

# We won't visit your home without proof of who we are.

When it comes to letting people into your home, you can't be too careful. That's why we've devised three simple ways for you to check if your caller is a genuine British Gas representative.

This leaflet explains how to easily check the identity of British Gas representatives, and our policy on making appointments.

Every British Gas representative who visits you at home is trained to comply with our Codes of Practice and, if they give you energy efficiency advice, you can trust they hold formal qualifications, usually the Certificate in Energy Awareness issued by the NEA (National Energy Action).



## If you have special requirements



If you're hard of hearing or speech impaired and use a Textphone, call **18001 0800 072 8626**.



If you'd like to receive this information in another format such as large print, Braille or audio, call the British Gas Home Energy Care Team on **0800 072 8625**.

If you speak a language other than English, tell us when you call and we'll arrange for an interpreter to help you.

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Calls free from BT Calling Plan. Mobile and other providers' charges may vary.

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**British Gas** 

Your energy experts

# Check us out!



**British Gas** 

Your energy experts

# Three simple ways to check your caller is a British Gas representative

## 1. Identity card

All our employees and agents show you an identity card and large print versions of these are available on request. Please check the card carefully and if you are unsure, do not let them in. The card contains the following information:

- Who they represent
- Their photograph
- Contact telephone number for you to double-check their identity
- An expiry date for the card. ID cards will be surrendered on expiry

## 2. Password

If you cannot read an identity card, we can arrange for our staff to use a password when they visit you that's been agreed beforehand. You only let them in if they use the correct password. If you would like to join the password scheme, call **0800 072 8625**. If you are hard of hearing or speech impaired and use a Textphone, call **18001 0800 072 8626**.

## 3. Uniform

Many of our representatives wear a uniform on which is their company logo. This logo may also be on the side of their vehicle and is another way to check the person's identity.



All our new Sales Advisers have successfully completed the British Gas induction training programme. They have their knowledge assessed at regular intervals during induction to standards set by EnergySure and unless they achieve the minimum score, they do not pass the induction course. All our engineers are trained at the British Gas Academy and, dependant on role (Dyno, ESD, Gas etc), they will also hold recognised qualifications.

All Sales Advisers are rigorously checked, assessed and registered in accordance with the EnergySure Code of Practice before they are able to work unaccompanied in the field. All new engineer recruits undergo criminal record checks and all references supplied will be checked (note school leavers would not have references).

The Welcome Pack that the Sales Adviser will leave behind with you contains contact details that you can call if you have any questions or need any help during the energy supply transfer. Your engineer will also have access to extensive contact information and can obtain further information from their line manager if necessary.

# Calling without an appointment

Most of our representatives call at your home only by appointment. There are some, however, who may call without an appointment. These include:

## Meter Readers

A nominated agent will call to read your meter. As with all our employees and agents who visit your home, they carry an identification card.

## Sales Advisers

To give you valuable information about new products, our Sales Advisers may call between 9am and 8pm. You can be sure they adhere to the National Doorstep Cold Calling Protocol and EnergySure Code of Practice for face-to-face marketing of energy supply. Our Advisers are also accredited by EnergySure, an industry-wide initiative in which they're assessed to a high standard, regularly monitored and carry an EnergySure ID badge.

## Debt Recovery Representatives

If you're having difficulty paying your gas or electricity bill, you may be called on by one of our Debt Recovery Representatives.

Don't worry, this only happens on rare occasions as a last resort.

## Revenue Protection Representatives

These agents examine cases of suspected theft of electricity, theft of gas or damage to meters.

## Meter Servicing and Installation Operators

As well as your local Electricity or Gas Network Operator, our Meter Operators may call to carry out maintenance on your gas or electricity meter.

## Gascare Agency Network (GAN) Inspectors

As part of our Home Energy Care service for older and disabled customers, our Gascare Agency Inspectors may call to carry out gas safety inspections.

## Meter appointments

To make an appointment for us to read your meter call **0800 048 0202**.

Our working hours are 8am to 8pm on weekdays and 8am to 6pm on Saturdays.

We will try to give you an appointment for morning or afternoon, and may be able to narrow this down to a two-hour time slot.

## How to contact us

If you have any questions: Call our Customer Services Team on **0800 048 0202**.

Write to us at: **British Gas, PO BOX 3055, EASTBOURNE, BN21 9FE**

Email [britishgas.co.uk/contactus](mailto:britishgas.co.uk/contactus)

Visit [britishgas.co.uk](http://britishgas.co.uk)

# If you have a complaint

Occasionally we get things wrong, please tell us so we can put them right. If you are not satisfied with our service, please take the following steps.

## Step 1

Contact us by phone: **0800 072 8632**.

Online : [britishgas.co.uk/complaints](http://britishgas.co.uk/complaints)

By Post: **Complaints Management Team, British Gas, PO Box 3054, Eastbourne BN21 9FD**.

If you have a Pay as you go meter call **0800 072 8633**.

## Step 2

If you are not happy with the resolution of your complaint, please contact **Andy Eley, Head of Complaints**, by post: **British Gas, PO BOX 1577, Southampton SO18 9EX**, by phone: **0800 107 0184** or via email: [britishgas.customerrelations@centrica.com](mailto:britishgas.customerrelations@centrica.com)

If your complaint relates to a problem with the delivery of your gas or electricity, we will pass it on to your network supply operator to investigate and, of course pass on any response or compensation due to you.

Naturally, we want to resolve your problem immediately, however if we are unable to achieve this we will aim to reach resolution with you within 14 days. When you contact us to make a complaint we will apologise; provide you with an explanation and confirm what actions need to be taken - this may include a goodwill gesture or compensation.

## Independent Advice

If you have followed [steps 1 and 2](#) and your complaint remains unresolved after 8 weeks or if we have issued you with a deadlock letter, you can bring your case to the Energy Ombudsman by phone: **0845 055 0760**, textphone: **18001 0845 051 1513**, via [www.energy-ombudsman.org.uk](http://www.energy-ombudsman.org.uk) or by post: **Energy Ombudsman, PO Box 966, Warrington, WA4 9DF**.

The Ombudsman is an independent body, established to provide a free of charge service to impartially resolve customer complaints in cases where the customer and supplier cannot agree on final resolution. Their final decision is binding on the Energy Supplier, and not you as the customer.

## Advice?

Consumer Direct, the government's helpline for consumer advice, offers clear, practical and impartial help and advice, you can call on **08454 04 05 06** or go to [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

If you would also like to view a copy of the "Gas & Electricity (consumer complaint handling standards) Regulations 2008", please visit the OPSI (Office of Public Sector Information) website at [www.OPSI.gov.uk](http://www.OPSI.gov.uk)