

British Gas calling...

How to check the identity of your British Gas representative



britishgas.co.uk

British Gas
Looking after your world

Our promise

At British Gas we won't visit your home without proof of who we are.

When it comes to letting people into your home we know that you can't be too careful. That's why we have devised three simple ways for you to check if your caller is a genuine British Gas representative. And so that you know which of our representatives could call at your home we have identified them here in this leaflet.

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).

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 i.e. Meter Reader or Sales Advisor
- 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 have difficulty reading an identity card, we can organise for our staff to use a password when they visit your home, which you agree to beforehand. You then 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. Company uniform and logo

The company logo is another way to check the person's identity. Many of our representatives wear a uniform on which you will see their company logo, and this logo could also be seen on the side of their vehicle.



Who might call at your home?

Engineers

You can be sure that all our engineers have been trained at the British Gas Academy and, dependent on role (gas engineer, electrical engineer, Dyno Plumbing and Drains), they will also hold recognised qualifications. Your engineer will be able to answer your questions, will have extensive contact information and will be able to obtain further information from their line manager if necessary. All new engineer recruits undergo criminal record checks and all references supplied will be checked (please note that school leavers would not have references).

Most of our representatives call at your home only by appointment, such as our engineers – who'll also call ahead to let you know they are on their way. There are some however, who may call without an appointment. These include:

Sales Advisors

To give you valuable information about new products, our Sales Advisor may call between 9am and 8pm. If you decide to transfer your gas and electricity over to British Gas, the Sales Advisor will leave you with a welcome pack which contains contact details that you can call if you have any questions or need any help during the energy supply transfer.

You can be sure that all Sales Advisors are rigorously checked, assessed and registered in accordance with the EnergySure Code of Practice before they are wable to work unaccompanied in the field and they adhere to the National Cold Calling Protocol.

All our new Sales Advisors 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.

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. To make an appointment for us to read your meter call **0800 048 0202**, weekdays 8am-8pm and Saturdays 8am-6pm.

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.

Debt Recovery Representatives

If you're having difficulty paying your gas or electricity bill, one of our Debt Recovery Representatives may call at your home. This only happens 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.

To find out more about
our world, visit
britishgas.co.uk



If you have a complaint

At British Gas, we're committed to giving you the highest quality service. Although we aim to do our best, there are times when things go wrong. If you have a complaint about any aspect of our service, you can trust that we will take it seriously, work hard to resolve the problem and build any improvements into our policies, processes and procedures.

Correct at time of going to print, January 2011.

*Calls may be recorded and/or monitored for quality assurance and compliance purposes.

D05E (01/11) 29010927


If you are unhappy with our service, and would like to make a complaint please take the following steps:

Step 1

 **0800 072 8632***

 **britishgas.co.uk/complaints**

 **Complaints Management Team, British Gas,
PO Box 4804, Worthing BN11 9QJ**

 If you have a pay as you go meter
0800 072 8633



Step 2

If you are not happy with the resolution of your complaint, please contact Andy Eley, Head of Complaints:

 **British Gas, PO Box 4803, Worthing BN11 9QT**

 **0800 107 0184***

 **customercomplaints@britishgas.co.uk**

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 a 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. If you remain unhappy with the service provided you can ask to speak to a Manager.

If you need to discuss your complaint face to face you may wish to visit any one of our offices, for the nearest location please call **0800 072 8632***

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 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. The Ombudsman may require us to take one of more of the following actions; take practical action that may benefit you, offer an apology or explanation, or make a financial reward. 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. 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

To obtain a copy of the British Gas complaints handling process you can visit our website at britishgas.co.uk/complaints or to request a copy free of charge call us on **0800 048 0202***

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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