electricity Boards) Act 1954.**
- **appreciate the importance of treating customers professionally and with courtesy**
- **have to pass a training course and then receive continuous on-the-job training**
- **are regularly monitored by local managers to ensure that our standards are rigorously upheld at all times. If they fall below these standards we'll take immediate action to rectify the situation.**

They are also checked regularly to ensure they're correctly using photo-identity cards and equipment, and that they're wearing the approved uniform. If you're unhappy with the service you receive from any representative working on our behalf, please call our Customer Service Centre on 0345 059 9905.

When we visit your home or business

This Code of Practice covers the whole of England, Scotland and Wales. So, unfortunately it's not possible to specify the hours that our representatives would want access to your premises as this can vary locally. However, if you call our Customer Service Centre on 0345 059 9905, our staff will be happy to provide you with the hours worked by our representatives in your area of the country.



Where we know in advance that a representative will be visiting your premises, we'll tell you and explain the purpose of the visit. Please remember that some of our representatives will call without an appointment.

When you answer the door, our representative will always present an identity card and confirm to you the purpose of their visit.

As part of the E.ON Guaranteed Standards of Performance, we try our best to offer appointments that suit your needs. Where possible and with reasonable notice we'll aim to offer a morning, afternoon or two hour time-band appointment. If we fail to turn up when we have made an arrangement we'll give you £20 for gas and £22 for electricity.

Committed to the highest standards of service

Just as you do, we expect very high standards from all of our sales employees. This is reflected in the way we recruit, train and supervise our sales teams.

We're a member of The Association of Energy Suppliers, an organisation which produces an Industry Code of Practice. At E.ON we strive to exceed the guidelines and continually monitor our employees and practices. These include:

- **strict guidelines on calling hours**
- **a standard for recruiting sales employees**
- **a code of conduct for sales employees**
- **respect for customers wishes eg 'please do not call'.**

Normally, we'll only visit you between the hours of 8am and 8pm, Monday to Friday and between 8am and 4pm on Saturdays. However, in the event of an emergency or a specific request, we may call outside of these times. All representatives will prominently display an official photo-identity card. You can check their identity by calling freephone 0800 056 6278 before deciding whether to continue with the visit.

What to do if you're not happy with our service

If you make a complaint to us, we can assure you it will be fully investigated and you will be told the outcome of the investigation.

If we're to blame, we'll give you a full apology and may be able to offer you compensation.

We carefully monitor all customer complaints and cancelled contracts to identify any obvious weak areas in our working practices. This enables us continually to improve our service to you.

Help and advice

For advice and information, call us on any of the numbers shown below. If you feel your enquiry hasn't been resolved satisfactorily, please ask to speak to a manager or call our Complaints team on 0345 300 6301.

To help us improve service quality, we may record phone calls from time to time.

Contact us

We're open 9am to 5pm, Monday to Friday.

Customer Service: 0345 059 9905

Energy efficiency advice: 0345 301 4875

Minicom service: 0800 056 6560

E-mail: domestic@eonenergy.com

Address: E.ON, PO Box 9288 Nottingham NG1 9DZ

Translation service

We offer a translation service via the telephone. For more information please contact our Customer Service Centre on 0345 059 9905.

Note

Information on how we're performing can be obtained free of charge, on request, from our Customer Service Centre.

We also publish and operate Codes of Practice on:

- **complaints to the company**
- **services for prepayment customers**
- **payment of bills and guidance for customers in difficulty**
- **energy efficiency**
- **help and advice for customers with special needs.**

You can obtain all these documents free of charge, on request, from our Customer Service Centre. Call 0345 059 9905.

Useful contacts

Advice groups

The following organisations may be able to give specialist advice and information:

Age UK

Address: **Astral House,
1268 London Road
London SW16 4ER**

Telephone: **0800 009 966**

Website: **ageuk.org.uk**

Ombudsman Services: Energy

Address: **PO Box 966,
Warrington WA4 9DF**

Telephone: **0845 055 0760
01925 530 263**

Fax: **0845 055 0765
01925 530 264**

Textphone: **18001 0845 051 1513
18001 01925 430 886**

Website: **energy-ombudsman.org.uk**

Email: **enquiries@energyombudsman.org.uk**

National Debtline

Telephone: **0808 808 4000**

Website: **nationaldebtline.co.uk**

Energy Saving Trust

Address: **21 Dartmouth Street,
London SW1H 9BP**

Telephone: **020 7222 0101**

Website: **est.org.uk**

Citizens Advice Bureau

Telephone: **020 7833 2181**

Website: **adviceguide.org.uk**

The Disabled Living Foundation

Address: **380-384 Harrow Road,
London W9 2HU**

Telephone: **0845 130 9177**

Website: **dlf.org.uk**