

Entering your home

Ensuring your safety



**SP ENERGY
NETWORKS**

Entering your home

From time to time we may need to visit your home to inspect or maintain our equipment. The visit will either be made by one of our employees or a contractor working for us.

We are particularly concerned about customers who might be vulnerable to 'bogus callers' at the door pretending to represent us. This leaflet explains how you can be sure our representatives are genuine.

All of our employees and contractors will carry an identity card showing the Company name, their own name and a photograph of the individual. Our representative will tell you who they are and why they are visiting. They will always show you their identity card.



Vehicles

Where possible, all vehicles and clothing used for visits to customers' premises will carry the SP Energy Networks or contractor logo.

Your personal safety is important. Don't let anyone into your home until you know who they are and have seen proof of their identity.

Don't be panicked into letting the representative in. You should be suspicious if the caller is in a hurry to gain access to your property.

Passwords

If you are blind, have poor sight or you would just like to feel more secure, you can agree a password with us whenever you make an appointment.

To arrange this please call us on

 **0330 10 10 444**

or email on

 **customer@spenergynetworks.com**


For more information on SP Energy Networks see our website

 **www.spenergynetworks.co.uk**

We've outlined below some steps you can take to prove whether a caller is genuine.

- Speak to the caller through the door
- Always put the chain on before opening the door
- Ask them to pass their ID card through the letterbox or put it up to the window so that you can read their details
- Record the caller's name, and contact telephone number
- If in doubt, don't open the door
- Take your time, don't let anyone rush you.

To confirm your caller's identity, call

 **0330 10 10 444**

This leaflet is also available in Welsh. Should you require a copy, please call 0330 10 10 444 or visit spenergynetworks.co.uk

Calls to 03 numbers cost no more than a national rate call to an 01 or 02 number and must count towards any inclusive minutes in the same way as 01 and 02 calls. These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone.