

Utilita Group Limited

Code of Practice for Customers Reference

Visiting Your Home or Business to read the meter or for technical reasons

Contact Utilita

See Utilita Website	www.Utilita.co.uk
Email Utilita:	info@Utilita.co.uk
Call Utilita:	0845 - 4504357
Write to Utilita:	215, Crowthorne Enterprise Centre Old Wokingham Road, Crowthorne Berkshire RG45 6AW

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1 Our policy for visiting your home

We need to read your meter and often the meter is inside your home. In addition occasionally we need to carry out technical work on your supply or provide other services that you request. This Code provides details of why we may need to visit you, how we will do this, and the steps we take to ensure that our representatives can be easily identified and act within our guidelines for visiting.

Utilita supplies your utility services but it does not own the pipes and wires needed, these are provided by national or local grid and pipeline companies ('Network Operator Companies' NOC's). These Network Operator Companies carry out the same duties for Utilita as any other national utility supplier under the terms of their licences. In some cases a Network Operator Company might need to work on the pipes and wires that connect to your home or business, in most cases we will give you advanced warning but in cases of service interruption and emergency they may contact you directly. (See Utilita Code of Practice; 'Visiting Your Home or Business '). Utilita uses national Meter Reading Companies. These companies provide a service to read your meter so that you can get accurate Statements and we can supply a quality service.

All Utilita, Meter Reading Company and Network Operating Company representatives that visit your home or business have identity cards.

We will ensure that all new customers are made aware of our Codes of Practice when they first sign up with us. Our team at Utilita are trained to recognise circumstances where customers require a copy of a specific code and in such cases we will automatically send a copy to you. However, you can specifically request a copy of any code at any time. A full list of Codes available can be found at the end of this Code. If you require a further copy of this or any other Code (free of charge), please contact us. All Utilita Codes are also available in large print and Braille. If your first Language is not English and you would like information in another language, please contact us.

2 Planning Visits and un-planned Visits

We cannot tell you exactly when your meter will be read and an unplanned interruption in service can also occur. These unplanned visits still require anyone Visiting Your Home or Business to identify themselves. Where we can make a prior arrangement and time for a visit we will. Planned visits can normally be scheduled for 'am' or 'pm'. We will always let you know the earliest and the latest time we will call. Times will vary between regions but in general the following times apply;

AM	8.30 - 12.30
PM	12.30 - 5.30

2.1 Common reasons for a visit your home

There are several reasons why we may need to visit you, they include:

- Reading, checking or carrying out routine maintenance work on your meter (we will visit at least once every year to read your meter)
- Checking your supply after a supply interruption
- Providing energy efficiency or general energy advice
- Removing your old meter and replacing it with a new one (for example, if it has passed its re-certification date, or if you require a different type of meter)
- Changing the repayment or emergency credit setting on your prepayment meter
- De-energising your supply after not paying for your energy, or if we suspect that the meter has been tampered with
- Re-energising your supply after disconnection for non-payment or otherwise

2.2 Who will visit your home

In most cases it will be the Network Operating Company or Meter Operating Company that will visit your home. They will be carrying out work on our behalf to bring these services to you. All visits and all our representatives will act in accordance with the terms of our Supply Licence, the provisions of the Electricity Act 1989 and the Rights of Entry (Gas and Electricity Boards) Act 1954. Where there is a change to the list of persons likely to visit you on our behalf, we will change this Code appropriately.

2.3 Planned Visits

Whenever we need to visit you to carry out a planned activity we will contact you first (via your preferred method of contact) to advise you of:

- Who will visit you on our behalf
- When they will call (this will usually be within a specified timeband)
- Why we need to visit you

If we make any changes to the date or time of your appointment, we will contact you (with at least 24 hours notice where possible) to advise you.

2.4 Competent Representatives

Utilita works with the Network Operating Companies and the Meter Operating Companies to ensure that all representatives that visit your home are competent to carry out the work they are doing. All on-site representatives are thoroughly assessed by the Network Operating Companies and Meter Operating Companies that employ them and in addition to being effectively trained and selected they will be:

- Fully aware of and compliant with the Code under which they operate
- Fit and proper persons for the job they carry out
- Aware of and sensitive to your need for confidentiality
- Able to provide you with a legitimate and easily understood reason for the visit
- Aware of safety and know who to contact for assistance if they encounter any problems with your electricity
- Able to provide you with the necessary contact details for information on electricity and gas supply, how to make a complaint or how to report an energy safety or security matter
- Completely professional in that they will not show any undue familiarity
- Appropriate and sensitive in their use of language
- Respectful to your home

We monitor the performance of our representatives on an on-going basis to ensure that their training is up to date and that they are adhering to the Code. From time to time, we may contact our customers who have been visited by one of our representatives to collect feedback on their performance and conduct. If you are unhappy with the service you have received from one of our representatives after a visit to your home, please refer to our Code "What if you need to make a complaint".

2.5 Ensuring your security

You are the best person to assess the security issues regarding a representative that wishes to visit your home. In all cases do not allow anyone into your home if you are not sure of their genuine reason or if they do not carry a valid identity card.

2.5.1 Identity Cards

You should always check the identity and business of any person before letting them into your home. All visiting representatives have an identity card that they will show you without being asked. They will also confirm the exact reason they are calling. You should check the card thoroughly; it should contain the following information:

- The name of the Network Operating Company or Meter Operating Company or Utilita
- The name and signature of the representative
- A colour photograph of the representative
- An expiry date (all cards are handed back on expiry or when a representative leaves the company)
- A telephone number to call and check the identity
- A reference number

If you have any doubts please call us and we will help in any way we can. As an extra check, Network Operator Company and Meter Operator Company representatives usually wear the uniform of the company and have vehicles clearly displaying the company logo. All Utilita representatives will also carry large print and / or Braille identity cards that they can present to customers with sight difficulties.

2.5.2 Password Schemes

In situations where you have additional concerns about security we also offer a password scheme. This password can be chosen by you (up to 25 characters) and given to us via any of our methods of contact. We will only ever give your password to Meter Reading and Network Operating Company Representatives and Utilita Representatives who need to know it, and you can change it as often as you like.

Appointment Confirmation

Whenever we make an appointment with you we will confirm this in writing. There will be a telephone number in the letter that you can call to check the details of the appointment or the identity of the person who has called.

2.6 Complaints

Please contact the Utilita Services Team on 0845-4504357 if anyone who visits your home or business is;

- Fails to present a valid Identity card
- Is discourteous or behaves in an unacceptable way
- Causes concern

3 Other Issues

3.1 Utilita Priority Needs Register

If you (or any member of your household) is elderly, disabled or chronically sick you should add your name to our Priority Needs Register so that we are aware of your circumstances. For more information please refer to our Code "What if I have Priority Needs".

3.2 Guaranteed Service Standards

Guaranteed Standards are Standards of service set by Ofgem, the industry regulator, and backed by a guarantee – you receive a payment from your electricity and gas Network Operator Company, if they fail to meet these Standards. Utilita will administer these compensation payments through your Statement. These Standards are the same for all Network Operator Companies in the Great Britain. In addition to the Guaranteed Standards, Overall Standards are targeted overall levels of performance set by Ofgem. These Overall Service Standards targets may vary for different Network Operator Companies. We will ensure that this compensation is passed on to you within 5 working days. Please contact us if you require more information about our Guaranteed Service Standards.

3.3 Other Codes of Practice available

This Code of Practice has been prepared in consultation with Energywatch and approved by the Office of Gas and Electricity Regulation. You can contact either of the above bodies if you have any queries about this Code or its implementation. We also publish other Codes of Practice. They are:

- What if you need to make a complaint?
- Your chance to reduce global warming (for your business)
- Your chance to reduce global warming (in the home)
- Services provided to elderly, disabled and chronically sick customers
- Visiting your home or business
- How to Pay for Your Energy
- Prepayment Customers

You can get any of these free of charge by contacting us:

Via Web: www.Utilita.com.uk
Via Email: info@Utilita.co.uk
Via Telephone: 0845-4504357
Or Write to:
Utilita
215, Crowthorne Enterprise Centre
Old Wokingham Road,
Crowthorne
Berkshire
RG45 6AW

4 Independent Advice and Useful Contacts

There are five Regional, two National and one Head Office Energywatch offices in the UK. The addresses and full contact details can be found at the end of this Code. This Code of Practice has been prepared in consultation with Energywatch and approved by OFGEM. You can contact Energywatch if you have any queries about this Code or its implementation. If you have contacted us about a problem or have a complaint that you feel we have not resolved, you can contact Energywatch. However before doing so, please refer to our Code on "Making Complaints". In certain circumstances Energywatch may refer your complaint to OFGEM, the regulatory body covering electricity licensing and competition matters. The contact details for both organisations are listed below:

4.1 OFGEM Contact Details:

London:
9 Millbank
London
SW1P 3GE

Scotland:
Regents Court
70 West Regent Street,
Glasgow
G2 2QZ

Telephone: 020 7901 7000
Fax: 020 7901 7066

Telephone: 0141 331 2678
Fax: 0141 331 2777

4.2 Energywatch Contact Details:

There are five Regional, two National and one Head Office Energywatch offices in the UK

Consumer Helpline: 0845 906 0708

Fax: 020 7799 8341

Textphone: 0845 7581 401

(for deaf or hearing-impaired consumers)

Web address: www.energywatch.org.uk

Email enquiries: enquiries@energywatch.org.uk

energywatch
Head Office
4th Floor
Artillery House
Artillery Row
London
SW1P 1RT

energywatch Scotland
Delta House
50 West Nile Street
Glasgow
G1 2NP

energywatch North West
Boulton House
Chorlton Street
Manchester
M1 3HY

energywatch North East
7th Floor, Pearl Assurance
House
7 New Bridge Street
Newcastle on Tyne
NE1 8AQ

energywatch Wales
5th Floor (West Wing)
St. David's House
Wood Street
Cardiff
CF10 1ER

energywatch Southern
5th Floor
Heron House
8-10 Christchurch Road
Bournemouth
Dorset BH1 3NA

energywatch South East
3rd Floor
Artillery House
Artillery Row
London
SW1P 1RT

energywatch Central Office
Civic House
156 Great Charles Street
Birmingham
B3 3HN