



## **A GUIDE TO VISITING CUSTOMERS PROPERTY**

**Contact Customer services**

**Tel: 01423 502554**

**Email: [info@cngltd.co.uk](mailto:info@cngltd.co.uk)**

**Or write to:**

Customer Services  
CNG Energy Ltd,  
2 Victoria Avenue,  
Harrogate,  
North Yorkshire,  
HG11EL

## **Introduction**

This Code of Practice explains why we may need to gain access to your property, how we would do this and the steps we will take to ensure that our representatives can be easily identified and that they act in a proper manner at all times.

As well as our own company representative we may also be represented by your local Electricity or Gas Network Operator and/or an appointed meter operators or meter reading agent. When entering your property all our representatives will act in accordance with the terms of the Rights of Entry (Gas and Electricity Boards) Act 1954.

As your business energy supplier, we need to make you aware of our procedure for property visits, and highlight the steps we take to ensure our representatives can be easily identified and that they act in an appropriate manner at all times. If you have any questions about our property visits or wish to find out more, you can do so by calling our team on 01423 502554 or by visiting our contact us page <https://www.cngltd.co.uk/contact> where you can also take a look at our frequently asked questions.

## **Why we may need to visit you**

From time to time, CNG or a representative from your local electricity or gas network operator may need to visit your property to check a meter or carry out essential maintenance work. Such visits are a standard procedure, no matter how big or small your business. There are several reasons why we, or a third-party representative from your gas or electricity network, may need to gain access to your property. These include to:

- maintain, check or read your meter or associated equipment. We will attempt to visit you at least once a year to read your meter;
- install a different type of meter or associated equipment;
- check your supply after a supply interruption;
- provide general advice on gas or electricity;
- as a last resort to cut off your gas or electricity supply, if you have not been responding to our attempts to recover overdue payments.
- discuss your supply arrangements.

If we need to visit for any other purpose, we will inform you in advance by letter, email or telephone, of the purpose of the proposed visit.

## **Our policy and procedure for visits**

Before we visit you other than to read your meter we will tell you:

- who will visit you on our behalf;
- when they will call at your premises;
- the purpose of their visit.

We will try to visit you at a convenient time or we can arrange an appointment with you. If the visit is for the purpose of recovering unpaid bills, we will always write to you with prior notification. Please note however, that during emergency network repairs, prior notification may not always be possible.

Whatever the reason for the call, our representatives will immediately present an identity card and tell you the reason for their visit. We will not visit you for marketing purposes or try to sell you anything. If you think the caller is not genuine **Do not let them in.** Phone our customer service centre, or contact the police immediately.

For further information you can contact our Customer Service Centre on the number on the front of this code, where our staff will be happy to provide you with any information.

### **Selection and training of our representatives**

CNG only have relationships with suitably qualified representatives and as such the representatives who visit a Customer's premises are fully qualified to perform their required task. All our representatives are thoroughly vetted by the companies involved.

Representatives who are responsible for maintaining the metering arrangement at a premise are signatories to the relevant Industry Codes of Practice.

In addition to being properly qualified and trained, staff will be:

- Polite and courteous;
- understanding of your circumstances;
- fit and proper persons for the job they will carry out;
- fully aware of, and compliant with this Codes of Practice;
- able to provide you with a clear explanation of the purpose of their visit;
- aware of safety and know who to contact for assistance if they encounter a problem with your gas or electricity supply;
- respectful towards your property;

Should the customer have any questions that the representative is unable to answer they will ask the customer to call CNG. In the unlikely event that the representative doesn't have our number they will call their respective call centre to request the information to pass onto the customer.

### **Identification of our representatives**

**Identity Cards** – All of our representatives who may visit you will carry an identity card showing:

- their name and signature;
- a colour photograph;
- a phone number;

- the expiry date of their ID card; all expired cards will be returned upon their expiry;
- their employee identification number;
- the name of the company they represent;
- The issue, use and return of all identity cards is strictly controlled by the representative's employer.

Our representatives will visit your premises in a vehicle bearing the name of the company working on our behalf. Any representatives that don't wear a uniform will show you their identity card as soon as they arrive at the door.

If you think a caller is not genuine **Do not let them in**. Phone our customer service centre, or contact the police immediately.

### **Complaints**

At CNG we strive to achieve the very highest standards in customer service. Occasionally circumstances arise where those standards may not be met. If this occurs we want to know.

Full details of our complaints procedure can be found on our website <https://www.cngltd.co.uk/> or by telephoning our Customer Services team using the contact details on the front of this code

### **Supplier Guaranteed Standards of Performance (GSoP) for Microbusinesses**

The Industrial and Commercial Shippers and Suppliers (ICoSS) group is the trade body representing non-domestic industrial and commercial (I&C) suppliers in the GB energy market. Members collectively supply three-quarters of the gas needs of the non-domestic sector as well as half of the electricity provided by non-domestic independent suppliers.

### **Outline**

On 1st January 2016, Ofgem introduced some new obligations on electricity and gas suppliers, known as Supplier Guaranteed Standards of Performance (GSoP). This document is written on behalf of the I&C only Shipper & Suppliers trade association (ICoSS) members and outlines what microbusiness customers can expect from their energy supplier in relation to these Standards.

### **Making of Appointments**

These Standards apply if you or your energy supplier arranges an appointment to visit to your premises which requires access to the premises or for which it would be reasonable to expect the customer to be present e.g. visiting site to replace a meter. Your supplier must offer you an appointment within a specified period of time which is:

- During the energy suppliers normal working hours
- A standard 4 hour appointment window for commencing the appointment
- Not unreasonably withhold appointment windows of not less than 2 hours
- Within a reasonable time from the request being made
- To read the full document and for more information please [download here the Supplier Guaranteed Standards of Performance \(GSoP\) document from ICoSS.](#)

### **Where to get independent advice**

You should always contact us first, if you have a problem and we will try to help. We publish a separate Document on complaint handling procedures, which is available on request. However, if we have been unable to resolve your problem, or if you would like independent advice, you should contact Citizens Advice Bureau on 08444 111 444 (For England) or on 08444 772020 (For Wales).



The Citizens Advice consumer service provides free, confidential and impartial advice on consumer issues. Visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk).